



Dr. Harold S. Trefry
Memorial Centre

VOLUNTEER HANDBOOK

Mission Statement:

**TO PROVIDE SERVICES TO SENIORS AND
PERSONS WITH DISABILITIES, WHICH WILL
ASSIST THEM TO REMAIN IN THEIR OWN
HOMES AND ALLOW THEM TO MAINTAIN
THEIR DIGNITY**

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MEALS ON WHEELS Volunteer Policy

CONFIDENTIALITY STATEMENT

Volunteers with The Township of St. Joseph and the Dr. H.S. Trefry Memorial Centre may, from time to time, have access to or be in receipt of personal information about an identifiable individual, municipal business, clients, staff, organizations or the community as a result of their volunteer position.

Volunteers must agree and acknowledge that they will not, now or in future:

- Disclose any personal information about individuals, clients or the municipality at any time during or after the commitment to the Trefry Centre. Personal information includes name, address, telephone number, economic status, culture, gender, sexual preference, or any information that may interfere or cause prejudice with any law enforcement matter;
- Make improper use, directly or indirectly, of such confidential information.

Personal information which must be kept confidential may include but is not limited to:

- a) the address or telephone number of the individual,**
- b) information relating to the education or the medical, psychiatric, psychological, criminal or employment history of an individual,**
- c) information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;**
- d) the personal opinions or views of an individual,**
- e) the views or opinions of another individual about the individual, and**
- f) the individual's name where disclosure of the name would reveal other personal information about the individual.**

Any information received or obtained as a result of a volunteer position shall be kept in strict confidence at all times and shall not be disclosed, discussed, copied, transferred, conveyed or given to another individual, group or organization at any time, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, and with the *Protection of Privacy and Personal Information Protection and Electronic Documents Act*.

The reason for having access to this information is strictly for the purpose of fulfilling a volunteer role, and any information acquired through this means shall not be used for any other purpose outside of that for which it was intended.

Any information to which volunteers have had access shall remain strictly confidential in perpetuity.



MEALS ON WHEELS

PROCEDURES GUIDE

The following information is designed to standardize the duties performed by volunteers to ensure continuity and to meet all regulatory requirements. This document is meant to support the kitchen operations but ultimately the Cook is the site supervisor and may deviate from this guideline.

All volunteers to report for duty wearing hair covering and a clean apron. Hand washing is essential immediately before starting meal preparation, between different foods (i.e. meat to vegetables) and as required. Gloves should be worn when preparing food or follow strict hand washing recommendations. No sandals or open footwear are allowed.

If you have any illness or symptoms of illnesses such as colds, coughing or the flu please stay home. Notify the Trefry Centre as soon as possible and stay home.

On entry into the kitchen the first person shall turn on all lights, open window, and turn on hood fans. This is normally done by the cook.

At the start of every shift all staff will be responsible for:

- Assemble all necessary utensils.
- Fill the 3 wash sinks as per posted policy.
- Fill one third full (to line) and plug in hot pack heating reservoir and set to approximately 250°
- Fill a large utility pot with hot water, 1 capful bleach, wash cloth and give to the Cook.



- Fill two large water pitchers for cooking purposes.
- Dishwasher to be turned on and readied for use. The dishwasher should be run through two cycles before using.
- Plug in coffee pot and verify that the reservoir is full.
- **Team to meet and discuss meal numbers including any special needs or deviations from menu.**

When moved to the Dr. H.S Trefry Memorial Centre

- Prepare hand washing reservoir with 100 ppm chlorine. The recommended mix is 2 full caps of bleach to a half full sink.

At the end of every shift ensure that:

- The hood, stove and lights are turned off.
- Doors locked including fridge and freezer.
- Windows closed.
- Dishwasher is turned off and run through one cycle to drain.
- Coffee maker is unplugged and cleaned for next user.
- Hot water unit is turned off, drained, unplugged and move to storage area.
- All utensils cleaned and returned to proper storage area.
- Cloth dry all stainless steel sinks/counters.
- Dirty towels and aprons bundled to go back to Trefry Centre.

In all aspects of food preparation safety is foremost. Always wear appropriate clothing and safety equipment supplied. Food temperatures and heating appliances can cause severe burns, please **do not undertake an operation that is unsafe.**



Bagger – Assemble and Pack Meal Distribution Thermos Bags

Job Description

Responsible for the final preparation of the route bags including assembly, cleaning, sanitizing and accuracy of the meal numbers including all deviations from normal meal preparation. Bagger will prepared labels required for exceptions noted on route sheet.

Assist with washing, drying and storage of all implements used in preparation of the meal.

