



MEALS ON WHEELS
(S U D B U R Y)

PHONE: (705) 525-4554

VOLUNTEER BOOKLET

1127 BANCROFT DRIVE
SUDBURY, ON P3B 1R6

PHONE: (705) 525-4554
FAX: (705) 525-4741



HOME & COMMUNITY
SUPPORT
United in our commitment to care

Supported by:



sudburymeals.org



CONTACT US

Meals On Wheels (Sudbury) welcomes you to contact us at our office.

OFFICE HOURS

Monday to Friday from 9:00 a.m. – 4:30 p.m.
Holidays (Statutory) - Office is closed

MAILING ADDRESS

Minnow Lake Place
1127 Bancroft Drive
Sudbury, ON P3B 1R6

E-MAIL

meals25@sudburymeals.org

PHONE

(705) 525-4554
An answering machine is available after office hours.

FAX

(705) 525-4741

ONLINE

www.sudburymeals.org



ABOUT MEALS ON WHEELS (SUDBURY)

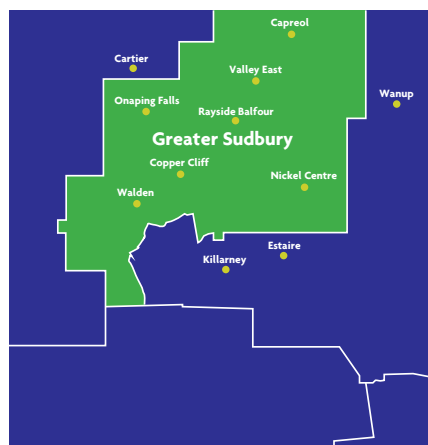
WHO WE ARE

Meals On Wheels (Sudbury) was established as a grassroots pilot project in 1971, with the intent to keep people independent in their homes by supplying daily hot nutritious meals. Today, we serve hundreds of local residents delicious and healthy meals every week thanks to our home delivery service.

We assist those in need of nutritional support who need short term (caregiver relief, recuperation, seasonal) or long term assistance.

MOW (Sudbury) currently has approximately 150 volunteers. In 2010, these volunteers accumulated over 6,000 hours. Our volunteer drivers logged over 86,000 km in deliveries alone.

OUR SERVICE AREA



Greater Sudbury, Valley East, Walden, Onaping Falls, Copper Cliff, Nickel Centre, Capreol, Rayside Balfour, Killarney, Cartier, Wanup, Levack, Wahnapiitae and Estaire.

FOOD SOURCE

Residents in Greater Sudbury and Killarney receive meals that are prepared by Home of Our Own Catering (HOOO) and Entrée Plus. Other food sources are determined annually.

OUR MISSION

Meals On Wheels (Sudbury) is a community-focused organization embracing volunteerism in the provision of nutritious meals and services.

OUR VISION

A community where all people have access to nutritious meals.

OUR VALUES

Collaboration: We are committed to working with others to build a healthy community.

People: We are committed to supporting the collective value of our clients, volunteers, and staff.

Wellness: We are committed to pursuing individual and community health and well-being.

Sustainability: We are committed to pursuing and maintaining an adaptable and accountable organization.



OUR PROGRAMS + SERVICES

Meals On Wheels (Sudbury) helps clients maintain independent living, and offers services to those who are unable to shop for food or cook for themselves by delivering well-balanced, delicious, and affordable meals that nourish the body. Clients may order more than one (1) meal per day and can register for more than one (1) meal program.

Please Note: Meals On Wheels (Sudbury) is not to be the client's sole source of nutrition.

ELIGIBILITY

We offer a wide variety of high quality, healthy, home-cooked meal choices for our clients. We pride ourselves on treating people as individuals.

