



Meals on Wheels | Family Respite Centre | Health Promotion Services | Community Integration

Volunteer Program

Safe Working Conditions Policy and Procedure: Meals on Wheels (MOW)

The Health and Home Care Society of BC (Care BC) values the rights of volunteers to work under safe conditions and to not feel uncomfortable or endangered while performing their role. Care BC strives to provide clients with services, especially when their health depends on the service. Care BC acknowledges that there may be risk involved when entering client homes and seeks to manage this risk to safeguard all involved.

Policies:

- If Meals on Wheels delivery is cancelled due to weather issues, volunteers will be notified by the MOW Service Coordinators, or the Volunteer Program Manager (or designate). Volunteers may be contacted by MOW Service Coordinators requesting them to deliver if they feel comfortable driving in the current weather conditions.
- Care BC volunteers will be given information via the Volunteer Newsletter (see this example) prior to the winter season as to the procedure they are required to follow during impassable weather conditions.
- Volunteers who do not feel comfortable/secure entering a client's home will not provide a service to this client.
- Volunteers are not required to perform any service for clients outside of their duties for Meals on Wheels.
- It is the responsibility of volunteers to drive or cycle in a safe and legal manner when delivering meals.

Procedure:

Volunteers who are concerned about their safety should:

1. Contact the Meals on Wheels office immediately (604-732-7638) and inform the office of any concerns..
2. Leave the situation immediately; if necessary call 9-1-1 to involve the police. Contact the Meals on Wheels office to inform them of the incident.

Please remember we have a specific procedure to follow if you discover a client who has fallen.

Care BC cannot be liable for any accidents or personal injuries that occur during the course of volunteering with the Meals on Wheels Program.

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