

# Health & Home Care

[carebc.ca](http://carebc.ca)

## 3<sup>rd</sup> Annual Meals on Wheels Golf Classic

For the 3rd year in a row Care BC has been out on the green with volunteers, friends and supporters of Western & Chinese Meals on Wheels. This year's tournament raised over \$55,000 and had the largest number of golfers to date. Teams came out for a sun filled day of golf while providing a lasting impact on the Meals on Wheels clients throughout Vancouver & Richmond.

This year we were fortunate to have support from many corporate leaders and friends. Contests on the fairways ranged from a hole-in-one prize of a 2013 Nissan Pathfinder provided by Pan Pacific Nissan Richmond to a Pender Island Weekend provided by our Event Sponsor Pharmacy BC. Sponsors on the green included: Canadian Direct Insurance, Elite Planning Group, Gudmundseth Mickelson LLP, McKesson Canada, PricewaterhouseCoopers, Synergy Engineering Ltd., The Medicine Shoppe Canada, and TSN Insurance Services Ltd.

Once again the University Golf Course provided a fabulous dinner where we held a live and silent auction. Our hosts for the evening were Kyle Donaldson & Michel McDermott from Breakfast Television who started off the live auction with a Live Art Painting from Firebird Live Art and a Club Seat Canuck Hockey Ticket Package from Pharmacy BC, Star Limo and Fan Zoo.

Dinner guests mingled while participating in the silent auction and raffle prizes. Thank you to all of our generous sponsors: Amity Design Studio, Big Sky Golf & Country Club, BMW Richmond, Burgoo, Cactus Club Abbotsford, Canada Safeway, Cielo's Tapas & Oyster Bar, Complete Eye Care Optometry, Dueck Richmond, Fairmont Vancouver Airport, Ginny Golding Golf, Golf Town, Hawksworth Restaurant, Innovative Fitness, Joe Fortes, Luke's, Marsh Canada Limited, Mayfair Lakes Golf & Country Club, Mercedes Benz Broadway, Pacific Sands Beach Resort, Reflections Restaurant, RosewoodHotel Georgia, Smart Cell, Spa at the Madison, Squamish Valley Golf Club, Sunlife, Synergy, Tapenade Bistro, Terminal City Club, Township 7 Vineyards, UBC Museum of Anthropology, Unilever Canada, University Golf Club, Vancouver Aquarium, Vancouver Art Gallery, Vancouver Mobile Apps Ltd., Vancouver Trolley Company, Vogue Theatre, Von Albrecht & Associates, West Oak Restaurant.

We would like to thank everyone who attended and who provided us with support for this noteworthy event.



# RISKS OF BEING A MEALS ON WHEELS VOLUNTEER



*Excerpt from... Canadian Journal of Volunteer Resources Management*  
*"As published in CJVRM, Issue 21.3 - Risks and Demands"*  
*by Suzanne Liddle*



*Suzanne Liddle*

Running a large volunteer program (currently we have a team of over 330 volunteers) working with a vulnerable population carries a number of inherent risks.

To control and minimize risk, the program has undergone a process of risk assessment. This process is vital as it helps to protect clients, volunteers and

the organization itself from potential harm. Risk assessment is also an important component in showing that volunteers are valued; it is much more than simple health and safety.

## **Risk To The Client:**

### *Reliance On Volunteers To Deliver Meals*

The structure of any Meals on Wheels program is that it is completely reliant on volunteers to ensure that food gets delivered to clients each day. This in itself creates the risk of non-delivery if a volunteer forgets, cancels at the last minute or does not show up. For this reason volunteers are asked to provide as much notice as possible if they need time off. A list of spare volunteers is in place for last-minute cancellations and staff can deliver if necessary to ensure that clients always receive their food.

### *Volunteer Access To Vulnerable Clients*

Volunteers need to know names, addresses and sometimes other information pertinent to delivering meals. For this reason, it is vital that volunteers are appropriately screened, oriented and managed. Volunteers must go through a recruitment process that includes a criminal records check, reference check and orientation to ensure that they are the right person for the role. Ongoing communication with clients, family members, caregivers

or case managers is a key element here. Volunteers are also required to keep in regular contact with the office. Volunteers sign a confidentiality agreement and have ongoing supervision. Client feedback about volunteers is also encouraged. Volunteers must destroy all paperwork listing client information at the end of each day.

## **Risk To The Volunteer:**

### *Entering Clients' Homes*

Having access to a client's home is a risk to the volunteer as it makes them vulnerable to personal injury as well as potential accusations of theft or abuse. This risk may increase if working with senior clients who are mildly confused. Part of the volunteer role is to perform an informal safety check and to report any potential hazards. Volunteers also sign a liability waiver so that they are aware they are responsible for any damage or injury. Care BC communicates on a regular basis with both clients and their families or caseworkers and will act immediately on any concerns raised. Meals on Wheels is often part of a larger network of support helping seniors to age in their own homes.

