



# Adopt-A-Route

**Corporate Volunteer Program**



**Meals** on  
**Wheels**  
WINNIPEG

Feeding Independent Living™





Dear Corporate Sponsor:

Thank you for your interest in the **Meals on Wheels Adopt-a-Route Program**. This program provides a tremendous opportunity for employers to support a community-based organization. It's also a great way to raise your company's profile in your community. Our partners receive personalized car signs, a table at our AGM, recognition on our website and recognition in our annual Winnipeg Free Press ad.

Enclosed you will find all the information you need to enrol in this program, along with supporting documents for you and your employees.

If you have questions or need additional assistance enrolling in the program, please feel free to contact our Volunteer Coordinator or Executive Director, or visit our website at **[www.mealswinnipeg.com](http://www.mealswinnipeg.com)**.

A handwritten signature in black ink, appearing to read "Gemma Eko-Davis".

**Gemma Eko-Davis**  
Volunteer Coordinator  
(204) 953-5912  
[geko-davis@mealswinnipeg.com](mailto:geko-davis@mealswinnipeg.com)

A handwritten signature in black ink, appearing to read "Rhonda Gardner".

**Rhonda Gardner**  
Executive Director  
(204) 953-5910  
[rgardner@mealswinnipeg.com](mailto:rgardner@mealswinnipeg.com)

*We are looking forward to a great partnership!*

# ABOUT US

## Who are we?

Founded in 1965 as the Home Welfare Association, Meals on Wheels (MOW) is committed to delivering nutritious meals to senior citizens, physically challenged individuals and vulnerable members of the Winnipeg Area. We value the personal contact and caring provided by our volunteers as well as every client's right to the very best service we can offer. We take pride in the responsible management of our human, physical and financial resources, and in providing the highest quality product. 2015 marks Meals on Wheels' 50<sup>th</sup> anniversary. In 2013, approximately 160,000 meals were served by a dedicated team of volunteers.

We are a non-profit registered charity. There are five full-time employees who manage the administration and approximately 300 volunteers who deliver meals 365 days a year. We are governed by a Board of Directors and funded by the Winnipeg Regional Health Authority (WRHA), The United Way and The Winnipeg Foundation.

We have a collaborative relationship with 13 facilities. Our meals are prepared at the WRHA Regional Distribution Facility and transported to Winnipeg's nine hospitals for pick up by our volunteers. There are also four independent facilities that prepare food for our clients: Park Manor for the Transcona area, West Park Manor for the Charleswood area, St. Amant for the St. Vital area and Gwen Sector, which provides kosher food for all areas of the city.

Our service is available to anyone who needs it; a medical referral is not required. The meals we provide contain one-third of Canada's Food Guide daily requirements. Our clients range in age from 20 to 105. We are a low cost health care provider that allows people to live independently and with dignity in their own homes. A hospital discharge often requires that our services are in place.

Meals on Wheels clients include:

- People experiencing mobility difficulties, cognitive impairment or diminished vision
- People who have acute or chronic illnesses or diseases
- People requiring specialized diets
- People who have decreased mobility due to aging
- People who are unable to obtain groceries or prepare meals

While providing nutritious food is an important part of our services, the daily visit from volunteers is equally important to clients. For many of them, the volunteer visit is their only contact with another individual during the day and therefore eases the feeling of loneliness. For the families and friends of clients, they are assured that a trained volunteer provides meals to them on a regular basis.

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## Meal delivery

Deliveries are made by a team of dedicated volunteer drivers and servers. All deliveries are made between 11:00 a.m. and 1:00 p.m. Poor weather or driving conditions may delay meals on occasion. We cannot guarantee specific times. Deliveries are made Monday to Friday (including holidays) around the city. Weekend service is available in selected areas of the city. Gwen Sector observes religious and statutory holidays and does not deliver on these days.

