



WELCOME

Welcome to Nanaimo Meals on Wheels. We are very pleased that you have decided to join us. Our drivers deliver more than 1700 hot meals per month in our community. Nanaimo Meals on Wheels is a unique organisation. We are unique because the delivery of these meals is done by many people like you. In this way no one person has to contribute more than an hour or so per week to make certain that our clients receive a hot meal each day.

Meals on Wheels drivers are independent people who like to get a job done with a minimum of supervision and at a pace they set themselves. We know that most of you would rather deliver meals than attend meetings. However we do need to communicate with you. To keep in touch we have prepared this Driver Information Kit. It should have all the information you need to provide our service to the community.

This Information Kit is designed to be placed in a three ring binder. We would appreciate it if you would supply a binder and we suggest you bring your Kit with you when you deliver meals. You may wish to use a binder that has pockets in it for street maps etc.

From time to time we will provide you with brief newsletters that contain new information for your kit. These newsletters will be "three-hole" punched and ready to go in your binder for reference.

Again welcome to Meals on Wheels and on behalf of all those people who depend on our organization, thank you for taking time to serve our community.

Tom Krall
Past President
Nanaimo Meals On Wheels Society
250-585-3632
tkkrall@shaw.ca

MEALS ON WHEELS VOLUNTEERS: AND WHAT THEY DO

President

Our President Sharon Brown (722-7142) supports, encourages and maintains a strong volunteer contingent and represents Nanaimo's Meals On Wheels Society in the community. Sharon, Chairs the AGM and facilitates collaborative decision making with the other board members.

Treasurer

As Treasurer, Stephen Clements (753-8603) oversees the financial affairs of our organization.

Car Allowance Volunteers

Anne Jankowski, receives and reviews Car Allowance forms and issues refund cheques to drivers who choose to put in for the allowance. Some people endorse the cheque and return it as a tax deductible donation to Meals on Wheels.

Accounts Receivable Volunteer

Katherine Englund receives payments from our clients, provides receipts when required and deposits the money in our account. Katherine also emails a list of paid accounts to the Coordinator who enters these amounts in the computer before the next billing period. She also receives donations from the community and in the form of Car Allowance cheques and issues receipts for income tax.

Co-ordinator

As co-ordinator, Joanna Saunders (753-1300) is our main contact with the community. Joanna works from an office in her home and she is available weekdays from 9:00 a.m. to noon. After hours there is an answering machine for messages. The co-ordinator provides information to the public and accepts requests for meals. As the day progresses she prepares a list of the people who will need meals for that day. Near noon she reviews the

list with the Day Captain, ascertains the routes the clients will be on, and fax's the lists to Kiwanis. The Co-ordinator also bills the clients, totals and balances meal numbers with Kiwanis Lodge, and enters balances from the Accounts Receivable Volunteer into the computer. Joanna also operates the accounting system and takes care of outgoing money such as bills and refund cheques.

Driver Co-ordinator

Berna Dennison (758-7792) is Driver Co-ordinator and maintains our supply of Drivers and Spare Drivers. She recruits people through newspaper articles and by word of mouth. A new Driver will be interviewed by Berna, given an Information Kit and assigned to a Day Captain who sends them on a "trial run" with an established driver.

Day Captains

For each day that we deliver meals there is a Day Captain. When the Day Captain receives the changes from the co-ordinator she prepares the "route" that each driver will take to deliver his or her meals. She gives this information to the coordinator who enters it in the computer and faxes it to Kiwanis. The Day Captain meets the drivers at Kiwanis and hands out the newly faxed route lists between 3:30 and 3:45 pm. These lists are extremely confidential and must be destroyed after use.

Spare Day Captains

These people do the Day Captain's job when they are unable to be there.

Drivers

Drivers are the backbone of our organisation. In the following pages you will find a detailed explanation of what a Driver does along with some tips for making the job easier.

WHAT DRIVERS DO

Drivers deliver meals in their own cars, once a week to approximately 9 clients. It usually takes about an hour to complete a route. Deliveries are made every day except Sunday. (Including all statutory holidays)

Hours

Drivers meet their Day Captains in the Kiwanis Lodge dining room at 3:30 p.m. on the day they are to make deliveries. (The residents of Kiwanis Lodge appreciate it when you say hello and stop to talk with them.)

