



VOLUNTEER HANDBOOK



VENTA CARE CENTRE WELCOMES YOU

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OUR MISSION

To Provide Family Focused Care with Respect and Dignity

OUR VISION

To continue to be a Nationally Accredited Facility and a leader in providing innovative, holistic and responsive Long Term Care and Services with dedicated respect and dignity while responding to community and resident needs.

OUR VALUES – SERVICE & CARE

<p>S Safety Workplace and community modeling and reinforcing safe behavior's and clearly defined expectations. Communicating Effectively.</p>	<p>E Excellence High & measurable goals. Best Practice / Best Evidence.</p>	<p>R Respect Treating those we serve and each other with respect, empathy, compassion, fairness sensitivity and honesty. Trust, Confidentiality, Team Work.</p>	<p>V Visionary Applying past experience to continually improve. Consider diverse views while supporting corporate decisions.</p>	<p>I Integrity Consistency, open and honest communication with families and staff. Transparency and learning from our mistakes.</p>	<p>C Communication Ensure Resident forums and a voice. Regular and timely disclosure to families and caregivers. Clearly defined expectations and knowledge sharing.</p>	<p>E Exceptional Promoting a culture of safety and quality. Embracing change, innovation and evidence based practice.</p>
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HELPING HANDS

C
Community
Foster dynamic partnerships and Collaborate with our partners and those we serve Consider community impact of our decisions

A
Accountability
Strive for accountability and transparency to those we serve and to ourselves. Facilitate timely access to care and service

R
Responsible
Financial accountability Taking responsibility for one's own actions and holding others responsible for their actions.

E
Education
Accessible, current and understandable information in Policies and Procedures. Consistency of information allowing staff growth and a comfortable workplace

BILL OF RIGHTS FOR VOLUNTEERS

- I. **THE RIGHT TO BE TREATED AS A CO-WORKER**....not just as “free help”.
- II. **THE RIGHT TO A SUITABLE ASSIGNMENT**.....with consideration for personal preference, temperament, life experience, education, and employment background.
- III. **THE RIGHT TO KNOW AS MUCH ABOUT THE FACILITY AS POSSIBLE**....its policies, its people, its programs.
- IV. **THE RIGHT TO TRAINING FOR THE JOB**.....thoughtfully planned an effectively presented training.
- V. **THE RIGHT TO CONTINUING EDUCATION ON THE JOB**....as a follow-up to the initial training-information about new developments-training for greater responsibility.
- VI. **THE RIGHT TO SOUND GUIDANCE AND DIRECTION**....by someone who is experienced, well-informed, patient, and thoughtful-and who has time to invest in giving guidance.

Welcome

This manual has been designed to help you understand your role. In it you will find information which will assist you as a volunteer.

As a volunteer, you are part of a group of special individuals who willingly give of their time, talents and energy to benefit our residents. We hope this handbook will help you feel more at ease within our facility. You are the heart of our organization and your time here is invaluable to our residents, family and staff. The confidentiality of each resident must be respected and protected at all times. We are proud to have you with us and appreciate your enthusiasm.

Volunteer Benefits:

- Share your time and talents
- Meet new people and make new friends
- Personal growth and development
- Fulfill educational expectations
- Explore career options
- Establish work history
- Complimentary beverages on site
- Complimentary meals when volunteer assignments on site fall over a meal period
- Letters of Reference

Some of the Volunteer Opportunities available to You:

Recreation Helper
One to One Friendly Visitor
Church porter
Physiotherapy Helper
Pet Therapy
Dietary helper
Community Outings volunteer
Other

We are always open to discussing new volunteer opportunities!

Volunteer Programs and Description

Mealtime Companion

Breakfast, Lunch, or Dinner

Assisting residents to eat their meals. Mealtimes are 9:00am, 12:00pm, and 5:00pm. Requires in-service from dietician before starting.

Recreation Helper

As scheduled on calendar

Encourage residents to attend and to assist with participation. Offer portering assistance to programs. Must show up 30 minutes early before each program as that is when portering begins.

Church Service volunteer

As scheduled on Calendar

To help lead a lay led service, or to help porter residents to and from services. Must show up 30 early.

Friendly Visitor

Anytime

Spend 1:1 time with residents who do not wish to attend group recreation programs. This may include, visiting, reading to them, talking them on walks inside or outside of facility, playing cards or games with them, etc.

