

## MEALS ON WHEELS SERVICE

### What is Meals on Wheels?

Meals on Wheels is a food delivery service providing, a nutritious three-course meal, to older people and people with disabilities. The service fosters a sense of community, safety and wellbeing by bringing people together and strengthening communities.

This service offers independence by enabling clients to stay in their own homes longer. It also offers the opportunity for volunteers to help the local community.

BASScare meals are prepared onsite by experienced chefs. We are also able to cater for special dietary requirements.

Deliveries go out on weekdays. We deliver frozen or ready-to-heat meals for weekends on a Friday or the last working day before a public holiday.

### Your Volunteer Role

Volunteers are an integral part of meals on wheels because they deliver more than a meal. Volunteers assist in monitoring the health and wellbeing of our clients, provide a friendly visit and conversation which helps to reduce problems such as isolation and loneliness.

Please refer to the Volunteer Handbook, COVID Updates, Volunteer Policy and your Volunteer role description in regards to:

- Your rights and responsibilities as a Volunteer,
- Complaints & grievances,
- Personal safety,
- Infection control,
- Police check renewals,
- Understanding professional boundaries,
- Duty of care, and
- Insurance etc.

### Meals on Wheels Volunteers need to use:

- Their own fully comprehensively insured vehicle for transportation of meals, and
- Have a mobile phone to make/receive calls.



## **Reimbursement for fuel costs**

Assistance with fuel costs is available. Volunteers are eligible for an Eftpos gift card after completing a set number of rounds.

## **Meal Delivery Areas**

BASScare's Meals Service delivers to Canterbury, Surrey Hills, Camberwell, Balwyn, Balwyn North, Hawthorn, Hawthorn East, Kew and Kew East.

## **How is our Meals Service funded?**

Meals on Wheels is funded through the Commonwealth Home Support Program and Commonwealth Home Care Packages.

## **What do clients pay for meals on wheels?**

Retail price is \$13.00\*, BASScare registered clients pay \$9.50\*

*\* Terms and conditions apply. Prices valid as at October 2020.*

## **How are our clients referred to us to receive a meal?**

New clients over 65 years of age need a referral from MyAgedCare. They can get this by calling 1800 200 422 or apply via [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## **What do Volunteers deliver?**

Volunteers deliver between 3 and 12 meals per round. This takes an estimated time of 1 to 2 hours.

Each delivery generally consists of a chilled soup, hot main meal and dessert. Adhoc items are also delivered including menus, accounts, newsletters etc.

## **How do I know what/who I am delivering too?**

All meal delivery information (including special dietary meal information) is provided on round sheets in round folders. The folder and all the delivery items are provided by the meals office when you are rostered on a round.

Due to the private & confidential nature of the information contained in round folders, the folders need to be kept with Volunteers at all times. Any loss of information must be reported to the meals office ASAP.

## **Important Procedures to remember**

As you will be delivering meals to older people whose immunity could be compromised, it is vital that you follow food safety guidelines to ensure food is transported and kept at a safe temperature at all times.



## Food Safety/Compliance Food Safety Act

- If you are sick or have a fever, flu-like symptoms, diarrhoea, vomiting, conjunctivitis or skin irritations we kindly ask that you not deliver meals and notify the meals office so that we can organise a replacement Volunteer.
- Vehicles to be kept clean, in particular, areas in which meal satchels/eskys are being transported.
- Wash or sanitise your hands prior to attending, between each delivery and at the end of your round (BASScare will provide hand sanitizer for use whilst volunteering).
- For dietary and health reasons, the correct meal must be delivered to each client. If in doubt, please contact the meals office.
- Meal are to be collected at the allocated times detailed below:

<b>Hawthorn/Kew</b>	Between 9.30and 9.45am
<b>Marwal Centre</b>	11am from front meals area
<b>Canterbury Office</b>	11.30am via Meals Window

- Meals must be delivered within 1½ hours from collection time.
- To maintain appropriate meal temperatures, do not remove any meal items from the esky/satchels/cooler packs before arriving at the client's home.
- Canterbury and Marwal deliveries: To prevent changes in food temperature during your delivery round please replace the hot or cold blankets over the meals, and replace the lids on the esky as quickly as possible
- Please use the hand sanitiser provided before and after helping a client with opening the lids on their meal.
- If you see uneaten meals or opened meals on wheels (prior deliveries) in a client's home, please let the Meals on Wheels Coordinators know. *Please note this is not applicable at present as all deliveries are only to the front door/contactless.*
- We would also ask if you are transporting food, that your car does not contain petrol cans, oil cans, waste, chemical containers or pet blankets/baskets.
- We also ask respectfully that you do not smoke in your car while you are doing meals on wheels or have your pets in the car.
- For your own safety and in accordance with food safety regulations we recommend you wear closed shoes and your attire is neat and clean.
- If a client does not answer the door we request that you phone the meals office before leaving the home, and wait for instruction.



- Hot and cold meals cannot be left in an esky/satchel or on a door step if a client is not at home.
- All meals not delivered must be returned to the Meals office (in the esky or satchels).
- Volunteers are not permitted to take a meal home if it is undelivered.

## Client Wellbeing

As volunteers attend on a regular basis which helps to build rapport with clients, we ask that you advise our meals staff of any concerns including:

- If a client's wellbeing (appearance or otherwise) seems to have changed since your last visit.
- It appears they may have had a fall or are unsteady on their feet,
- They express concerns to you about their wellbeing or
- You are worried for the client's welfare.

BASScare will follow up, taking the necessary steps to notify family members or nominated contacts & suggest a referral service.

When a client is not at home, for a scheduled delivery, the meals office will contact the client directly, their family members or refer the situation onto the police/emergency services (if required, as per clients response request).

## Emergency Procedures

Please refer to the Meals on Wheels Guide in the round sheet folder for a listing of scenarios and appropriate action to take.

Should you require any assistance or clarification whilst delivering meals, please contact the appropriate meals office.

<b>Canterbury Centre</b> Ph: 9880 4703	<b>Marwal Centre</b> Ph: 9880 4751 or 9819 7194	<b>Hawthorn/Kew</b> Ph: 03 9880 4750 or 0437 816 081
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If you have concerns in respect to your meals on wheel volunteer role you are also welcome to contact:

- Meals on Wheels Manager, Anne Butler on 0427 288 875 or email [a.butler@basscare.org.au](mailto:a.butler@basscare.org.au) or
- The Volunteer Engagement Coordinator Deb Hall on 0447 503 741 or email [volunteers@basscare.org.au](mailto:volunteers@basscare.org.au)

***Thank you for delivering Meals on Wheels to older people in our community.***