



# Volunteer Handbook

Winter 2022



Health & Home  
**CARE**  
Society of BC

# Welcome to Meals on Wheels

Dear Volunteer,

Thank you for choosing the Health and Home Care Society of BC as your volunteer opportunity. We hope to provide you with a positive and supportive experience. As a volunteer you will meet new people and build community, gain a sense of purpose, learn new skills and gain and enhance your job prospects.

Meals on Wheels provides a meal delivery service which will improve and enhance the quality of life of our client's. We deliver nutritional meals to resident's homes which will assist them to remain independent and to socially connect in our community. Meals on Wheels provide much more than just a meal, we nourish, we care and we strengthen communities.

We recognize the value of volunteers to our service and our community and make every effort to ensure that volunteers are supported to undertake their role.

We hope you will find this handbook useful. If we can be of any assistance to you, please let us know. Your suggestions and comments are always welcome.

Sincerely,

Meals on Wheels Team



*“Volunteers do not necessarily have the time; they just have the heart.” – Elizabeth Andrew*



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## Who we are

The Health and Home Care Society of BC is an independent and locally based non-profit organization. Since 1898, we have supported British Columbians with healthcare initiatives tailored to the communities we serve.

We continue this tradition of caring by offering preventive and supportive health services that keep people healthy and in the comfort of their homes. These services include programs such as Meals on Wheels, Chinese Meals on Wheels, the Community Integration Project and various programs at the Family Respite Centre.

**Our Mission:** To provide health promotion and supportive care services to communities in British Columbia.

**Our Vision:** A future where seniors live independently in their own homes.

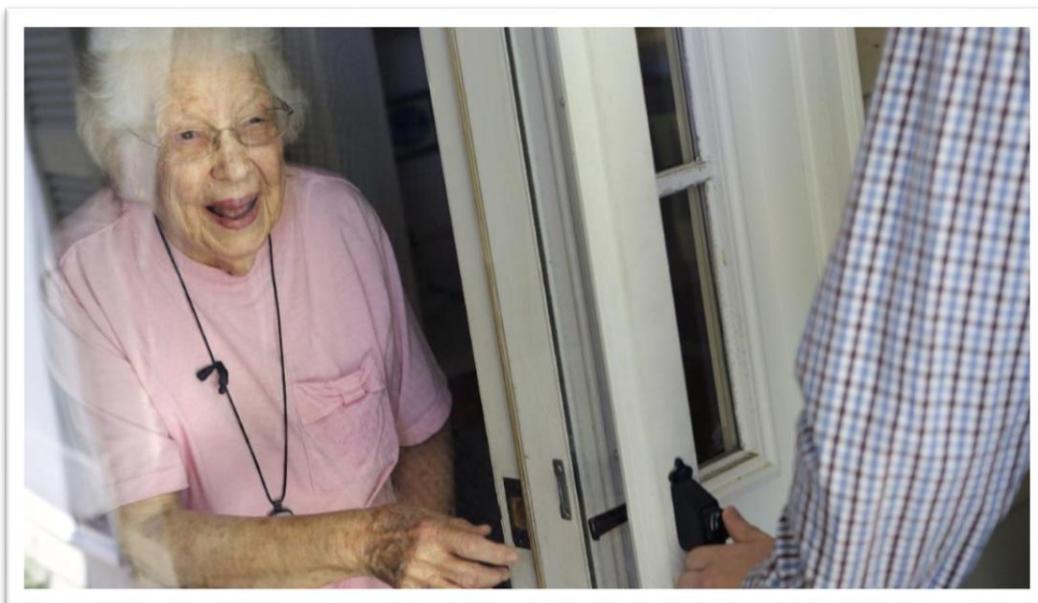
For more information about our programs, please visit our website at <https://www.carebc.ca/>

# Meals on Wheels Program

## Our Clients

Most of our clients are homebound seniors. They are often frail and isolated. We also serve people with mobility problems, people recovering from illness and other conditions.

Often our volunteers are the only person that a client will see each day. Others may have different care workers involved or family members who they see. We treat every client with dignity and respect. It is always important to be mindful of the positive impact that a smile and friendly chat can have.



