

MEALS ON WHEELS THOROLD - ST. CATHARINES

Service Description for Assistant

- Title:*** Assistant for Meals on Wheels
- Program Objectives:*** To assist Driver and deliver nutritious meals to senior and/or adults with disabilities who are living at home & unable to prepare own meals. To observe for any problems or potential crisis situations and report back to Co-ordinator/Team Leader while respecting dignity and confidentiality of client. To act sensibly and responsibly in the event of an emergency.
- Qualifications:*** Reliability; Punctuality; Friendliness; Caring; Interested in Older Adults; Physically able to carry meal bags; Good Communication/Listening skills. Diplomacy. Sensible & Responsible; Thorough reporting of observations on clients' well-being. Ability to respond appropriately in event of an emergency (as trained during orientation).
- Responsibilities:*** Assist Driver to load meals into car. Check Route List for changes/instructions/handouts & count prior to leaving Depot. Deliver meals. Collect fees when applicable. Allow reasonable time for socialization with client. Return all agency supplies & meal bags to Team Leader at food source. Report any concerns /observations/ changes to Volunteer Co-ordinator or Team Leader.
- Orientation/Training:*** Initial orientation to agency and program. On-the-job training with experienced volunteer or staff. Co-ordinator/Team Leader will be available to answer questions or explain policies.
- Time/Place:*** As relates to assigned Delivery Depot.
- Preferred Commitment:*** Twice per month. (Flexible)
- Satisfaction:*** Providing vital service to community; making new friends; personal satisfaction from helping seniors & adults with disabilities.