Duties

- Collect all route bags and route sheets.
- Separate contents and clean route bags.
- Examine all containers and bags and, at the discretion of the cook, remove from service any items that are unfit for use. This may include items that are puckered, mis-shapen, lids don't seal properly, broken zippers etc. The Cook will make the final determination and bring back to the Centre for disposal.
- Replacement containers are located in tubs stored above the domestic refrigerator or under the table directly in front of refrigerator.
- Verify the count as per route sheet provided noting any special circumstances and verify the count of containers needed. Communicate meal deviations to all members of the team.
- Cleaning of all reusable containers is the responsibility of the Bagger. Always ensure continuity and accurate number required.



Cleaning:

- Wash, rinse and sanitize all reusable containers prior to any other dishes using the clean dish water.
- Sanitizing of food containers can be completed using one of the following methods. After washing and rinsing:
 1. Run containers in the dishwasher – including all plastic containers. When putting lighter plastic containers in the dishwasher always put a second washing rack over the loaded dish rack.
 2. Immerse all containers in the third sink for a minimum of 45 seconds. This sink has a mix of 100 part per million of chlorine. It is recommended that 2 caps full of bleach to a half full sink will give you the proper mix.

➔ *Note the dishwasher can be used to wash and sanitize all dishwasher safe containers and dishes. It is recommended that for cleaning and sanitizing run the dishwasher twice and for sanitizing only one cycle is adequate after the initial warm up cycle*

- Set all cleaned and sanitized dishes aside on serving trays. Ensure that a fresh, unused drying towel is placed on the cleaned serving tray and cover all containers with another clean towel. Never use a used towel in this process. All containers are allowed to air dry prior to use. If time necessitates, drying the containers with a clean unused towel is appropriate.
- Trays and tops can be sanitized in the dishwasher just prior to assembly of the meal. This process will assist in keeping the meal hot.



- All hot packs to be removed and stored by heater. Remove any questionable packs and verify with cook on the status of these units. Hot packs to be put into hot water at 11:00 to be ready for assembly of route bags.
- Prepare labels for specialty containers.
- Make coffee for 10:30.
- **All desserts to be packaged in separate route bag to prevent cold desserts from being exposed to unnecessary heating. This will also reduce the cooling effect of desserts on hot dishes. If possible assemble all dessert bags first and set aside. This process will allow more space for meal assembly.**
- Assemble soup and meals as prepared in thermos route bags as per assigned route sheets.
 - Hot packs to be put in bags as late as possible and may be used to stabilize contents during transportation.
 - Labelled meals, soups and desserts are to be placed in the top of route bags.
 - *Disposable soups are to be taped closed and never set anything else on top – not even other disposable soups.*
 - *Do not mark names on disposable soups – if needed just a route name. Ex.: West- Laird or West Echo Bay etc. (07/02/18/J.L.)*
- Deliver prepared Route Bags to drivers unzipped to remind them to check their bags and review their route sheets before leaving and discuss special requirements as needed.

Clean and restore kitchen for the next user.



Dessert Preparer – Preparation and Packaging Desserts

Job Description

Responsible to prepare and package the dessert portion of the meal. Verify the number of desserts and special requests with all members of the team.

Assist with washing, drying and storage of all implements used in preparation of the meal.

Duties

- Consult with the cook as to what dessert is to be prepared as per menu.
- Verify the quantity required including the number of special diabetic and disposable desserts. Verify count with Bagger who is preparing all containers.
- Immediately verify that the ingredients for the dessert are on hand.
- Review preparation procedure as per recipe; assemble all ingredients and dishware to verify that the desserts can be made.
- Prepare dessert as per number confirmed and secondary special diabetic dessert requirement.
- Some desserts will require cooling prior to final assembly (icing on cake) and this should be done as soon as possible. For larger cakes etc. cut the cake into smaller portions for cooling.
- Package and assemble desserts.



- Desserts should be prepared prior to assembly of meal trays allowing the Bagger to assemble dessert Route Bags and set aside and stored as required for the type of dessert.
- Assist with assembly of soup and meal trays.
- Help where necessary with cutting vegetables and doing dishes.

Clean and restore kitchen for the next user. (Check with Legion to see if particular items are outstanding after each use.)

Cookie - Cooks Assistant

Job Description

Responsible to the cook for all aspects of preparing and assembling the meal. Assist with washing, drying and storage of all implements used in preparation of the meal.

Duties

- Act as the assistant to the cook in all food preparation functions as required.
- Perform all duties assigned by the cook for the preparation of the meal.
- Assist with the proportioning and filling of soup and meal trays.
- When closing and sealing the soup containers verify that the containers are sealed properly to prevent spillage in the route bags and tape the disposable soup containers before bagging. If you feel safe, one good test is to tip the container once the lid has been secured. Always use extreme caution as the soup is very hot and ensure that adequate protection is used to prevent burns.
- Clean and restore kitchen for the next user.

