



Frequently Asked Questions

Volunteering with Community Outreach Services/Knollcrest Lodge

1. How old do I have to be to volunteer?

Dependant on position - At Knollcrest Lodge you need to be 14 or older (Grade 9) to volunteer independently within our home. You need to be 16+ (with a valid G2 or G license) to deliver Meals on Wheels (MOW). You need to be 25+ to be a volunteer driver.
2. How do I become a volunteer?

In order to apply to volunteer with our agency, we invite you to fill out and submit an application to Community Outreach Services Milverton at Knollcrest Lodge. If you don't already have an application, you can call the Volunteer Coordinator in Community Outreach at 519-595-8755 ext.130 or email milvertonoutreach@knollcrestlodge.com and arrange to stop by and pick one up.
3. What types of volunteer opportunities are there?

Opportunities may include but are not limited to: assisting with various wellness programs (Life labs Clinic, Blood Pressure Clinic), delivering meals on wheels, driving seniors within the community, dining programs, visiting residents within the home, playing games or assisting with activities (such as crafts, special events, reading or baking) with residents.
4. What training is required

The training required is dependent on the position you have been selected for. For example, if you are a wellness volunteer you may be required to have First Aid/CPR training, as well as position specific training such as use of the blood pressure machine, schedules for Life labs etc. All training will be provided or coordinated by Community Outreach at Knollcrest Lodge.
5. Do I need a criminal record check?

Yes. In order to volunteer with our agency you need to obtain a vulnerable sector criminal record check. However, in order to apply for this type of record check you will need a letter from our facility stating the need for the check. Please contact Alicia if you do not have the proper documentation needed to apply for your check.
6. Is there a minimum time commitment?

While there is no required commitment expected from our volunteers, we do ask that they stay consistent with the hours they put in, and show up when they have agreed to do so. If you cannot show up for a scheduled volunteer shift please contact your



department supervisor or volunteer coordinator (Activation 519-595-8121 ext.103)
(Community Outreach Services 519-595-8755 ext. 130).

7. What support will I receive while volunteering?
Staff at Knollcrest Lodge and Community Outreach Services will always be available to assist you. You can choose to volunteer independently in positions like the Meals on Wheels delivery driver or a Volunteer Driver or within the home working side by side with the Activation or Outreach staff to provide residents with activities and socialization.
8. Who are the people that I will work with?
Working alongside staff at Knollcrest Lodge and Community Outreach Services and other Volunteers – you will be working with seniors and individuals from the community as well as Residents of Knollcrest Lodge.
9. What happens once I have filled out my application?
Once you have filled out your application, it will be reviewed by the Volunteer Coordinator. You may be called in for an interview. If you have been selected for an interview, please be prepared to answer questions about yourself and why you would like to volunteer with our agency.
10. Are there any expenses identified with being a volunteer? Will I be reimbursed?
As a volunteer, you may incur additional costs such as the price of gas. Depending on your situation, there are reimbursement programs in place to repay some of these costs. For example, as a MOW driver or volunteer driver, you will be reimbursed based on the mileage of your trip as well as for any additional parking fees. Expenses may arise situationally and if you are ever unsure about reimbursement, do not hesitate to contact the Community Outreach office.
11. What do I get out of being a volunteer?
There are many benefits to volunteering within your community. As a volunteer you gain valuable life experience that could prepare you for future employment or social endeavors. Not only can volunteering be an extremely rewarding and satisfying experience for the volunteer, but it is especially beneficial for the individual receiving the volunteer service. If you want to give back to your community, build and foster relationships with seniors while simultaneously feeling a sense of pride and accomplishment – volunteering is definitely for you!

General volunteer related inquiries can always be directed to:

Volunteer Coordinator

Community Outreach Services Milverton

Phone: 519-595-8755 ext. 130

Email: milvertonoutreach@knollcrestlodge.com