Car Window Sign

Included in this Kit is a sign you can place in your car window that identifies you as a "Meals on Wheels Driver". The sign has no legal parking significance but it is assumed that the public will tolerate your car being parked in driveways while you are delivering meals. Hopefully the authorities will be tolerant as well. Use the sign when you park at Kiwanis Lodge too.

Route Lists

The Day Captain will give each Driver a "route list" that has the names and addresses of the clients together with the type(s) and quantity of meals to be delivered. Please take the route list into the house with you. In this way if for any reason you have to phone from the house you will have the person's name and address with you. Keep this list for one week and then destroy it when you have your new list.

Routes

As near as possible delivery routes are kept the same each week. **You should check your route before leaving Kiwanis Lodge to make certain there have been no late changes.** Once a driver becomes accustomed to a route he or she will be able to complete the route in a predictable period of time and still spend a few minutes with each client.

***Note:** Day Captains arrange their routes independently. Therefore a route #4 on Tuesday will probably be different from route #4 on Wednesday.*

Boxes

Meals are packed by Kiwanis Lodge in insulated boxes. To keep meals hot, take the insulated container into the client's house. These containers belong to Nanaimo Meals on Wheels. Drivers are asked to return the containers Kiwanis Lodge when they complete their route, or at the latest by noon the following day. Ask your Day Captain to show you where the boxes are stored. Please remove any paper from the container and **make sure you remove the route slip from the box before returning it!**

You may purchase a box of your own from Meals on Wheels for \$15.00. This would eliminate the return trip to the lodge.

Our boxes are efficient - they keep the meals hot but they are light weight. Please try to avoid damaging these containers.

Note: *Some drivers use oven mitts to handle the hot meals.*

Brown Bags

Kitchen Staff pack desserts in a brown paper bags. You may want to carry plastic bags on rainy days for transporting the desserts.

Checking

Before leaving check that the meals and desserts packed by the Kitchen agree with those listed on your route slip. As you become more accustomed to your route you may want to repack the meals in the order that you deliver them. Do not unpack meals onto the floor - instead use one of the tables that are available in the Lodge for this purpose.



Types of Meals

Some clients require special meals. Kitchen Staff mark these meals and desserts with a felt pen. Route lists identify which clients receive these special meals. Some examples of abbreviations are:

Reg refers to an ordinary meal
Diet Diabetic (or D on dessert)
C Cut
M Minced and Mashed
NAS No added salt
LT Low fat and low salt (bland)
Veg Vegetarian

These abbreviations may be combined, for example DC would refer to a Dietetic meal that had been Cut for the client.

The meals that are not marked are considered to be "regular meals". Drivers must take care that the correct meal is delivered to each client.

Saturday Meals

Saturday drivers may deliver two meals to some clients - one for Saturday and one for Sunday. Care should be taken that the correct number (listed on your route slip) is delivered to each person.

Handling Meals

Meals can "shift" in the insulated boxes. The ingredients of the meals may spill, making the appearance of the meal unappetising. Meals shift or tip over when they are poorly packed, when the box moves in your car (from a sudden stop) or when the container is roughly handled.

Treats

Occasionally organizations such as Girl Guides provide extra treats or tray favours for our clients. It is up to each driver whether they choose to include these in their delivery. At Christmas some Meals on Wheels volunteers gather to assemble and deliver a plate of cookies and goodies to each client. Your Day Captain can give you more details if you are interested in helping.

Assessing Clients

A driver may be the only person who visits a client each day. Try to determine if the person is safe and comfortable. If you feel the client has a problem, phone the Day Captain. If they need help immediately, phone 911 and wait for help to arrive. Your route slip has the client's address.

Client "Not In"

Make every effort to deliver the meal. Try all doors and knock repeatedly (some clients are hard of hearing). If no one answers, leave the meal in a safe place at the door, with a neighbour or with the building caretaker. Use your dessert bag or other suitable container to protect the meal. If you suspect that the client may be ill, in the hospital or away, contact the Day Captain. If you cannot deliver a meal, give it to someone else or take it home and eat it. **Do not return it to the Lodge**, they will only destroy it.

Money

Meals are paid for by the client or a support agency. They will be billed by mail each month and have a stamped, addressed envelope included with the bill. A client may ask a driver to mail this envelope for them and it is up to the driver if they want to do this. **Never accept money from a client.** If a client has a concern about the cost, quality, or type of meals sent to them, ask them to call the Co-ordinator at 753-1300 between 9:00 a.m. and noon weekdays.