## Our Volunteers

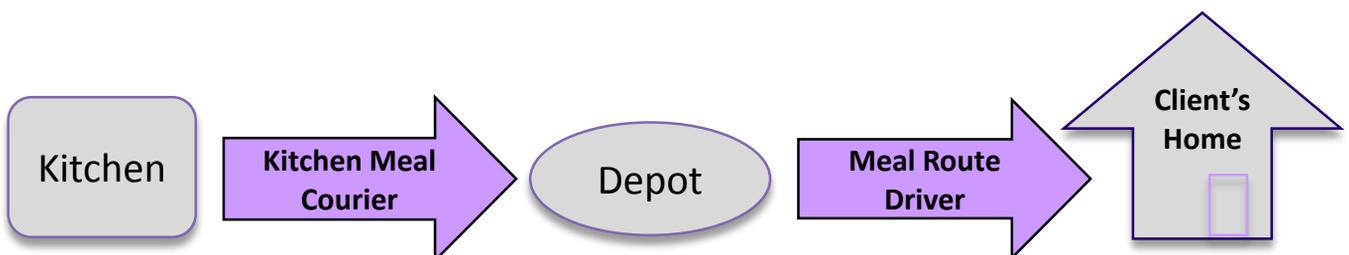
We believe volunteers are the backbone of our organization. Along with staff, they are active partners in fulfilling our mission.

Meals on Wheels volunteers deliver approximately 570 Western and Chinese meals weekly. We rely on a team of more than 85 volunteers each weekday to run our Meals on Wheels programs. In 2021/2022 we delivered a total of 146,865 meals!



# Volunteer Roles

- **Kitchen Dispatcher** 9am-10:30am  
Volunteers count and pack meals into meal bags. No cooking or meal prep required.
- **Kitchen Meal Courier** 9:30am-11:30am  
Volunteers pick up meals from the kitchen and transport them to assigned depots. Volunteers return the empty meal bags back to the kitchen.
  - Valid drivers license & access to safe, reliable vehicle required.
- **Meal Delivery Route Driver/Biker** 10:15am-1:00pm  
Volunteers are responsible for picking up meals at one of our depot locations and delivering to clients homes. Empty meal cooler bags are to be returned to the depot after delivering all of the meals.
  - Valid drivers license & access to safe, reliable vehicle required.
- **Depot Support Worker** 10:00am-1:30pm  
Volunteers assist with various duties such as organizing meal bags on arrival from the kitchen or depot and disinfecting and cleaning soiled meal bags.



# Volunteer Guidelines

## Volunteer Expectations

- Meet your time commitment or provide adequate notice so other arrangements can be made.
- Follow organizational policies and procedures.
- Keep in mind you are the face of Meals on Wheels in the community.
- Volunteers may not accept money or gifts from clients.
- Volunteers may not sell anything to clients.
- Please keep your pets at home while delivering meals.
- Keep the office up to date regarding changes in your address or phone numbers. Advise of anticipated absences @ 604-733-9177 ext 107
- Please provide at least two weeks' notice for holidays or if you are resigning from your position.

## What you can expect from us

Volunteers are a valuable resource to the Health & Home Care Society of BC. Volunteers will be treated with respect and treated as part of our team. We will offer orientation, effective supervision and offer recognition for work done.

## Effective Communications with our Clients

For some of our clients, hearing or sight loss or confusion can create problems in communication... Please be patient!

- Greet everyone with a smile.
- Eye contact is very important.
- Check in and ask the client how they are doing.
- Listen carefully to any concerns they may have.
- Communicate any concerns of the clients well-being back to the Meals on Wheels Service Coordinator.
- Be alert to any changes in the client's well-being.
- Inform the client when you are leaving.

# Policy

## Confidentiality

CareBC has a policy that all material involving clients MUST be kept confidential. As a Meals on Wheels volunteer, you are responsible for ensuring that client information is handled carefully and confidentially.

The delivery route sheet contains personal information about our clients (eg. Lockbox codes, buzzer numbers), route sheets must be shredded after deliveries. If you don't have a shredder at home, you can drop them off at our office for shredding.

## Equality

Care BC is committed to developing a diverse volunteer team that is reflective of the client base and communities that we serve in Vancouver, Richmond and the North Shore. Care BC aims to be a fair and inclusive organization which values input from each volunteer and to ensure that all volunteers are treated equally and free from any form of discrimination.

## Respectful Environment

All persons associated with CareBC are accountable for their own behaviour and must conduct themselves in a civil, respectful, cooperative and non-discriminatory manner in the workplace and at work-related gatherings. Showing mutual respect is crucial to support a safe and healthy environment. CareBC does not accept or tolerate bullying or harassment.

## Workplace Bullying and Harassment

Bullying and harassment is not acceptable or tolerated in this workplace. All staff, clients, families, students, volunteers, visitors and contractors will be treated in a fair and respectful manner.

This includes all interpersonal and written interactions, including electronic communication and use of social media sites.