In Meals on Wheels Adopt-a-Route programs all over North America, companies, organizations and other community groups have discovered that MOW is a tremendous volunteer opportunity for their employees and members.

Many business leaders seek opportunities to give back to the communities in which they work and live. Becoming a MOW corporate volunteer gives them that opportunity. A commitment of two hours per week is required by each corporate sponsor. The company selects the day and area it would like to deliver meals.

The greater number of volunteers a company can recruit, the less often any one team delivers meals. Companies are asked to have a system in place where individuals can switch their shift with a coworker if needed.

MOW provides each driver with an honorarium of \$4.50 per route delivered, and it is paid out quarterly.

# HOW DOES THE PROGRAM WORK?

## Team coordinator responsibilities

1. Serve as your organization's point of contact with Meals on Wheels
2. Complete and submit Organization Registration Form (copy attached)
3. Coordinate the collection of new applicants forms and submit to MOW:
  - Volunteer Information Form (copy attached)
  - Copy of valid driver's license and current vehicle insurance registration
4. Develop and distribute delivery schedule for volunteer drivers (sample attached)
5. Solicit new volunteers when creating the delivery schedule or when a volunteer departs
6. Once each year:
  - Validate each volunteer has current vehicle registration and driver's license
  - Provide MOW with an updated roster of volunteer drivers

## Volunteer driver responsibilities

1. Complete the Volunteer Information Form and submit to your organization's Team Coordinator along with a copy of your valid driver's license.
  2. Attend initial orientation meeting presented by Meals on Wheels (new organizations to Adopt-a-Route Program).
  3. Get adequate training by riding along with an experienced volunteer prior to assignment on your organization's delivery schedule.
  4. Upon receipt of delivery schedule, calendar all assigned dates. You are responsible for arranging with another volunteer or alternate if you are not able to deliver on your scheduled date.
  5. Notify Team Coordinator of changes to driver's license status.
  6. On date of delivery, arrive at the Meals on Wheels distribution location at least 10 minutes prior to the specified pick up time.
  7. Deliver with a smile and know that you are making a difference!
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## *Sending smiles*

“ For my father’s birthday this year, you sent him a handmade birthday card made by the Girl Guides. It touched him very much to receive it, and he shows it to everyone that comes to his home. At Christmas you also sent him a placemat, and this was a nice surprise and very much appreciated.

The winters are long, and his contact with the outside world is getting less and less, so these little touches were the highlight of the week for him. Thank you very much to you and your volunteers.

## *Volunteers are the bright spots*

“ I was just in Winnipeg for five days because my mother needed help, and I had the privilege of meeting three of your volunteers. They are exceptional people. In the COLD weather it is especially appreciated and essential. They are bright spots in the world! Just wanted to say thank you and keep up the good work!

## *Why Bruce and Ardelia volunteer*

As a church community, St. Andrew’s United has committed to staffing one Meals on Wheels route each week day. That means five volunteer drivers and five volunteer servers are needed each week to deliver meals. For many years now, Ardelia has taken on the job of coordinating the volunteer schedule for her church as well as delivering meals with her husband Bruce.

“ Seeing these clients on a weekly basis, we have come to identify their joys and sorrows, to know their routines, and to recognize when they are in distress. When someone is no longer on our route, we wonder what has happened to them. They have become a part of our lives.

For many, we are the only people they see during the day. Bringing the food to them is only part of what we do. Just to have a moment of conversation (even if it is commenting on the weather) brightens their day – as it does ours.

## *Hello? Hello? Is this Meals on Wheels?*

“ Oh good. I just have to tell you I love your soup! I LOVE your soup! I’ve been married 68 years. We came to Canada 56 years ago. Such a wonderful country. You volunteers are like medication to me, you make me feel better. Only in Canada you know.