If You Can't Make It

The Day Captain and your clients depend upon you. If you are unable to drive on a particular day contact your Day Captain (or Spare Day Captain) well ahead of time. If possible teach a friend or a family member how to fill in for you.



What To Do If You Make A Mistake

Mistakes and accidents happen!

If you give the wrong meal to someone, go back and try to remedy the problem. For example... if the person is diabetic and has already eaten the meal, discuss what has happened and if you feel that he/she may be harmed in some way phone your Day Captain for advice. If the person is sure that they can adjust their other meals or insulin, apologise and leave. You should still let your Day Captain know what happened.

Note: in most cases the main meal for Regular and Diabetic are the same, only the dessert is different.

If you drop a meal and it is destroyed, you can go back to the Lodge and ask for another meal - Meals on Wheels will cover the cost. However the Kitchen may be closed. If going back to the Lodge is too far to drive simply explain the accident to the client and ask them if they can prepare some other food for supper. Make sure you tell your Day Captain or Joanna (753-1300) what happened so that the person won't be charged for the damaged meal.

If you drop a dessert and it is destroyed, you can explain the accident to the client or if a corner store is handy they may have small quantities of ice cream or puddings that you could substitute. Do not make substitutes for items on a special diet such as NAS (No added salt), DIET (Diabetic Type), etc. Use good judgement.

If, on Saturday, you deliver two meals to a person who is supposed to get one you will be short a meal at the end of your route. You then have to try and remember who got the extra meal and go back and get it. If you can't remember you could get another meal from the Lodge or you may have to explain your mistake to the client. Call your Day Captain or Joanna (753-1300) if someone went without a meal.

It is best, of course, not to let these mishaps happen -- but we have all suffered from a temporary loss of concentration and made mistakes.

Unusual Situations

On very rare occasions you may find a client who is difficult to deal with. You do not have to deliver meals to people who do not treat you with respect or to people with whom you feel ill at ease. Just leave the meal outside or bypass the client altogether. Call your Day Captain or Joanna (753-1300) and explain. Again these occasions are very rare. Please remember that confidentiality is vital in any community and is expected to be maintained at all times.

Maps

It is a good idea to carry a map of our delivery area (Cinnabar to Lantzville). This will help you find any new addresses on your route. **Review your route slips before you leave Kiwanis Lodge so that you can consult your Day Captain if there are any addresses you don't understand.**

Carry With You

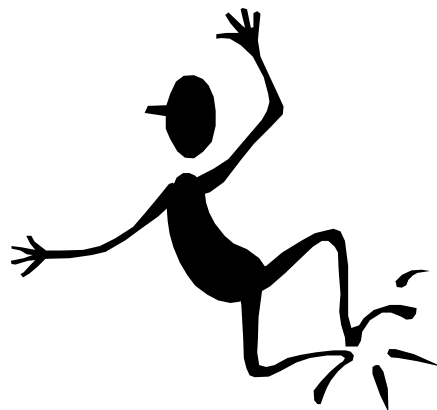
Take your route slip and a list of phone numbers you may need with you into the clients home. It is suggested that you keep this kit in a loose leaf binder in your car.

Care Of Meals on Wheels Boxes

If a meal spills in your delivery box please wipe it out before you return it to Kiwanis Lodge. Leave the box with the lid open so it will air and remove the route slip. This helps the next driver avoid mistakes.

Communications

Drivers who have concerns about clients or questions should call their Day Captain, or leave a message on the Co-ordinator's answering machine at 753-1300.



Security Check

As of January 1991 we are asking that all volunteers agree to submit their names to the RCMP for a record check. The form you will need is provided by the R.C.M.P. This will provide a measure of protection for our clients. Included with this manual is a form you may present when getting your security check, stating you are a volunteer with a non- profit organization. This will reduce the cost of the check. Any fee charged by the RCMP will be reimbursed by Nanaimo Meals on Wheels. If you are concerned about this procedure please do not hesitate to discuss it with the Driver Co-ordinator.

Please have the report sent to:

**Nanaimo Meals on Wheels
PO Box 3 Stn A
Nanaimo, B.C. V9R 5K4**

Insurance

In the manual that comes with your ICBC insurance policy you will find an explanation of how your insurance covers you while you are delivering meals as a volunteer. Please consult your insurance agent or ICBC for further information.

