

# ***VOLUNTEERING AT GREENWOODS ELDERCARE SOCIETY***

Welcome to Greenwood's Eldercare Society's (GES) Volunteer program. Within our Society we have two separate sites: **Greenwoods**, which is a 51 bed Complex Care Facility and **Braehaven**, a 30 suite Assisted Living Residence. We offer many volunteer opportunities at both locations.

GES employs a full time Volunteer Coordinator who is part of the multi-disciplinary team. The Coordinator is the liaison between the staff and volunteers and is qualified in the recruitment, screening, training and placement of appropriate volunteers. The Coordinator, will discuss with volunteers their interests and together will implement an assignment that is both rewarding and stimulating.

Staff in cooperation with the Coordinator, assist with ongoing support, recognition, guidance and evaluation of volunteers and their assignments.

GES recognizes volunteers as valuable members of the health care team and works to provide a positive and supportive environment. Your role as a volunteer at GES is to compliment professional staff by supporting the dignity, safety, security, and quality of care that we provide to the residents/clients of GES. We are proud of all our volunteers who generously give their time and energy to assist staff to create a life affirming, home-like environment.

***Thank you for becoming a volunteer at Greenwood's  
Eldercare Society.***



## **YOUR CONTRIBUTION AS A VOLUNTEER**

### **YOU.....**

- Extend, augment, and enrich existing programs because of your added individual skills and interest.
- Add quality of life by taking a friendly, personal interest in others.
- Care by sharing yourself and listening to what others have to offer
- Provide an important link to the community

**Greenwoods Eldercare Society has many volunteer opportunities for people of all ages and abilities.**

## **WHAT YOU CAN EXPECT**

- To be interviewed, oriented, and trained before you start your volunteer assignment
- To be asked for one reference check and to have a Police Record Check.
- To receive a level of training, guidance and supervision that will help you to perform your volunteer roles.
- To be given the opportunity to take on more responsibility and/or change volunteer placements where appropriate.
- To be informed of any changes in conditions surrounding your placement
- To receive feedback
- To be treated with respect
- To have a safe environment

## **YOUR RESPONSIBILITIES**

- To show a genuine interest in your volunteer placement, the Society, and its goals
- To keep informed about the people and programs where you are placed
- To accept guidance
- To familiarize yourself and to participate as a part of the team by adhering to the Policies and Procedures established for staff and volunteers
- To refrain from criticizing staff, other volunteers, or the care and treatment being provided.
- To direct developmental feedback through the proper channels of communication – to the Coordinator of Volunteers @ 537-5561 ext.26
- To ask for help, guidance and suggestions when needed
- To respect confidentiality of medical and personal information
- To treat everyone with the same kindness , courtesy, and respect that you want yourself
- To be reliable and punctual in attendance
- If unable to attend , to notify the Volunteer Coordinator @ 537-5561 ext. 26
- To notify the Volunteer Coordinator if there are any changes to your home, e-mail or phone number
- To provide adequate notice to the Volunteer Coordinator if you intend to terminate your service as a GES volunteer
- To never leave money or valuables unattended – GES is not responsible for loss
- To wear your name tag provided
- In order to be covered by our insurance, volunteers are required to sign-in and out each and every day.

## **RECORDING YOUR VOLUNTEER HOURS**

As a volunteer you are responsible for keeping accurate records on your sign-in sheet area as directed by the Volunteer Coordinator.

You must sign-in on your arrival and out on your departure for reasons such as: statistical records, recording your volunteer service, communication tool and for insurance purposes to ensure coverage in the event of an accident. Please round off your time to the nearest quarter hour.

This is your record and you are responsible for keeping it updated.

## **APPROPRIATE DRESS**

- Clean, neat clothing that is easily washable
- Low heeled, non-slip shoes with a closed toe

Please refrain from wearing sandals, scented products, large earrings or jewelry (it can be grabbed and broken) and short shorts. By wearing appropriate and casual clothing it helps to reaffirm our home-like settings.

## **UNAPPROPRIATE BEHAVIOUR/ACTIONS**

Reasons for involuntary termination may include breach of policies and procedures such as:

- Theft
- Breach of confidentiality
- Inappropriate behavior
- Substance use (such as alcohol or illegal drugs)

## **DIRECTIONS FROM STAFF**

As a volunteer at GES you are a member of the multi-disciplinary healthcare team. The people we care for rely on your commitment. It is this level of commitment and dedication that the people of our society expect from us:

- Be punctual and reliable
- Honor your time commitment
- Dress appropriately
- Wear your name tag
- Keep in touch by giving timely notice when you are sick, going on vacation etc.

As a volunteer you are limited in what you can do. Stay within the parameters of your Assignment/Role Description and abide by departmental Policies and procedures.

If you have any concerns, please feel free to discuss this with the Coordinator of Volunteers.



