

Camrose and District Home Support Services Camrose Meals on Wheels

Meals on Wheels is truly a volunteer driven agency. Caring individuals go out each day and deliver nutritious lunches to clients in need. Giving of their time to serve others is what makes our volunteers special.

Job Description: Meals on Wheels Volunteer

Meals are to be picked up at Rosehaven at approximately 11:20 A.M. The pick up point will be the loading dock. Drivers should go along 47 Avenue and turn into Rosehaven on the north side entrance directly opposite 55 Street. There will be Meals on Wheels signs with arrows directing you to parking in front of the loading dock. The door at the top of the stairs has another Meals on Wheels sign and opens into the loading dock area. The entrance to the kitchen is just inside the door and the clipboard with the day's changes is on the wall to the left just inside the first pair of doors.

Please note: For health reasons it is requested that drivers DO NOT go into the kitchen, but remain in the loading dock area.

Meals will be delivered to you on a cart in the loading dock area outside the kitchen. Meals on Wheels has its own cart at Rosehaven for taking meals from the kitchen to the loading dock area. You may leave the cart in the loading dock area until all the empty trays are returned.

You will receive the binders with delivery instructions for routes A B and C (weekdays) from your coordinator. Delivery binders for routes 1 and 2 will remain at Rosehaven

Drivers **must** check the change notification sheets on the clipboard on the wall just inside the kitchen. Stops, starts, restarts and temporary and permanent cancellations are recorded on this sheet by the Rosehaven staff. Take the appropriate sheet(s) and make necessary changes to the route sheets. These sheets should then be left in the drivers binders.

Meals on Wheels signs are provided. They are to be found inside the binders. They should be attached to the side windows of your vehicle when delivering, and returned to the binders when deliveries are completed.

Drivers are requested not to leave until all other drivers have arrived, just in case someone fails to arrive, the remaining route can then be divided up and delivered by the other drivers. So that you can be sure you have all the meals on your route please crosscheck the meals you have, to the sheets, before leaving the kitchen area. If any questions please check with kitchen staff.

The route sheets are typed up in the office on Friday morning, there may be changes to them by the time you deliver. Please give meal recipients your name and the name of the organization/church you are delivering for.

Leave the meal (on the tray liner) with the client and pick up previously delivered trays for return to Rosehaven. **Do not leave the bases or tops with the client.**

If it is the last day a client will receive a meal (Cancelled Until Further Notice) do not leave the liner that day. Remove the disposable containers from the liner and return the everything to Rosehaven.

On the route sheet indicate by a check mark the meals you deliver to each client. If they receive two meals, put two checkmarks in the box. If two people at one address are receiving meals please use a separate line for each.

The days clients DO NOT receive meals will be blanked out on the sheet, provided the client has not made a change to the days they receive meals that week.

On the last day of the week or weekend that the client receives a meal have the client initial the sheet. You do not need to return to the recipient's home on the last day you are scheduled to get them to sign. You do not need to insist they sign the form if it distresses the client in any way.

You will also sign the bottom of the form when your deliveries are completed. Return the empty trays and books back to the cart in the loading dock area. Please do not take the route clipboards home. A master list of Meals on Wheels clients with their addresses will be kept in the kitchen in case you need to check an address. Please ask the kitchen staff for this information. If the name is not on the master list please ask the kitchen staff for that information. This sheet will be updated frequently, **but please do not remove it from Rosehaven.**

CONFIDENTIALTY

All information known or received about a client shall be treated as confidential and shall not be published, released or disclosed in any manner that would be detrimental to the personal interests, reputation or privacy of the client.

CAR INSURANCE AND LIABILITY

Camrose and District Support services carries liability insurance HOWEVER your car insurance must cover you should there be an accident involving your vehicle while delivering Meals on Wheels. You must wear a seatbelt while delivering Meals on Wheels.

ASSISTING CLIENTS

Delivery routes may have many clients, so visiting is, necessarily, limited to a few minutes with each client. Meals on Wheels is intended for those who can feed themselves, but volunteers may need to unwrap the meal and/or set it up for a client.