Help With Expenses

To help defray your expenses Nanaimo Meals on Wheels will pay 50 cents per kilometre towards your car costs. Car allowance forms are available in our cabinet at Kiwanis Lodge. If you would like to take advantage of the allowance complete the form and give it to your Day Captain. The Car Allowance Volunteer will send you a cheque. Some people endorse the cheque and return it as a tax deductible donation to Meals on Wheels.

Questions

If you have questions about Meals on Wheels and you think the answers would be helpful – call Joanna Saunders (753-1300) and we will include the information in this Kit.

ATTENTION... SNOW DAY!!!

(All clients have received a letter in October asking them to have food on hand through the winter, in case it snows and we cannot get out to them.)

Please keep your list until the following week in case we need to inform clients we are canceling meals. If you are unable to drive, you are asked to call your Day Captain before noon, then call the people on your route list (from the previous week) and let them know the meal is cancelled due to snow. If you have a long list or cannot call, the Day Captain and/or the Coordinator will help.

If it is snowing or there is a significant accumulation of snow on the ground, Kiwanis Lodge Kitchen will get the meals out earlier (3:00 to 3:15) allowing you to attempt to deliver before dark.

If you have committed to drive but between noon and delivery time the weather has worsened and you are unable to do so, call your Day Captain and the people on your list and let them know. **Do not go out if you're uncomfortable doing so!**

If someone you call has no food in the house and is really desperate, tell your Day Captain and we will get something out to them. (This does not apply to the person who has eggs and soup or such but wants a "real" meal.)

In most cases people are very understanding and often do not expect you if snow has been falling.

HELPFUL PHONE NUMBERS

<u>NAME</u>	<u>PHONE NUMBER</u>
MEALS ON WHEELS OFFICE (9:00 to Noon)	753-1300
KIWANIS LODGE	753-6471
<i>President</i> SHARON BROWN (sybrown@shaw.ca)	722-7142
<i>Vice Pres</i> GERRY BARR (gerrybarr@shaw.ca)	390-5157
<i>Treasurer</i> STEPHEN CLEMENTS (sclements@telus.net)	753-8603
<i>Secretary</i> ANNE JANKOWSKI (tszauer@shaw.ca)	751-1912
<i>Director</i> GERRY BARR (gerrybarr@shaw.ca)	390-5157
<i>Director</i> INGRID GREENWELL(igreenwell@shaw.ca)	755-3099
<i>Director</i> CAROLINE GRIMMER (grimmer@telus.net)	758-6023
<i>Director</i> TERRY RYAN (tm-ryan@shaw.ca)	756-7853
<i>Director</i> GAYLLE MCRAE (allengaylle@shaw.ca)	758-7589
<i>Coordinator</i> JOANNA SAUNDERS (mownanaimo@shaw.ca)	591-2810
<i>Driver Coord & Direct</i> BERNA DENNISON (bernad@shaw.ca)	758-7792

DAY CAPTAINS:

<i>Monday</i> CAROLINE GRIMMER (grimmerc@telus.net)	758-6023
<i>Tuesday</i> BERNA DENNISON (bernad@shaw.ca)	758-7792
<i>Wednesday</i> JANET GANDEN (jganden@shaw.ca)	753-7753
<i>Thursday</i> GERRY BARR (gerrybarr@shaw.ca)	390-5157
<i>Friday</i> ROSE ELLEN LAWRENCE (rl-lawrence@shaw.ca)	754-9142
<i>Saturday</i> PAT CLEMENTS (patclements@shaw.ca)	753-0616

NANAIMO MEALS ON WHEELS SOCIETY
PO Box 3 Station A
NANAIMO, B.C. V9R 5K4



NANAIMO MEALS ON WHEELS SOCIETY
PO Box 3 Stn A
NANAIMO, B.C. V9R 5K4

To Whom It May Concern:

_____ is a driver for Nanaimo Meals on Wheels and as such delivers hot meals to seniors and shut-ins in the greater Nanaimo area.

As Nanaimo Meals on Wheels Society is a non-profit organization, I am requesting that you provide the above named volunteer with a Criminal Record Check at the non-profit rate of \$10.00, as stated in Bylaw 7041.

Sharon Brown
President
Nanaimo Meals On Wheels Society
250-722-7142
sybrown@shaw.ca