Risk to vulnerable adults is greater if the client is emotionally or socially isolated. Problems are more likely to occur if volunteers are inadequately trained, poorly managed or lacking support. For these reasons the most important component in Care BC's risk management is communication. Feedback from both clients and volunteers is taken on a daily basis over the phone, via email and in person to ensure that we have a committed, flexible and caring team of volunteers who are appropriately supervised and trained. We strive to create the safest possible environment for both clients and volunteers.



*Suzanne Liddle has been working in volunteer management for five years and has spent much of this time with programs aimed at supporting seniors. Originally from Northern Ireland, Suzanne worked in the nonprofit sector in Belfast before relocating to Vancouver last year and joining the team at Care BC.*



*Jason Spargo & Inge Schamborzki*

## 2014 NISSAN PATHFINDER



Thank you to Pan Pacific Nissan Richmond and Jason Spargo, Sales Manager, for helping us to lease a new vehicle for Meals on Wheels and the Family Respite Centre. We rely on the vehicle to make Western & Chinese Meals on Wheels deliveries as well as taking clients from the Family Respite Centre for day trips within the community.

## HOLIDAY SEASON SUPPORTERS

During the Holiday Season, Meals on Wheels was very fortunate to have the support of a couple of local organizations who help to make the Vancouver and Richmond clients a little more cheerful.

This year we had hundreds of cards arrive from Brownies, Girl Guides and Pathfinders! Each of the cards were made with tender care and easily brightened the homes of our clients with seasons greetings.

The Vancouver Garden Club also created pretty flower arrangements for the clients for both Thanksgiving and Christmas. The Vancouver Garden club has been creating flower bouquets for the clients for over 38 years! Thank you for all of your hours of time and thoughtfulness.



*Above: Cards from the Girl Guides of Canada*



*Left: Ahmad Roshanravan with flowers from the Vancouver Garden Club*

## KUDOS TO OUR MACAULAY CLUB

*Thank you to the following organizations who joined our Macaulay Club between August 19, 2013 and January 31, 2014 by making a donation of \$500 or more to our charitable programs.*

- Andrew Mahon Foundation
- Army, Navy & Airforce Veterans in Canada, Unit 284
- Damax Consultants Ltd.
- DP World Vancouver
- Lee, Turner & Associates Inc.
- Lohn Foundation
- Napaja Enterprises Ltd.
- The Medicine Shoppe Canada Inc.
- The Sook Ching Foundation
- The Zacks Family Charitable Foundation
- Toronto Community Foundation
- United Way of the Lower Mainland

We also offer appreciation to the other organizations and individuals who have joined our Macaulay Club in the past year, as well as to our program partners, Fair Haven United Church Homes Society, the Nissan Canada Foundation, the Vancouver Foundation, St. George's Place Society and Vancouver Coastal Health.

*We would also like to acknowledge the financial assistance of the Province of British Columbia.*

If you or your company would like to support one of our charitable programs, please call 604-733-6614 or donate on-line at [www.carebc.ca](http://www.carebc.ca)



# HOLIDAYS WITH THE FAMILY RESPITE CENTRE



*Family Respite Centre Holiday Party*

The holiday season can be a lonely time of the year for seniors and caregivers. But, the Care BC Family Respite Centre (FRC) is filled with festivities, laughter and sometimes even dancing during the annual Holiday Party.

January 31 was the beginning of the Chinese New Year 2014 and the spirit of the Year of the Horse is strong with giving. S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home began preparing the meals for the Chinese Meals on Wheels program in October 2003. On Chinese New Year Eve 2014, the FRC clients were delivered a traditional Chinese meal to celebrate the coming year. In addition to this traditional holiday meal, the Simon K.Y. Lee Seniors Care Home will continue to deliver Chinese meals to the FRC every Tuesday and Thursday.

With a significant number of Chinese speaking guests we are very pleased to offer traditional Chinese cuisine.

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## 2013 FLU CLINIC COMMENTS

Every year Health Promotion Services (HPS) works with Registered Nurses throughout the province to administer flu shots to businesses. HPS is a social enterprise and proceeds from the flu clinics goes towards our Meals on Wheels program. This year we had so much wonderful feedback we wanted to share a few comments with you...

**"Great service Wendy! Thank you!"**

**"Very easy to deal with and the nurses are always friendly. Great job! Thank you so much!"**

**"Clinic ran smoothly, nurse had extra vaccines for drop-ins & we did not have to turn anyone away."**

**"Professional, welcoming, comfortable. Thank you so very much! Don't let June retire, ok!"**

**"Fast, competitive pricing, pleasant to deal with."**

**"Very friendly and professional. Informative bulletins/handouts made available for everyone."**

**"Your team is terrific. Thank you!"**



*Yvonne Li, Meals on Wheels Service Coordinator*

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