



**Position Title:** Meals on Wheels Volunteer

**Department:** Community Services

**Reports To:** Supervisor, Meals on Wheels or designate

**Program Description:**

Meals on Wheels is primarily a nutrition program with therapeutic, preventative and social components. The service involves the safe and efficient delivery of hot and frozen meals to persons who are unable to attend to their own nutritional needs. These clients include the elderly, disabled, chronically ill and/or convalescent. Referrals to other services, safety checks and friendly contacts are desirable components of the program. Meals are delivered by volunteers and when volunteers are not available, staff assist.

**Position Summary:**

Under the supervision of the supervisor or designate, the volunteer will assist in the organization of effective delivery of the MOW program in collaboration with other volunteers, staff and stakeholders.

**Quality, Health & Safety/Risk Management:**

In order to reduce risk to clients, employees, volunteers and the agency, SPRINT Senior Care expects that all employees and volunteers will work within the mandate of their job description, and abide by the policies and procedures of the agency. Each employee is responsible for his/her own safety as well as that of fellow employees.

SPRINT Senior Care expects every employee and volunteer to work and participate in quality improvement efforts. This is an organizational philosophy that seeks to meet clients' needs and exceed their expectations by using a structured process that selectively identifies and improves all aspects of service.

**Training:**

- Orientation package
- First orientation route is accompanied by the Meals on Wheels Supervisor or Co-ordinator

**Service Responsibilities:**

- Report to the Sunnybrook Hospital Meals on Wheels office by 10:30 a.m. to gather instructions for delivery of meals to clients on route and noting any special instructions for the day (e.g. no bread).
- Some bending and/or lifting required
- Chat briefly with clients and monitor clients' well being

- Be familiar with **emergency procedures**
- Promptly report client absences or if you notice any changes in the clients' well being to Meals on Wheels Co-ordinator

**Time and Commitment:**

- 2-3 hours once per week (a 6 month commitment should be considered)

**Organizational Responsibilities:**

- Represents SPRINT Senior Care positively and professionally in the community

**Success Measures:**

- Feedback from clients and supervisor
- Feedback from the volunteer
- Satisfaction surveys completed by volunteer regarding their experience as a volunteer driver

**Benefits and Challenges:**

- Developing new friendships
- Helping isolated seniors and feeling direct accomplishment of helping your community
- Risk of seeing people battling illness or depression may be a challenge
- Also a risk of being first on the scene during an emergency situation
- Mileage reimbursement for expenditure during route

**Qualifications:**

- Valid driver's license and appropriate insurance
- Driver's abstract completion
- Satisfactory Police Records Check
- Interest in community based social service and/or food services to an older adult population
- Ability to demonstrate good judgement and tact

Updated June 2013

