

*Tabor Home Inc.*

***VOLUNTEER MANUAL***

**Tabor Home Inc.**  
**VOLUNTEER SERVICES PROGRAM**

**VOLUNTEER MANUAL**

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# WELCOME

It is a pleasure to have you join us at Tabor Home. Together with staff and other volunteers you will help to provide for the needs of the residents here. The volunteer programs are designed to assist in providing for the needs of the “whole” resident. This includes the physical, social, emotional, spiritual and intellectual aspects of their lives.

It is our hope that the job you are placed in is right for you and that your strengths and skills will be utilized. Training and orientation will be provided as needed.

This volunteer manual will answer many of your questions. It also addresses some important issues and Tabor Home policies that you should be familiar with. Please read it carefully before you begin volunteering.

Should you have questions or concerns regarding your volunteer work, the Volunteer Coordinator is your first contact person. She is at Tabor Home on Wednesdays, so please stop in or call on that day.

We wish you “Happy Volunteering”!

Tabor Home Administration

## **TABOR HOME MISSION STATEMENT**

“In the spirit of Christ, Tabor Home is committed to meeting the needs of the residents entrusted to our care.”

## **VOLUNTEER SERVICES - PURPOSE**

1. To provide a happy, comfortable home-like atmosphere for residents.
2. To promote a fuller, active and more meaningful purpose in life.
3. To fulfill the individual’s needs, physically, mentally and spiritually to the best of our ability.
4. To attain an optimal level of function as long as possible for each individual.

## **VOLUNTEER SERVICES - PHILOSOPHY**

We believe that volunteers are special people, who through their love, time, energy and skill help to make Tabor Home a special place to live.

We believe that volunteers are an important link between our residents and the community that supports Tabor Home.

We believe that volunteers need to experience personal satisfaction that they are making a positive contribution to Tabor Home, and deserve to be recognized for their commitment.

### **QUALIFICATIONS OF A TABOR HOME VOLUNTEER**

- sincere interest in elderly people
- good listener
- understanding of the aging process and the various losses that affect residents
- empathy and patience
- time and willingness
- caring, friendly personality
- responsible
- ability to maintain confidentiality
- sensitivity and respect toward the residents (including respect of residents' beliefs and standards)

### **BENEFITS OF VOLUNTEERING AT TABOR HOME**

- experience in working with elderly and special needs people in a personal care home setting
- opportunity to test career choices
- opportunity to improve work skills
- opportunity to learn new skills
- personal satisfaction that you are helping to enrich the lives of others

## **TABOR HOME VOLUNTEER PROGRAMS**

### Activity Assistants

Help in the Activity Area with:

- exercises
- play piano, musical instrument
- bingo
- woodworking
- baking
- games
- outings
- reading

### Resident Assistant Programs

- assist with
  - feeding
  - wheeling to and from dining room
  - walking residents

### Friendly Visitors

- one-on-one visiting of a resident
- read to a resident
- play games

### Meal Delivery

- deliver meals from kitchen to Tabor Units and apartments

### Staff Assistant Program

- assist with bed-making
- assist with feeding residents

### Special Programs

- monthly birthday party
- week-end coffee server
- craft and bake sales and teas
- musical entertainment
- worship services
  - volunteer pastors
  - music
  - transport residents

## **RESIDENT ISSUES**

### **PRIVACY**

Residents have a right to their private space, whether that be their room or their wheelchair. Always knock before entering their room, and let them know when you are approaching them. Introduce yourself and tell them why you are there, and again excuse yourself as you leave.

Sensitivity toward the residents' thoughts, feelings, philosophies or religious preferences is important. Please refrain from imposing your own values or beliefs upon them.

### **CONFIDENTIALITY**

Residents trust volunteers; they may share personal matters with you. It is important to maintain this trust. Any information regarding residents should **NOT** be discussed outside of Tabor Home. Please discuss information that you feel should be brought to the attention of the staff with the Head Nurse, a charge nurse, the Volunteer Coordinator or the Chaplain. You should follow this rule: report information that might be harmful to the resident.

### **SAY "NO THANK YOU"**

Residents occasionally want to thank volunteers with a gift. If this should happen to you, please say "no thank you". Our Tabor Home policy is that no one is allowed to accept anything from a resident. If the resident insists, politely take the gift, then report it and leave it at the nurses' station. Residents often forget that they have given items away and will look for them the next day. The policy ensures protection for everyone concerned; the residents and also staff and volunteers.