# Policy continue...

Bullying and harassment includes any inappropriate conduct or comment by a person towards a staff member, client, family member, student, volunteer, visitor or contractor that the person knew or reasonably ought to have known would cause that person to be humiliated or intimidated, but excludes any reasonable action taken by a supervisor/manager relating to the management of the workplace that includes management and direction of staff, students, volunteers and/or contractors.

## **COVID-19**



As an organization contracted by Vancouver Coastal Health, as of October 26, 2021, all Care BC's staff, volunteers and contractors must be vaccinated and provide proof of vaccination, or have an exemption or proof of an exemption request, in order to provide services.

## **Criminal Record Check**



As an organization with vulnerable clients and as per provincial legislation regarding vulnerable seniors and children, we are required to have a satisfactory criminal record check for each of our volunteers. The CRC must be current within the last five years and be issued from the Ministry of Public Safety and Solicitor General.

## **Dismissal**



Dismissal of volunteers is used only when other available and appropriate approaches have been attempted and failed. Dismissal, wherever possible, will take place only after consultation among the immediate supervisor, the manager of volunteers, and the volunteer him/herself.

# Procedures

## If a client has fallen

Volunteers should not move the client under any circumstances

- Immediately call 911 requesting an ambulance.
- Inform Manager/Coordinator for further instructions.
- Stay with the client until ambulance arrives, at which point volunteers will continue their duties.
- Coordinator will notify family member/contact person.
- Coordinator will complete a “Client Incident Report”

## Driving & Parking while volunteering

You are provided with decals for your vehicle– please make sure these are displayed at all times!

Please follow all driving and parking regulations. Volunteers are responsible for any fines and penalties resulting from the use of your vehicle while volunteering.

Please DO NOT stop in a “no stopping” zone. Included in “no stopping zones” are bus zones, commercial lanes, and street corners.

Strict “**NO STOPPING**” Areas

1. Within 1.5 metres of an intersection
2. Within 5 metres of a fire hydrant
3. Within 6 metres of a stop sign, intersection or crosswalk
4. Within 0.5 metres of a fire escape door
5. No double parking next to a parked vehicle
6. Bus Zones

## Mileage Reimbursement

The Health and Home Care Society of BC is able to reimburse volunteers for gas. It is \$5.90 per route for Meal Route Drivers and \$0.59 per kilometer for Kitchen Meal Couriers. The form is available on our website- <https://www.carebc.ca/resources-for-volunteers.html>

Some volunteers choose to donate their mileage back to the Health and Home Care Society of BC. This is appreciated and a tax receipt will be mailed to you by the end of February each year.

## Snow Plan

We do our very best to get the meals out no matter what the weather...

**If a snowstorm occurs, those Meals on Wheels volunteers who cannot drive in the snow, or feel unsafe doing so, must call the office as soon as possible at 604-733-9177 ext 107 or email [wmowvolunteer@carebc.ca](mailto:wmowvolunteer@carebc.ca)**

In the event of a major snowstorm, we may need to close the MOW office and cancel service for that day. Please listen to the news where it will be announced if we are canceling services for the day. We will call you in the morning if service is cancelled.

If you are a confident driver in the snow and would like to help out on snow days please let us know as we would appreciate the extra help.

Any messages left after 4:00pm on the voicemail will be checked at 8am the next morning.

## Spare Volunteers

The role of a Spare Volunteer is to step in, at times on short notice, if a scheduled volunteer is unable to carry out a shift for a variety of reasons.

At times, you may be called upon for an extra shift. Please don't feel pressured to accept this request, although it would be appreciated.

## Volunteer Resources

Please refer to our website for additional volunteer resources <https://www.carebc.ca/resources-for-volunteers.html> where you will find helpful documents such as...

- Volunteer Job Descriptions
- Reimbursement Forms
- Depot Listings
- Monthly Updates
- Newsletters
- Covid Safety Precautions
- Policies & Procedures



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**Health & Home Care Society of BC**  
**204-3077 Granville St. Vancouver, BC V6H 3J9**  
**604.733.6614**

- **Meals on Wheels Service Coordinator (Vancouver/Richmond)**  
Chris Turner 604.732.7638
- **Chinese Meals on Wheels Service Coordinator (Vancouver/Richmond)**  
Patrick Tse 604.733.9177 ext.109  
Bianca Cheung / Lisa Lam 604.733.9177 ext. 108  
CMOW Volunteer Cell Phone 604.781.0929
- **Meals on Wheels Service Coordinator (North Shore)**  
Joanne Yau 604.922.3414
- **Volunteer Program Manager**  
Vicki Ma 604.733.9177 ext. 107



*Thanks for being part of our team!*

