



St. Patrick's Home of Ottawa Inc.
VOLUNTEER SERVICES

DESCRIPTION OF VOLUNTEER PARTICIPATION

Position: MEAL ASSISTANT

Purpose: To assist staff in providing a pleasurable dining experience for residents in a pleasant atmosphere.

Tasks and Responsibilities:

1. Use St. Pat's apron to protect your clothes. Assist with setting up for meals.
2. Familiarize yourself with the seating plan and menu on the bulletin board in the unit lounge.
3. Introduce yourself to resident and assist resident to the unit dining room. Seat resident in the assigned seat according to the seating plan.
4. Greet residents at the table within two minutes of their arrival
5. Ensure Resident is in a comfortable sitting position to ease swallowing. The body should be upright (90*) and the head should be slightly flexed.
6. Offer each resident a choice of appetizers and beverages according to the daily menu choice
7. The Dietary Aide will bring you the appropriate food at the table for the Resident.
8. Use proper utensils for the food being served. If Resident can hold bread or toast, allow Resident to do so.
9. Ask Resident if food or liquid is at the right temperature. Make sure it is not too hot before serving..
10. Offer small rather than large amounts of food. Give Resident one level teaspoon of food or fluid at a time.
11. Wait until the resident has swallowed before offering the next teaspoonful. Do not mix everything together.
12. Be careful not to spill food. Wipe the Resident's mouth and chin whenever necessary.
13. Once resident is finished with the appetizer, clear the plates and offer the two choices of entree according to the daily menu choices.
14. Again the Dietary Aide will bring you the appropriate food for the resident.
15. When resident is done with the entree, clear the plate and prepare the table for the dessert and hot beverage choice.
16. At the end of the meal, wipe residents' mouth, hands and clean table. Remove apron, etc.
17. Keep the Resident in an upright position (no lower than 60* from the seating plane) for a minimum of one hour.
18. Report any relevant observations/concerns to the nursing staff (ie: if resident had very little or refused to eat.)
19. Always tell residents (if appropriate) what is being served for each course.
20. Do not hesitate to ask staff if information is needed on how to best assist residents.

Limits and Boundaries:

- Do not serve food from the hot cart yourself. It is the Dietary Aide's responsibility to provide the appropriate diet to all resident's according to the plan of care listed in each unit dining room binder.
- Comfortable, flat closed-shoe footwear must be worn at all times while on duty.
- Take time to sit when feeding a resident.
- Do not serve the resident two courses at a time. Please clear each course before offering and serving the next course.

Time Commitment: Flexible (approximately 1 hour)

Breakfast	7:30 am
Lunch	11:30 am
Supper	4:30 pm

Skills and Qualifications:

- Gentle, sensitive to the needs of the elderly
- Reliable and committed to time chosen
- Good interpersonal skills, honest, positive attitude
- Ability to respect confidentiality
- Ability to work independently as well as in a team

Orientation and Training:

- A general orientation to the Home will be provided prior to beginning your responsibilities
- Review the information available in the Volunteer Handbook
- Wheelchair safety and etiquette
- Familiarization with the emergency codes and procedures
- Video "Bon Appetit: How to Create Meaningful Meal Times"
- Ongoing supervision and training with nursing staff and peer volunteers
- Attendance to Fire & Safety, Infection Control, Abuse Prevention and Values Covenant programs is compulsory as soon as possible following the start of your assignment, yearly thereafter
- Other professional educational opportunities are provided

Health and Safety:

- The safety of the resident, staff/volunteers is inherent in all aspects of each person's responsibilities. Vigilance to safety includes delivery of direct resident care as well as the living environment of each resident and working conditions for all staff/volunteers and visitors.
- All workers under the Occupational Health and Safety Act have the responsibility to observe safe work practices, avoid risks and to use common sense. Any hazardous conditions or accidents, whether anyone is hurt or not, should be reported immediately to your supervisor, unit nurse and/or Coordinator of Volunteer Services.
- Volunteers should not come to work if they are ill, have a rash, cold or other

- infectious disease.
- Hand washing is the best infection control. Make sure you wash your hands before you start assisting or feeding someone and as often as you can.
- Influenza immunization is strongly recommended

Accountability:

- Nursing staff on unit/Coordinator of Volunteer Services

Benefits:

- Opportunity to develop human relations
- Exposure to the field of gerontology and agency operation
- Increased knowledge and experience working with the elderly
- Free parking is provided to volunteers
- A beverage ticket is issued to volunteers who meet the criteria
- Self-satisfaction of helping residents
- References can be obtained upon termination if a volunteer has been engaged for more than 40 hours
- Recognition events throughout the year

Aug06,Jan07,Aug08