### **OCCURRENCE REPORT:**

Volunteers must report all unusual occurrences (e.g. falls) and near-misses to management or to the nurse in charge.

### **ZERO TOLERANCE ABUSE POLICY**

Tabor Home has developed a policy to protect the residents from any kind of abuse. Forms of abuse include physical, sexual, psycho-social or emotional, exploitation, neglect, and inappropriate treatment. All volunteers can access the details of this policy through the Volunteer Coordinator.

### **HARASSMENT**

If any volunteer has a complaint of discrimination, harassment or sexual solicitation or is aware of any discrimination, harassment or sexual solicitation taking place in the workplace, please contact your immediate supervisor or nurse in charge in order that the matter may be promptly addressed.

### **SECURITY**

Always let the nursing staff know when you are taking a resident out of the building. The Roam Alert system is in place for the exits of the building. Some residents wear a security bracelet that sets off an alarm when they approach the exit. This safety measure helps prevent them from wandering away.

### **TABOR HAVEN**

The Haven at Tabor Home has been set up for the unique needs of those residents experiencing difficulties in the areas of perception, thought and memory.

### **OBJECTIVES:**

- to provide quality of life for the residents
- to provide a home-like environment
- to provide activity programming suited to individual needs
- to encourage family input
- to provide a safe, secure and predictable environment
- to provide an environment with the optimum level of stimulation

## **GENERAL INFORMATION**

### **VOLUNTEER JOB PLACEMENT**

Volunteer placement is determined by the volunteer's interest, ability and time available and according to the areas of need.

### **ORIENTATION AND TRAINING**

All volunteers will receive a general orientation by the Volunteer Coordinator. Certain jobs, such as feeding residents and pushing a wheelchair, require additional specific orientation and training. This is provided by the staff development coordinator.

### **RECORDING VOLUNTEER TIME**

All volunteers are asked to record the amount of time they have volunteered on the sheets in the binder hanging on the west wall of the main entrance.

### **NAME TAGS**

Name tags for each volunteer are located in drawers underneath the binder containing the time sheets. Please wear your while you are volunteering at Tabor Home.

### **ABSENCE**

Please inform the Volunteer Coordinator or the Activities Director if you are unable to come for your scheduled time.

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**GENERAL INFORMATION CONT'D**

**DRESS CODE**

The following guidelines will ensure that staff and volunteers present an appropriate image to the residents, family, the professional community and the general public:

- Practice good personal hygiene, be well groomed and neat in appearance.
- Lettering or pictures on t-shirts that may be offensive should not be worn.
- Low-cut tops or tops with spaghetti straps should not be worn. The midriff must be covered.
- Shorts or skirts must be to the knee.
- Long hair should be tied back, especially when working in a food services area.
- Tabor Home is a scent-free environment, so perfumes and fragrant lotions should be avoided.

**RECOGNITION**

Tabor Home celebrates their volunteers with a “Volunteer Appreciation Evening” in the spring.

**TABOR HOME SECURITY**

Volunteers may hang their coats in the main entrance coat rack. Please secure all your valuable items. Tabor Home is not responsible for any lost or stolen items.

In order to maintain a secure environment at Tabor Home, the East Main Entrance and North Staff Entrance are locked at 8:00 p.m. The Main Entrance opens at 9:00 a.m. and the Staff Entrance opens at 6:00 a.m. If you need to get into the building after 8:00 p.m., use the doorbell at the North Staff Entrance. Staff at the nursing station will check the monitor and will let you in. To exit after 8:00 p.m., press the red button on the right-hand side of this door.

**PARKING**

Volunteers may park in the main parking lot. Please refrain from parking in staff parking areas.

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## **HEALTH AND SAFETY GUIDELINES**

### **FIRE PROCEDURE**

- If you detect a fire, get help immediately - pull the nearest fire alarm, or alert a staff person.

#### **In the event of a fire alarm:**

- Volunteers who are visiting or working on a nursing unit remain with resident and provide reassurance; wait for further instructions.

-Volunteers in the Activity Area remain there and wait for further instructions.

- If you are using a telephone when the alarm goes off, hang up immediately. All phone lines must be cleared in an emergency situation.

- Remain calm at all times and if there are residents near by, please help to calm them and reassure them that everything is under control.

### **INFECTION CONTROL**

- Please use the hand sanitizers which are installed throughout Tabor Home before and after your volunteer assignment. This will protect the residents and yourself from infection.

- If you have any cuts or open sores make sure they are covered.

