

## **MEALS ON WHEELS - THE PROTECTION OF VULNERABLE PERSONS**

### **VOLUNTEER GUIDELINES**

To comply with the Charity Commission requirements Meals on Wheels has a Protection of Vulnerable Persons Policy. An individual may be vulnerable because of their age (over 65), physical or mental ability or ill health. Meals on Wheels is responsible for ensuring that those benefiting from our services are not harmed in any way through contact with it.

All volunteers should make themselves familiar with our policy. It can be found on the Meals on Wheels website at this link:

[Meals on Wheels Vulnerable Persons Protection Policy](#)

As you deliver our Meals on Wheels you are likely to come into contact with vulnerable persons and are therefore required to have a criminal record check by the Bermuda Police Service. Allison will help you with this.

### **DUTY OF CARE**

All Meals on Wheels employees and volunteers have a statutory duty of care to report any suspicions they may have in relation to the abuse of vulnerable persons. Any concerns, or incidents or accidents involving vulnerable persons should be reported to the Vulnerable Persons Officers. Contact details are below. It is the responsibility of the Vulnerable Persons Officers to deal with any reports or concerns appropriately.

We request that you follow best practice when interacting with vulnerable persons:

- Treat the wellbeing and safety of the vulnerable persons as paramount.
- Endeavour to avoid situations where you are alone with a vulnerable person whenever practical, especially where you are unobserved. If you are required, in an emergency situation, to do things of a personal nature for a vulnerable person you should endeavour to have someone else present. In such situations it is important that you ensure that you are sensitive to the vulnerable adult and undertake any actions with the utmost sensitivity and discretion appropriate to the abilities of the individual.
- Please take extra care when interacting with a person who you know, or who you suspect, has dementia, to ensure your actions cannot be misinterpreted.

**Meals on Wheels Vulnerable Persons Officer**  
**Barbara Faeilla 599 0498 bfaiella49@gmail.com**

**Meals on Wheels Deputy Vulnerable Persons Officer**  
**Tannika Rodrigues 236 1815 mowadmin@logic.bm**