Our services are extended to a variety of clientele including:

- Seniors 65+
- Chronically Ill
- Caregivers
- Persons with Disabilities
- Convalescent (in recovery)
- Persons with Mental Illness
- New Mothers or Parents
- Terminally Ill

NUTRITION PROGRAMS OFFERED

Meals On Wheels (Sudbury) offers the following four (4) programs:

Hot Meal Program (HMP)

Hot meals are prepared by Home of Our Own Catering (HOOO) and are delivered fresh to the clients door Monday through Friday.

Home Meal Replacement (HMR)

Frozen meals that are flash frozen with no extra preservatives added.

Meals for Moms

Components of this program include both the Hot Meal Program (HMP) and the Home Meal Replacement (HMR) program. It is geared toward new parents as a short term program (6-8 weeks) and their pre-school aged children.

Wheels to Meals

This program is geared to encourage socialization and interaction with yourself (volunteers) and the clients.



HOT MEAL PROGRAM (HMP)

Daily hot meals are prepared fresh by Home of Our Own Catering (HOOO) and are delivered right to the client's door Monday through Friday.

Meals Include:

- 250 ml of milk
- Main Entrée
 - Meat, Fish or Poultry
 - Starch (Potato, Pasta, or Rice)
 - Vegetables
- Homemade Soup
- Salad
- Bread
- Dessert

*Liver meal offered once every fourth week; alternative available. (HMP)

*Fish meal offered every Friday; alternative available. (HMP)

Special dietary needs may be addressed on a one to one basis (i.e. Cut meat or modified texture.)



HOME MEAL REPLACEMENT (HMR) (frozen)

Home Meal Replacements are nutritious frozen meals that are flash-frozen, without any extra preservatives added. These meals are arranged to be delivered every two (2) weeks.

Meals Include:

- Main Entrée
 - Meat, Fish or Poultry
 - Starch (Potato, Pasta, or Rice)
 - Vegetables
- Homemade Soup
- Dessert

Special dietary needs may be addressed on a one to one basis (i.e. Cut meat or modified texture.)



OUR DELIVERY SERVICES

- Meals are delivered directly to the client's home from Monday to Friday
- Meals are delivered between 10:30 a.m. and 1:00 p.m.
- Clients choose the days of delivery that they wish to have

If the client is not home upon the delivery of the meal, the meal will be returned to the office. The client may arrange to have the meal picked up prior to 4:30 p.m. the day of the attempted delivery.

Clients are responsible for making service payments and communicating directly with Meals On Wheels (Sudbury). Volunteers will not transmit messages to the Meals On Wheels (Sudbury) office.

There is no pre-arranged delivery time; clients are to be aware that volunteers have from 10:30 a.m. to 1:00 p.m. to deliver all meals.

Meals On Wheels (Sudbury) services may be canceled. Other food must be kept in the client's home in the case of cancelled deliveries due to weather conditions, or other unforeseen circumstances affecting deliveries.

There is no meal delivery on Statutory Holidays, clients are reminded of dates prior to and are offered a Home Meal Replacement (HMR).

FREQUENTLY ASKED QUESTIONS

Are there any special requirements?

Meals On Wheels (Sudbury) is committed to providing a safe, confidential and protected work/ volunteer environment. We require all volunteers to receive a Police Criminal Records Check and a Police Vulnerable Sector Check.

Downloadable Forms can be found here:

<http://www.gsps.ca/en/letushelpyou/criminalrecordsearches.asp>

OR please visit the Greater Sudbury Police Station to fill out the forms in person

FREQUENTLY ASKED QUESTIONS

Will my Criminal Records Check and Vulnerable Sector Check be reimbursed?

Yes, your Criminal Records Check and Vulnerable Sector Check will be reimbursed. Please retain your receipts as we will require them to issue reimbursements.

What support is available for me?

You will be working with our friendly and supportive team of volunteers and staff at Meals On Wheels (Sudbury). We'll help guide you and give you the training you'll need, we're always here to help and support one another.

At any time if you need support, help or would just like to talk, Meals On Wheels (Sudbury) staff are available for confidential meetings during regular volunteering hours or after hours and can be contacted by email, phone or in person.

