

## **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 Pick up meals at Brookside (kitchen delivery access door) 4501-47st Camrose, AB**

#### **Meal pick-up at Brookside kitchen**



#### **Arrival Time and Parking:**

Meals are to be picked up at Brookside kitchen at **11:15 A.M.** Meals are delivered Monday – Friday. We have 3 routes to deliver, therefore we require 3 vehicles (one for each route). Each route has one driver and one helper. The pick-up point for meals is at the “kitchen door access” on the southeast point of the Brookside parking lot at 4501 - 47street, Camrose, AB (see photo). This door is NOT the main entrance of the building and remains locked unless Meals on Wheels is picking up daily deliveries. The Meals on Wheels entrance to the Brookside kitchen is just through this

kitchen door entrance, and you will see a small doorbell adhered to the glass door. If the doors are locked, ring the door bell. If the bell is not working then knock on the kitchen window to gain the attention of the kitchen staff. If the doors are propped open, leave them propped open so they do not lock upon closing. The alarm warning the door is open will be beeping, that is normal. There is just enough parking for 3 vehicles outside this kitchen door entrance. Any extra vehicles volunteers bring can be parked in the Brookside parking lot or on the street.

**Please note:** For health reasons it is requested that drivers **DO NOT** go all the way into the kitchen.

**Daily changes:** The route A, B, or C delivery binders and daily route/client changes (on a sheet of paper) will be placed in mail slots on inside wall of door access. Drivers **must** check the change notification sheets for any meal stops, starts and restarts, temporary and permanent cancellations. Take these notification sheet(s) and make necessary changes to your route sheets. Check your deliveries for the day with what meals are in your stack to make sure the meals provided match your delivery sheet/daily change sheets. **The Notification sheets and**

**route sheets should be left in the drivers' binders. At the end of the week we ask you return the route binders to the Brookside Kitchen.**

**Protecting your vehicle from food spillage:**

Some drivers place an old bedsheet, old bath towels, a wooden board in back seat, blanket or empty laundry basket in their vehicle to house the meals and to contain any food spills that may occur.

**Vehicle identification:** Laminated Meals on Wheels "signs" are provided for your vehicles and they are found inside the binders. These signs should be attached to the side windows of your vehicle when delivering and returned to the binders when deliveries are complete.

**Drivers are requested not to leave for their routes 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. If you are in need of emergency back-up, call the office 780-672-0141. So that you can be sure you have all the meals on your route please crosscheck the meals you have, to the route sheets and daily change/cancellation sheets, before leaving the kitchen area. If you have any questions please check with the kitchen staff.**

The weekly delivery route sheets are typed up in the office on Friday afternoon; there may be changes to them by the time you deliver starting Monday.

**What do I do with insulators and tray liners?**

Leave the daily meal (on the tray liner) with the client and pick up previously delivered tray liners and insulators for return to Brookside kitchen. **Do not leave the bases or tops (insulators) with the client.** Please give meal recipients your name and the name of the organization you are delivering for. You are welcome to wear any identifying logo, vest, badges to help create a visual presence for your club, church or organization's involvement with Meals on Wheels.

If it is the last day a client will receive a meal (Cancelled Until Further Notice) do not leave the liner with the client that day. Remove the disposable containers from the liner and return everything to Brookside. On the route sheet indicate by a check mark the meals you deliver to each client and have the client initial the sheet as well. 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.

**How do I know if a client is receiving a meal today?**

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

**Initials on the delivery sheet and client addresses:**

On the last day of the week the client receives a meal, have the client initial the sheet. You may initial the form for the client if requested to do so. Please sign the bottom of the route sheet when your deliveries are completed. Return the empty trays and route binders back to the cart in the Brookside kitchen. Please do not take the route binders home. A master list of Meals on

Wheels recipients with their contact information will be kept in the Meals on Wheels office in case you need to check an address. Please call the office staff at 780-672-0141 for this information. Brookside Kitchen staff will have a record of current recipients and their addresses in the event you cannot contact the office staff by phone.

### **CONFIDENTIALITY**

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. All volunteers must sign the "Oath of Confidentiality" as part of their volunteer application package for Meals on Wheels.

### **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 usually limited to a few minutes with each client. Meals on Wheels are intended for those who can feed themselves, but volunteers may need to unwrap the meal, take the meal into the kitchen area 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 and if they have any questions about payment direct them to contact the office at 780-672-0141.

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

#### **Is it safe going into clients homes?**

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. (i.e. Unsafe stairs, decks, slippery walks) etc. If any of the above is evident. **DO NOT ENTER THE HOME** and call 780-672-0141 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.

Join the Home Support Board of Directors. The Board is made up of volunteers who establish policy and oversee agency activities, fundraising and direction for Meals on Wheels and Homemaker services.

#### **How much of my time will it take?**

Meal delivery should take about an hour per delivery day.

Board of Directors meet for two hours, once a month.

Other volunteer activities are available depending on time of year.

### **Volunteer Screening**

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. Screening involves completion of volunteer application package and criminal record check. Forms are available from the office.

**What kind of training is offered to volunteers?**

On the job training is provided for meal delivery. First time volunteers 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?**

Firstly, call the office at 780-672-0141. Sometimes clients are hard of hearing or unable to unlock a door in a timely fashion. The office will put you on hold and attempt to contact the client by telephone. If the client is not home, the office will instruct you further. Make a note on the delivery sheet that there was no one home.

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

If another driver does not arrive after about 10 minutes, please call the CDSS office at 672-0141 and advise them of the problem.

You may try to calling a backup driver from the list in your binder.

**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?**

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. Thermal tray liners are used to keep the meals hot during delivery. The whole stack does NOT need to be taken into the home, just the tray liner with the food on it and the top insulator. The previously delivered tray liners are replaced in the stack for return to Brookside.

**DO NOT LEAVE THE INSULATORS IN THE CLIENT'S HOME.**

**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, usually in November, we have a meeting with all coordinators and drivers to discuss the program and delivery changes and successes.

Just before Christmas the Home Support Board of Directors and any coordinators or drivers who wish to participate in packing containers of Christmas baking and goodies and delivering 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 780-672-0141 to inform them of the emergency