



Meals on Wheels Volunteer Newsletter

www.carebc.ca | Fall/Winter 2020

Dear Meals on Wheels volunteers,

In case you missed my email, I am currently on my 1-year maternity leave. **Joanne Yau** (Volunteer Engagement Coordinator) and **Jeana Hamilton** (Volunteer Recruitment Coordinator) are my replacements during this time.

Joanne will be your main point of contact (day off, scheduling, concerns, etc.) regarding Western Meals on Wheels. Jeana will focus on recruitment-related issues. Chris Turner, Abby Feng and Kate Yat are still around to assist you and May Soo, Chinese Programs Director will continue to promote and recruit for CMOW.

Joanne – wmowvolunteer@carebc.ca – 604-733-9177 ext 107.

Jeana – hamiltonj@carebc.ca – 604-733-9177 ext 113.

Thanks again for all that you do! I'm planning to be back in late 2021.

Vicki

Volunteer Program Manager

Upcoming Holiday and Closures

Remembrance Day: Wednesday, November 11th, 2020

Christmas Day: Friday, December 25th, 2020

New Year's Day: Friday, January 1st, 2021

Family Day: Monday, February 15th, 2021



Monday, December 28th 2020 - *Meals on Wheels will operate on this date*

Please check your route sheets carefully during the holidays for extra meal orders.

A gentle reminder to volunteers: we request that you do not offer edible gifts to any client. If you wish to give a gift please consider safer ways such as cards, crafts or flowers. Clients may have diet restrictions or difficulty swallowing. Offering them food apart from the food we provide may cause them harm. We cannot take risks with the health and safety of our clients.



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Annual Care BC Dinner and Auction - postponed

This year's Annual Care BC Dinner and Auction, originally scheduled for October 2020 has been postponed till October 2021. Please stay tuned to our website for updates.

Meals on Wheels – Flu Season and Mask Policy

Flu season is around the corner. Meals on Wheels operates under Vancouver Coastal Health Authority and as such we are required to follow their Flu Prevention Policy. As volunteers, you provide a form of community based care to seniors who are vulnerable to the flu.

Vancouver Coastal Health Public Health is offering flu clinics to the public this year. Please visit Vancouver Coastal Health website for clinic times and locations. There is an option to book online or call in.

Vancouver: <http://www.vch.ca/Documents/VCH-Flu-Clinics-Vancouver.pdf>; or (604) 675-3692

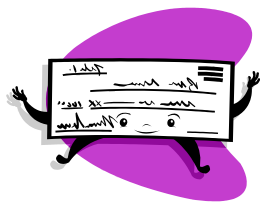
Richmond: <http://www.vch.ca/Documents/VCH-Flu-Clinics-Richmond.pdf>; (604) 233-3126

North Shore: <http://www.vch.ca/Documents/VCH-Flu-Clinics-North-West-Vancouver.pdf>

If you cannot make those clinic times, please arrange to receive your flu shots at your family doctor or local pharmacy. Flu shots are free for volunteers working with seniors – you need to bring along your Care Card and may need to book in advance. Call your local pharmacy or family doctor for more information.

Please let the MOW office know you have received your flu shots and continue to practice our COVID safety protocols during the flu season. If you decide not to receive a flu shot this year, you must **wear a mask while volunteering**. Please refer to our mask policy (enclosed with this newsletter)

2020 Mileage Reimbursement Forms



Please send in your 2020 mileage reimbursement forms before the end of January 2021 to receive your tax receipts in February 2021. Also, please start a new reimbursement form for 2021. Forms can be found on our Resources for Volunteer website: <https://www.carebc.ca/resources-for-volunteers.html>.

Planning for Snow

It's the time of year to start thinking about snow again. Every year our volunteers do their very best to get all those meal out to clients in need! In preparation, our office will be sending out notices to all the clients to stock up on canned and frozen food in case of cancellations.

In the event of a major snow storm, we may need to reduce or close the Meals on Wheels office and cancel service for that day.

- Listen to the radio/TV in the morning. We will inform the media in the event of a cancellation. (CKNW, NEWS 1130, CBC Radio one, Fairchild Radio, Global BCTV and City TV)
- We will call ALL volunteers and clients in the event of a closure.
- We will deliver food to any client who has nothing to eat.
- We will make regular updates to our website.

If you are unsure if Meals on Wheels is running on that day, give the office a call. For those Meals on Wheels volunteers who feel unsafe to drive in the snow, please call the office as soon as possible. Leave your name, phone number and the area you deliver. The phones will be very busy on these days, so please leave a clear message.

Volunteers who are confident driving in the snow and are able to pick up an extra route, please contact us!!

Thank you for all that you do!

I would like to express sincere gratitude for your support of Meals on Wheels.

Best wishes for a healthy and happy holiday season.





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Granville Office – Fire Escape Plan Updated

Due to the closure of some depots, a lot of volunteers have been using our Granville Office as a temporary depot for picking up meals and dropping off empty bags. Below is the Fire Escape Plan for the Granville Office and General Fire Tips for all other depots.

General Fire Tips:

- Before opening any doors, first check for smoke and/or heat from the door.
 - If your clothes catch on fire: *Stop, Drop and Roll.*
 - Crawl low in smoke; the air will be cleaner closer to the floor.
 - Do not use elevators.
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Procedure (Granville Office):

- If you discover the fire; activate the fire alarm, located on the wall by the elevator.
- If you are positive you can extinguish the fire with **no danger to yourself or others** then use the fire extinguisher located behind the kitchen door or the one in the hallway by the stairwell door.
- If the fire alarm is sounding all staff and volunteers must follow the procedure to evacuate.
- All staff members and volunteers are to evacuate the building immediately, using the nearest and safest exit. Only take what can be quickly and easily carried, i.e. keys, purse/wallet and coat. Before leaving, ensure that your window is closed but leave your **DOOR OPEN**. Evacuate to the designated location (behind building in church parking lot). Do not re-enter the building unless advised to do so by our Fire Warden.
- It is the responsibility of the Administrative Assistant to act as the **Fire Warden**. The fire alarm can be heard most clearly in the Reception area of the office.
- If a **False Alarm** has been determined, the Fire Warden will:
 - Advise staff and volunteers to re-enter building.

Staff or volunteers must inform the Fire Warden or other designate before leaving the evacuation area (e.g. to go home). That staff member will then initial beside his/her name on the Staff Contact List located at the front of the Disaster Binder.