## Volunteer Position Description

**Title:** Volunteer Driver or Server

**Responsible to:** Volunteer Coordinator

**Direct line:** (204) 953-5912

**General line:** (204) 956-7711

**Email:** volunteer@mealswinnipeg.com

**Duty:** To deliver meals to clients in the community, regardless of age, who are nutritionally at risk or unable to prepare their own meals.

**Qualifications:** Reliable, honest, punctual, courteous, respectful of others, interested in helping others, non-judgemental, trustworthy, acceptable personal hygiene.

**Meals on Wheels policy:** A person with a history of violence, theft, abuse, criminal activities or any other behaviour that may put our clients at risk will not be accepted to volunteer.

**Responsibilities:** To carefully read and follow the policies and procedures described in the Volunteer Handbook.

- To provide a valid driver's licence. (\*\*Driver only\*\*)
- To maintain confidentiality regarding client information.
- To check on clients and report any concerns to the office immediately.
- To deliver the meals in the order listed on the route sheet.
- To return equipment to the hospital/nursing home immediately after meals are delivered.
- To project a positive image by being caring and courteous at all times.

**Time frame:** Approximately 11 a.m. to 1 p.m.

**Commitment:** Arranged to best suit the schedule of the volunteer.

### Orientation\Training:

- Attend orientation session with your group.
- Carefully read the Position Description and the Volunteer Handbook.
- Participate in on-the-job training.

### Meals on Wheels has a legal and moral duty to protect clients.

Meals On Wheels reserves the right to refuse any potential volunteer who does not meet the stated criteria and qualifications.

I have read and understand the qualifications, duties and criteria described in this volunteer position description and agree to abide by them.

Print Name: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

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## Adopt-A-Route Sample Schedule

**Meals on Wheels Delivery Schedule: July 1 – October 14, 2014**

**Company Name:** The Awesome Company

**Route #:** Grace Hospital 3

**Team Coordinator:** Charlene

**Phone:** (204) 555-5555

**Email:** Charlene@awesome.com

Date	Driver	Server
July 1	Jimmy	Seth
July 8	Tina	Amy
July 15	Jon	Stephen
July 22	Tim	Christine
July 29	Dustin	Ryan
August 5	Karyn	Ana
August 12	Edward	Catherine
August 19	Lisa	Carlos
August 26	Jimmy	Seth
September 2	Tina	Amy
September 9	Jon	Stephen
September 16	Tim	Christine
September 23	Dustin	Ryan
September 30	Karyn	Ana
October 7	Edward	Catherine
October 14	Lisa	Carlos

**You are responsible for arranging with another volunteer or alternate if you are not able to deliver on your scheduled date.**

Alternate Drivers: Jose, Denise

**Please send the completed form to:**

geko-davis@mealswinnipeg.com or via fax to: (204) 956-772





174 Hargrave Street  
Winnipeg, Manitoba  
R3C 3N2

Ph: (204) 956-7711  
Fax: (204) 956-7722  
www.mealswinnipeg.com

## Adopt-A-Route Program Organization Registration Form

Date: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Address : \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Team Coordinator: \_\_\_\_\_

Department (if applicable): \_\_\_\_\_

Office Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

\* Alternate Team Coordinator: \_\_\_\_\_

Department (if applicable): \_\_\_\_\_

Office Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred volunteer day(s):

Monday       Tuesday       Wednesday       Thursday       Friday

Preferred meal pick up/delivery area:

- |   |  |
|---|--|
| <input type="checkbox"/> Concordia Hospital     | <input type="checkbox"/> Deer Lodge              |
| <input type="checkbox"/> Grace Hospital         | <input type="checkbox"/> Gwen Secter             |
| <input type="checkbox"/> Health Sciences Centre | <input type="checkbox"/> Misericordia Hospital   |
| <input type="checkbox"/> Park Manor (Transcona) | <input type="checkbox"/> Riverview Health Centre |
| <input type="checkbox"/> St. Amant Centre       | <input type="checkbox"/> St. Boniface Hospital   |
| <input type="checkbox"/> Seven Oaks Hospital    | <input type="checkbox"/> Victoria Hospital       |
| <input type="checkbox"/> West Park Manor        |  |

Comments:

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I/we understand I/we will not be financially reimbursed by Meals on Wheels for time or expenses while part of the volunteer program. For liability reasons, persons not registered as volunteers with Meals on Wheels may not substitute for me/us. I/we assure Meals on Wheels all of the above information is accurate and truthful.