Do not physically assist the client, if it appears they need this type of help, call the office.

HANDLING MONEY

Volunteers are not permitted to receive money or cheques from clients. Please inform the client that they must send it directly to the office to pay for their meals

F.A.Q.'s - Frequently Asked Questions:

Is it safe going into clients home s ?

- For safety and protection we require two volunteers on each route and strongly encourage both to enter the home together.
- The Meals on Wheels program will not knowingly send volunteers into homes not deemed to be safe, either from the standpoint of the **client' s** behavior or from a physical standpoint of entering the home. (ie. Unsafe stairs, decks, slippery walks) etc. If any of the above is evident. **DO NOT ENTER THE HOME** and call the CDSS office as soon as you are able.

How can volunteers help?

- Meal delivery drivers and helpers deliver meals and cheer to homebound clients during the lunch hour.
- Some volunteers make presentations to groups in the community to reach people in need as well as to acknowledge and recruit additional volunteers.
- The Board is made up of volunteers who establish policy and oversee agency activities and direction.

How much of my time will it take?

- Meal delivery volunteers should count on an hour per delivery day.
- Board members meet for two hours, once a month.
- Other volunteer activities are flexible - the more time you can volunteer, the better we can serve.

Volunteer Screening

- For the safety and security of our clients we have in place a system whereby our volunteers are registered with us and undergo a screening process, this

involves asking you for a copy of a Criminal Record check and two references. When you register we will also copy your Drivers license.

What kind of training is offered to volunteers?

- On the job training is provided for meal delivery. First timers usually accompany an experienced volunteer for one or two delivery days.

What if there's no answer at the door when I bring a meal?

- Take the meal back to Rosehaven. Make a note on the delivery sheet that there was no one home. Call the office to let them know that you could not deliver the meal. Give your name, phone number, the name of the client and which route.

What if the other driver(s) doesn't arrive?

If another driver does not arrive after about 10 minutes, please deliver the other route then on weekdays call the CDSS office at 672-0141 and advise them of the problem. Leave a message if it is on weekends.

- On weekends you may try to calling a backup driver from the list on your schedule.

What if I'm not available on a day I've been scheduled for?

- Please notify your coordinator as soon as possible, or make arrangements with another **experienced** driver on your list to either cover for you or trade days. **Please do not ask someone who has never delivered Meals on Wheels before or who is not registered with the office.**

Do you have to read a map to deliver meals?

- No, addresses are clearly provided on the route sheet. Extra directions are provided for any unusual locations. If you need a map, it is provided in the route book.

What kind of meal-delivery equipment is provided?

- Meals are provided from the kitchen in stacking trays that are strapped together for easy carriage. Rosehaven will not stack more than 5 meals in one pile as they can get heavy. Thermal tray liners are used to keep the meals hot during delivery. The whole stack does NOT need to be taken in the home, just the tray liner with the food on it. Please cover it with one of the thermal trays before taking it in the house. The previously delivered tray liners are replaced in the stack for return to Rosehaven. **DO NOT LEAVE THE THERMAL BASES IN THE HOME ONLY THE TRAY WITH THE FOOD ON IT.**

What vehicles are used to deliver meals?

- Volunteers use their own cars to deliver meals. Most vehicles will easily accommodate the delivery equipment, driver and rider.

Are volunteers paid for mileage?

- No.

Are there social events for volunteers?

- The annual general meeting, usually in April, is held largely to acknowledge and recognize our volunteers.
- Yearly we have a meeting with all coordinators and drivers to discuss the program and delivery issues.
- Just before Christmas the Home Support Board and any coordinators or drivers who wish to participate pack plates of Christmas baking and goodies and deliver them to meal recipients.

Emergency Procedure for Drivers

The purpose of this information is for the protection of our volunteers as well as the safety and well being of our clients.

IN CASE OF EMERGENCY

CALL 911 FOR HELP

Stay with client until help arrives

Stay calm

Reassure client that help is on the way

DO NOT try to lift or move client

Be available to answer questions when help arrives.

Call the CDSS office 672 0141 to inform them of the emergency