What about expenses?

Meals On Wheels (Sudbury) offers a gas subsidy twice a year to its Volunteer Delivery Drivers. Each time a Volunteer Delivery Drivers meals between Jan –June and July-December the volunteer is allotted \$7.50 as compensation. Ex. Volunteer is reimbursed for the previous 6 months deliveries x \$7.50. Any training or programs that are not required by Meals On Wheels (Sudbury) will not be covered.

What information does MOW (Sudbury) require about me?

Meals On Wheels (Sudbury) requires your contact information including your emergency contact, your address and your phone number.

Meals On Wheels (Sudbury) will review your Criminal Records Check and your Vulnerable Sector Check. If you have any questions or concerns please ask a Meals On Wheels (Sudbury) staff to go over your personal file.

What training will I receive?

We provide all volunteers with general training and orientation prior to volunteering. Some volunteer positions will require more formal training depending on the volunteer position chosen. (i.e. Kitchen Volunteer will require to undergo health and safety and food handling and preparation training)

If you require formal training you will be notified and consulted as to what you will be trained on and when and where it will take place. If you have any questions or concerns, please do not hesitate to ask.

FREQUENTLY ASKED QUESTIONS

Where do I report to?

You will be checking in with the Meals On Wheels (Sudbury) Volunteer Coordinator at the Meals On Wheels (Sudbury) office:

**Minnow Lake Place
1127 Bancroft Dr
Greater Sudbury, ON P3B 1R6
(705) 525-4554**

Will volunteering help find me a job?

Volunteering with Meals On Wheels (Sudbury) will give you many valuable experiences that you can display on your resume and cover letter to reflect the skills and knowledge that you've gained.

We would be glad to provide you with a reference if it is appropriate, it will be determined and based on the relationship, work ethic and length of time that you have volunteered with Meals On Wheels (Sudbury).

What happens if I am unable to continue volunteering?

Volunteers may take a leave of absence if they are leaving for a long period of time or they feel they are unable to commit any further (i.e. health reasons, work or school).

We ask that you please give the Meals On Wheels (Sudbury) Volunteer Coordinator notice prior to your departure.

What about health and safety?

Meals On Wheels (Sudbury) follows strict guidelines in regards to health and safety. We want to ensure all volunteers, staff and clients of Meals On Wheels (Sudbury) work in a safe and healthy environment by following all procedures and protocols necessary.

If you have any concerns please speak with a Meals On Wheels (Sudbury) staff member.

FREQUENTLY ASKED QUESTIONS

What input will I have in projects and activities ?

We appreciate your input and all comments and suggestions are taken into consideration. Serving the community and connecting with Meals On Wheels (Sudbury) clients allows you to get first hand experience and knowledge of how we operate, making your input as a volunteer valuable to us.

Is Meals On Wheels (Sudbury) a registered non-profit organization?

Yes, Meals On Wheels (Sudbury) is a registered non-profit organization with the registered charitable number 1076861982RR001.

POLICIES

WEATHER POLICY

Meals On Wheels (Sudbury) staff and/or volunteer drivers have the right to refuse driving when road conditions and weather conditions may cause harm or unsafe environment. Clients will be notified of delivery cancellations and will not be charged for meals that have not been delivered under these circumstances.

REGULATORY BODIES AND INSPECTIONS

MOW (Sudbury) operates within the following regulatory bodies:

- MOHLTC Community Support Service Meal Regulations
- Sudbury and District Health Unit Food Inspection Division specifically the Ontario Health Protection and Promotion Act
- Meals On Wheels (Sudbury) Operational Policies
- Ministry of Labour Safe Workplace Safety Division

MOW (Sudbury) has regular inspections that occur through the following:

- Meals On Wheels (Sudbury) daily Quality Control
- Monthly Inspections from the Sudbury & District Health Unit

To learn more about Meals On Wheels (Sudbury) please visit our website:

sudburymeals.org