**You may assist people with:**

- Brushing hair
- Jackets, slippers, sweaters, hats etc.
- Adjusting bed covers
- Make-up manicures (No nail clipping or cutting due to some of our residents being on blood thinners, which can result in excessive bleeding)

**Staff will:**

- Give medication
- Provide any first aid, medical care or advice

- Give anything by mouth unless under the direction of staff
- Lift, transfer, position, toilet, change or bathe
- Mop floors, clean up body fluid or do any maintenance work
- Clip or cut nails

**If in doubt, please talk with the Volunteer Coordinator @  
537-5561 ext.26**

## **LIFTS AND TRANSFERS**

- Volunteers do not perform personal care duties
- Staff are responsible for all lifting, transferring and adjusting. This includes assistance in and out of wheelchairs, beds and/or toileting.
- If a person is requiring assistance please notify the staff.

## **MEDICATIONS**

- Volunteers can not administer medications, this is only done by a registered nurse on staff.
- Volunteers bringing in small children or pets to GES premises must be alert that sometimes pills may fall to the floor and could be accidentally eaten. Please be aware of what your children or pets are doing at all times. If you do find a pill, please pick it up and give it to a nurse on duty.

## **RESPONSIBILITY FOR SAFETY**

GES is committed to a work environment of mutual respect, trust, accountability, responsibility, safety and well being.

These are our workplace values that you can expect from us and that we expect from you.

It is everyone's duty to report in confidence to the Volunteer Coordinator or Nursing Team Leader any:

- Verbal or physical abuse

- Mistreatment
- Potential risks
- Including self inflicted injury of others you witnessed

## **FIRE EMERGENCY PLAN**

We can all do our part to make GES a safer place to work. Volunteers, like all other members of the health care team should be on constant alert for fire. Lives depend on your action. Please familiarize yourself with the basic fire procedure below. Report all signs of fire to staff member no matter how minor. Volunteer must follow instructions from staff. Remember fear and panic can be as dangerous as a fire. Reassure others that help is on the way.

## **BASIC FIRE PROCEDURE**

1. If you locate fire or smoke – PULL THE ALARM BOX!
2. Inform staff immediately! They are trained to deal with emergency situations.
3. All volunteers are to report at the front desk. This is the meeting area for all emergencies. If the fire is located at the front desk area, move to the main dining room. The head nurse will co-ordinate and direct all personnel in such emergencies.

Please remember to stay calm!

**\*\*\*DO NOT LEAVE THIS AREA UNTIL DIRECTIONS HAVE BEEN GIVEN BY THE NURSE\*\*\***

## **PREVENTING THE SPREAD OF DISEASE**

Preventing the spread of infection is everyone's responsibility at GES.

The best way to stop infection is to:

- Wash hands frequently
- Keep hands away from your face
- Update immunizations frequently
- To please remain at home when you are ill/contagious



Please remember if due to illness, you can not make your Volunteer commitment to please report your absence to the Volunteer Coordinator @ 537-5561 ext. #26

## **IMMUNIZATIONS**

- It is suggested that volunteers have a flu shot
- We respect the right of volunteers to choose not to have a flu shot. During quarantine, you will be refused entry.
- If you have recently traveled to other countries it is advisable to be checked for TB prior to returning to your volunteer commitment.

## **HANDWASHING**

**Please remember to wash your hands thoroughly when:**

- Handling used Kleenex
- After using the toilet
- Handling anything that may be contaminated
- Before handling, serving or preparing any food
- After coughing, sneezing or blowing your nose
- After handling any kind of garbage

### **The 6 steps to proper handwashing**

1. Wet your hands with warm, running water and apply liquid soap. Lather well.
2. Rub your hands vigorously together for at least 15-20 seconds
3. Scrub all surfaces including the backs of your hands, wrists, between your fingers and under your fingernails.
4. Rinse well.
5. Dry your hands with a clean or disposable towel.
6. Use a towel to turn of the faucet



## **WET FLOORS**

If a volunteer discovers a spill of liquid on the floor, please undertake the following:

- Make the spill visible by placing a paper towel on the spill
- Alert staff to have housekeeping sterilize and clean up
- If you spill food or drink, please wipe it up immediately

**Wet floors are slippery floors!**

## **BASIC SAFETY PRECAUTIONS**

- Remove yourself from danger – never turn your back
- Take all threats of violence seriously
- Always be mindful of where your exits are
- Know when and how to call for help
- Remove items (jewelry or equipment), which could be grabbed or pulled or used as weapons
- Never isolate yourself with a potentially aggressive individual

## **SUCCESSFUL OUTINGS AND WHEELCHAIR SAFETY**

As a volunteer you may be assigned to escort someone by wheelchair for social, personal, and recreational purposes on or off site. Never leave the site (Greenwoods only) unless you have authorization from staff.

It is important to remember to inform staff of the following:

- When you are leaving
- Where you are going
- Report to staff upon return

ALWAYS check with staff before initiating plans with residents as they may have a rest day, bath day, Dr. appointment or have a visitor coming.