Physiotherapy Helper

Varied Times as per need

Help physiotherapy staff under their supervision

Dietary Helper

Varied Times as per need

Help Dietician under her supervision

Outing Companion

Varied Times

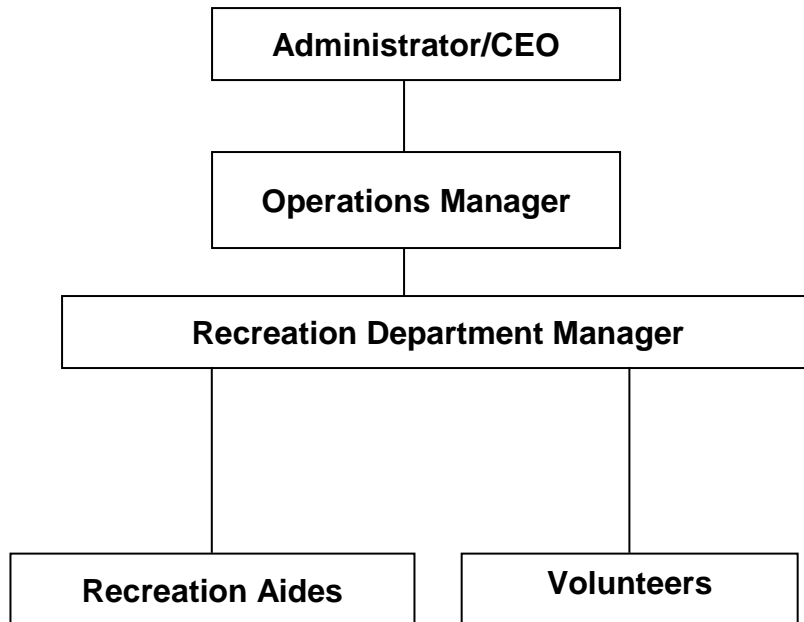
To accompany residents during outings under direction of the Recreation Therapist and/or Recreation Aides

Pet Therapy Volunteer

Scheduled Shifts

To volunteer to bring your pet in for therapeutic visits. Pet must be obedience trained and vaccinations up to date.

Recreation Department Organizational Chart



Resident Abuse

The Venta Care Centre has a **ZERO TOLERANCE of ABUSE** policy that is closely adhered to. “Residents are not to be subjected to emotional, mental, sexual, or physical abuse or exploitations.” The types of abuses are defined under the headings of physical, verbal, mental/emotional, sexual, financial exploitation, and neglect. It is the responsibility of all staff and volunteers to provide a safe and secure environment for the residents. It is the duty of every staff member and volunteer to report actual or suspected abuse.

Confidentiality

You understand Venta Care Centers’ policy on confidentiality. You understand that you must keep in the strictest confidence, any and all information you may learn, during the course of your time as a volunteer, pertaining to patient and client. You also understand that this policy extends to information regarding other staff members, and volunteers at Venta Care Centre. You further understand that breach of this policy may be grounds for dismissal from the volunteer position.

Teamwork

- **Please** eat, rest, or drink only in areas as directed by the facility.
- **Please** use visitor or staff restrooms only.
- **Please** always help out where you can.
- **Please** bring any questions or concerns to the Recreation / Operations Manager, Recreation Aide, or Nurse.

- **You must** report any violations of Residents' Rights to the Recreation Manager, Recreation Aide, or Nurse.
- **You must not** use facility telephones without permission.

The Volunteer's Responsibility

- **Do not lift, transfer, or toilet residents, under any circumstances.** Always ask for assistance. Do not even help residents to sit up manually, as some do not have the trunk strength and you could seriously hurt them.
- Please keep all information concerning the resident confidential.
- Residents deserve to be treated with respect. Please do not talk down to them, or treat them like children.
- Knock and state your name before entering a resident's room. If you discover resident is with HCA's receiving care, shut the door, and try back in 10 mins or when you see that door is open. HCA's will open the door when they are finished giving care. This helps to respect the dignity of our residents.
- Always keep commitments made to residents and staff.
- Call well in advance if changes to schedule have to be made.
- Refer questions concerning care or policies to staff.
- Incorporate planned activities only, unless otherwise directed by the Recreation / Operations Manager. Check with Recreation / Operations Manager, Health Care Aides, and/or Nurse if asked to do special favors by the resident.
- There is no smoking allowed inside or outside the premises. Please do so in your vehicle if you need to.
- When you take a resident out to the courtyard, or to a unit on another floor let the nursing staff know, so that they are not looking for them **OR** sign them out in the resident sign out book. Make sure if weather is hot, to get sunscreen and hat from recreation department.
- Refrain from any involvement with residents financial affairs, and from requests to witness any documents, please refer these to the business office
- Report unusual incidents involving residents or volunteers immediately to the Recreation / Operations Manager or the Nurse. Also report any accidents/injuries, or any hazardous conditions (ex-spills, broken equipment, frayed cords, etc.)
- Please sign in and out on volunteer sheets located in the entrance of the building each time you visit. For safety and security purposes, we must know who is in the building at all times.