- Do not come to Tabor Home if you are ill. Call the Volunteer Coordinator or the Activity Director if you will be absent.

- It is recommended that volunteers get a flu shot annually. This is available free of charge at the Morden Medical Centre.

- Volunteers are asked to use public washrooms only. Residents should use their own washrooms (please take them to their nurses' station and they will get assistance).

- Health policies restrict anyone from taking food or drink that a resident does not wish to eat. This is important for infection control, and also because nursing staff often record what a resident does or does not eat, so that they can assess nutritional intake.

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## HEALTH AND SAFETY GUIDELINES, CONT'D

### SAFETY CONCERNS

- Almost all volunteers will do some wheeling at one time or another. Please read carefully the “Assisting Residents in Wheelchairs” below.
- If a resident asks you to help them out of their bed or wheelchair, tell them you are not allowed to do so, and that you will let nursing staff know that they need help.
- If a resident needs to be straightened in their wheelchair, ask nursing staff to do it.
- If a resident should fall, **DO NOT MOVE THEM**. If you can, get someone to stay with them and immediately get help from nursing staff.
- Be alert and observant. Report any accident or unusual happening involving a resident or yourself to a charge nurse or the Volunteer Coordinator.
- Smoking is a health and fire hazard and is not allowed in the facility.

### ASSISTING RESIDENTS IN WHEELCHAIR ETIQUETTE AND SAFETY

Many of our residents rely on wheelchairs for mobility. Some residents are able to maneuver them on their own while others require assistance.

Please remember that when a resident is in a wheelchair it is part of their own personal space and should be treated as such.

- Approach residents so they can see you and introduce yourself. If a conversation lasts more than a few minutes, sit down or kneel to get yourself to the resident’s eye level.
- Speak directly to the resident, being careful not to exclude the wheelchair user from conversations.
- Ask permission to move residents and let them know where you are taking them.
- Release brakes to wheelchair before attempting to move the chair. Push wheelchair from behind

**ASSISTING RESIDENTS IN WHEELCHAIR ETIQUETTE AND SAFETY, CONT'D**

- Avoid pushing wheelchair backward for any distance, as this can cause the resident to become disorientated or dizzy.
- Make sure clothing and other items such as urinary drainage tubing is tucked in, being careful not to 'kink' the tubing.
- For ladies wearing dresses, check to make sure their knees are covered.
- Make sure resident's feet are securely on foot rests.
- If the resident is wearing a restraint, make sure it remains in place.
- Keep resident's arms and elbows within chair being especially careful when rounding corners or going through doorways.
- Go slowly, especially around corners.
- When going down an incline, go backwards with the wheelchair leaning against you for support.
- Lock the wheels when you "park" a wheelchair. However, some residents may not want the wheels of their chair locked and will tell you so.
- Let nursing staff transfer residents in and out of wheelchairs.
- Let the resident know when you leave him/her.

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**COMMUNICATING WITH ELDERLY AND SPECIAL NEEDS PEOPLE**

There are many reasons why communication can become difficult for residents. As a volunteer it is important to understand their disabilities and how to communicate effectively. The following points will help to make communication successful:

- Introduce yourself and explain why you are there.
- Make eye contact. Get down to their height level if that is helpful.
- Speak slowly and clearly. Do not raise your voice unless they ask you to.
- Treat residents with respect as to their age and person. A resident can tell right away if you are talking “down” to them.
- Be a good listener. Most residents have something to say if you take the time to listen. Listen even though the words may not make sense.
- Have a good understanding of the causes for communication breakdown. Some of these would be: strokes, Alzheimers, loss of vision or hearing, depression.
- Do not take it personally if a resident treats you badly; they may be frustrated by their inability to communicate. Find out from staff if this is usual behaviour for them.
- Be patient. It is easier to communicate in a calm, relaxed atmosphere.
- Incorporate a sense of humor in conversation. “Laughter is the best medicine.”
- Never assume an unresponsive resident is not receiving your messages just because he/she is not physically or verbally responding.

## Through the Resident's Eyes

Volunteer...

You are my friend, my neighbor, my confidant

You are from down the street, across the river and into  
the next town

You are young and old and in between

You are educated by your past and hopeful for the future

You are all races and beautiful to me

You pray with me and feel my pain

You speak from your heart and listen with your soul

You are dedicated

You are determined to make a difference

You give all you have and expect nothing in return

You are kind and caring, even when the world is not

You give me strength to walk on my own

You give me hope to dream about tomorrow

You are a giver, not a taker

You are all that is good in this world.