I/we have read and signed the MOW Pledge of Confidentiality and have attached a copy with this application.

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Signature of Volunteer/Organization Coordinator

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Signature of Alternate Team Coordinator  
(if applicable)

Please return this form to:

**Gemma Eko-Davis**  
**Volunteer Coordinator**

174 Hargrave Street  
Winnipeg MB R3C 3N2  
Ph: (204) 953-5912  
Fax: (204) 956-7722  
geko-davis@mealswinnipeg.com

*Thank you for your application. All information submitted will be kept confidential.*



174 Hargrave Street  
Winnipeg, Manitoba  
R3C 3N2

Ph: (204) 956-7711  
Fax: (204) 956-7722  
www.mealswinnipeg.com

## Adopt-A-Route Program Volunteer/Server Registration Form

Volunteer Name: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Organization Address : \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Office Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Do you have a driver's license and access to a reliable vehicle?  Yes  No

*If yes, please attach a copy of your driver's license.*

Have you ever applied to volunteer with this organization before?  Yes  No

If yes, when?

\_\_\_\_\_

Please select the days you are available to volunteer:

Monday  Tuesday  Wednesday  Thursday  Friday

Desired role:

Regular Driver  Spare Driver  Regular Server  Spare Server

As a volunteer you will be entering the homes of vulnerable people and people with diverse backgrounds. Do you have any concerns for yourself or for the clients that you will be delivering to? Are there any special concerns you would like to discuss before volunteering?

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### **Criminal Background**

It is Meals on Wheels policy that a person with a history of violence, theft, abuse, or any other behavior that may put our clients at risk will not be accepted to volunteer. Should we have any reason to be concerned?

Yes    No

If you answered yes, would you object to having a criminal background check completed?

Yes    No

### **Health Information:**

Please consult the Volunteer Job Description. Are you able to fulfill the duties in the Volunteer Position Description with or without reasonable accommodation? Are you able to lift approximately 10 pounds and carry it 5–10 metres? For health and safety reasons, please list anything that might impede you from fulfilling the duties and responsibilities for being a volunteer with MOW below:

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**Disclaimer:** It is the policy of this organization to screen all prospective staff and volunteers. While we try to place every prospective volunteer, management reserves the right to reject applicants who do not meet our requirements and/or volunteer placement criteria.

I hereby certify that all information in this application form is true and complete.

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Signature of Volunteer

*Thank you for your application. All information submitted will be kept confidential.*

## Meals On Wheels Pledge Of Confidentiality

I, the undersigned, have read and understand the content of this Meals on Wheels of Winnipeg Confidentiality Policy.

I understand that in consideration of my status with Meals on Wheels as either a volunteer or staff person, I must agree to adhere to the provisions of the Confidentiality Policy. I will not divulge to any person any confidential information learned as a result of fulfilling my duties, except as may be required in the course of performing my duties and responsibilities.

Confidential information shall be interpreted to include private information concerning either clients, employees or the business of Meals on Wheels of Winnipeg. Where there is doubt as to whether certain information is confidential, no disclosure should be made without first asking appropriate personnel.

I understand that adherence to the Confidentiality Policy survives my association with Meals on Wheels of Winnipeg.

I understand that unauthorized disclosure of such information may result in immediate termination of my association with Meals on Wheels of Winnipeg.

I hereby pledge and undertake that I will not at any time, violate the Confidentiality Policy of Meals on Wheels of Winnipeg.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**THINK.SHIFT**