- Your volunteer Name Tag **must** be worn at all times.
- Do not hesitate to tell the Recreation / Operations Manager if you feel uncomfortable about your volunteer position. She will try find another suitable one for you.
- Please wear clothing appropriate to the work environment and to the activity you will be doing. Personal cleanliness is essential. Wear comfortable shoes
- It is your responsibility to keep the Volunteer Coordinator / Recreation Manager aware of any changes of address or telephone numbers.
- The feeding of residents may only be done by staff or trained volunteers.
- If you are trained to feed, always make sure your hands and nails are scrubbed clean. Protect the residents clothing with a clothing protector. Be sure it is in place before the meal is served. Set the food where the resident can see it. If the resident has visual problems, tell them what is on the plate. When feeding, switch between the different foods on the plate, do not stick to one (ex. potatoes), and then when finished, go to another (ex. Meat). Always offer drinks in between bites. Always allow the resident enough time to chew and to swallow. If a resident begins to choke, immediately call for help. Do not panic and do not leave the resident alone. Always wipe the residents' mouth frequently to maintain the residents' comfort and self-esteem. And socialize between bites.

Fire and Safety Education and Training

When you hear the fire alarm:

If in a room by yourself, shut off the lights and shut the door, and go to the nursing station closest to your location for further direction.

If in a room with residents, and no other staff is around, stay with the residents and remove them from any immediate danger.

If you discover a fire yourself: REACT

R-Remove those in immediate danger (but don't put yourself in danger to do this)

E- Ensure the doors are closed

A-Activate the fire alarm (if not already activated)

C-Call 911

T-Try to extinguish the fire

INFECTIONS

Infection Control

Infections are caused by germs or microorganisms and viruses. Not all microorganisms are bad. We all carry them on our skin, in our mouth, in our nose, and generally these are useful to our health. We may also pick up germs from other sources, and these organisms may be more harmful. Most often and most importantly, we carry germs, which we pick up from the environment or other people, on our hands. For this reason, good and frequent hand washing is the most simple yet most important means of preventing germs from traveling and thus preventing germs from causing infections in clients. Luckily, the microorganisms we pick up are easily washed off.

Procedure for Hand Washing

1. Use lots of warm running water
2. Soap
3. 60 seconds of rubbing hands together
4. Paper towel to dry hands and then close faucet with paper towels.

The force of the water for 60 seconds will do most of the job. The soap will suspend the organisms allowing them to be washed off. The faucet must be closed with a paper towel over your hand, otherwise your hand will pick up the germs which you or someone else just left on the handles.

When to Wash Your Hands

- ⇒ When you arrive in the Care Centre
 - ⇒ Before and after meals
 - ⇒ After using the toilet
 - ⇒ After pushing residents wheelchairs
 - ⇒ After touching your hair
 - ⇒ After touching your nose or mouth when you have a cold or cold sore
 - ⇒ After completing your volunteer duties, before going home
- ** Protect yourself, the clients and your family from infections ****

VERY IMPORTANT:

Please do not come in to volunteer if you are sick.

Also, if a resident is on isolation, please do not take them out of their room. ALWAYS WATCH FOR SIGNS POSTED OUTSIDE THEIR DOORS.

Communication Tips

When working with seniors, one must be aware of issues such as decreased hearing, vision loss, physical limitations and confusion. These factors are common for this age group and may be caused by the aging process, or by age-related illnesses, which inadvertently affect the resident's life: When speaking with any of our residents, always introduce yourself as a Volunteer and briefly explain the purpose of your visit.

When communicating with persons who have a hearing deficit, it is important to:

- Always approach a resident from the front.
- Let the resident know you are in the room by speaking first so as not to startle them.
- Communicate in a quiet environment, as background noise can be distracting.
- Identify yourself and explain the purpose of your visit.
- Find out which ear the resident hears best from and speak into that ear.
- Speak slowly and clearly in short simple sentences.
- Check to ensure that the resident can hear you.
- If a resident is unable to hear, write a message in bold, clear letters.
- Wait for a response to a question before asking another.
- Use non-verbal communication such as gestures, facial expressions and touch.
- Never adjust the resident's hearing aid. Always refer to staff on duty.
- Inform the resident when you are leaving the room.

When communicating with persons who have visual impairments, keep in mind:

- Some seniors have a reduced ability to focus on fine detail or close objects, or have poor depth perception.
- More time is required when moving from well-lit to poorly lit areas and vice versa.
- Printing and printed matter should be bold, large and clear. Keep it simple.
- Guide persons with visual impairments by allowing them to hold your arm. Use verbal descriptions when necessary.

In order to ensure the safety of residents in wheelchairs, it is important to remember the following:

- Ask a staff member for assistance if you are not familiar with the operation of a wheelchair.
- Ask a resident if you may assist them before pushing his/her wheelchair.
- Before pushing a resident in a wheelchair check for any items which may be caught in the wheels (i.e. sweater, blanket, hands, etc.) and ensure that brakes have been released.
- When talking with a resident in a wheelchair, speak to them at eye level.
- Ensure the brakes are on when the wheelchair is stationary because there is a chance it could roll away on its own.
- When entering an elevator, always back the resident in so that they are facing the doors.
- Always back down an incline or curb so that the chair does not run away from you, or tip forward.

When communicating with person who has Dementia or (Alzheimer's Disease), it is important to remember:

- They lose ability to use words
- They have difficulty understanding
- Their problem with communication may be misinterpreted as being uncooperative, inattentive, or even resistive
- Their inability to communicate can be terribly frustrating and difficult for both the person and the caregiver/visitor
- They may not understand, but they still have feelings
- The condition is a physical disorder produced by changes in the brain
- There is a deficit in: language, memory, perception, organization, abstract ability, attention, and judgment
- Be aware of cognitive overload. Too much stimulation could cause restlessness or agitation.

Tips for Communicating with a person with Dementia:

- Remember that you set the stage or the tone of the conversation. Try a gentle and calm approach.
- Get the person's attention.
- Get eye contact with the person.
- Speak slowly and clearly.
- Give one message at a time. Use non-verbal cues & gestures.
- Listen.
- Allow time for person's response.
- Repeat information.
- Show & talk – use visual cues.
- If rejected, you may go away and come back a few minutes later, as the person may have forgotten.

Things to avoid when conversing with a person with Dementia:

- Don't argue
- Don't take the person's responses personally
- Do not attempt to orientate the person to reality, even if what they are telling you does not make sense, just listen. For example if a 95 year old lady says that she has to make supper for her mother, you could say "oh really, what are you going to make", rather than stating "you're 95 years old, which means your mother has passed away a long time ago." That way, you're not agreeing with them which could be patronizing, but you are responding to what they are saying, which makes them feel good.
- Don't point out failures – be positive and build on strengths
- Don't ask direct questions that rely on good memory
- Don't talk about that person in front of them to another as if he/she was not there
- Don't talk about other people in front of him/her
- Don't startle the person with your approach
- Don't shout
- Don't talk over him/her to another person
- Don't push, pull, or force the person into something
- Don't use the phrase "Don't you remember?"

When you are having trouble being understood:

- Be sure you are allowing enough time
- Shorten your questions or sentences
- Try demonstrating visually what you are saying
- Think about the complexity of what you are saying
- Try a hug and a change of subject

When you are having trouble understanding:

- Listen actively and carefully to what the person is trying to say
- Try to focus on a word or phrase that makes sense
- Respond to the emotional tone of the statement – you may not understand what is being said, but you may recognize that it is being said sadly. Acknowledge the emotion by saying, "you sound very sad"....
- Try to stay calm and patient
- Try other forms of communication – songs, gentle touch, favorite foods, walking together – these modes of communication often soothe a troubled person.

One to One Visits

While visiting with residents, please keep the following in mind:

- Be aware of the challenges that residents may face such as memory loss, physical limitations, or short attention span.
- Don't be afraid to touch, especially if the resident is distressed. Holding a resident's hand may give reassurance and comfort.
- Please remember we are here for the residents so we should focus on their needs. Encourage the resident to be as independent as possible.
- Recognize the individuality of each resident. Respect the age of an individual.

Friendly Tips to Make One to One Visits even more effective:

- Bring in a newspaper, book, or magazine. Read aloud if resident desires, and/or has visual problems.
- Hand massages & manicures are always greatly appreciated. Please ask Activity Department for supplies.
- Try a relaxing walk outdoors. Ensure that the resident is properly dressed for the weather.
- Play cards or board games.
- Fill a page of a scrapbook. Use old magazines to cut out pictures of favorite flowers or foods or find pictures that remind residents of fond times.
- Help a resident to write or read a letter.
- Encourage the resident to take an interest in activities within the facility. Daily Activities are listed on the white board in the lobby. Join the resident in participating in programs of his/her choice.
- Share your favorite tapes, videos, and vacation or family photos.
- Reminisce about the past – career, school, family and interests.
- Ask about photographs and other memorabilia in the resident's room.

What to do when you start:

Hang your coat up in the coatroom. Keep any other belongings with you or ask a recreation staff to lock them up, or just keep them in your vehicle.

- 1) Sign in the Volunteer Sign-In Book (which is located in by the front entrance)
- 2) Put on your name tag
- 3) Look in the communication book for any new information from the Volunteer Coordinator.
- 4) Put on a smile and get ready to make someone's day!!

From
VENTA CARE CENTRE

“THANK YOU”

Thank you for everything you do for our residents. You make a world of difference in each of their lives every day!

