



## **VOLUNTEER HANDBOOK**

Thank you for your interest in and support of Pine Haven Christian Communities and our mission. As a volunteer, you are an important member of our team and an integral part of our success. This handbook serves to inform you of the policies and guide you in your volunteer efforts. Thank you for all you do to enrich the lives of the residents we serve.

### **Our Mission**

Pine Haven Christian Communities will provide the aging population we serve an environment that is a Christ-centered, safe haven offering quality, compassionate care.

### **PINE HAVEN CHRISTIAN COMMUNITIES VOLUNTEER CODE OF ETHICS**

It is our commitment at Pine Haven to assure our residents are treated with respect and dignity. As a volunteer, you are agreeing to follow the rules of ethics, confidentiality and to respect each resident's rights.

As a volunteer:

- I will adhere to facility policies and procedures regarding resident safety and the confidentiality of resident and facility information.
- I will provide the service I have volunteered for or will provide adequate notice so alternate arrangements may be made.

## **VOLUNTEER GUIDELINES**

### **Application**

A written application with references needs to be on file for each regular volunteer. Background checks will be completed on all volunteers.

### **Minor Volunteers**

A Parental Consent Form for Minors is to be completed by the parent/legal guardian prior to the minor beginning volunteer services.

### **Covid-19**

All volunteers are required to follow current regulations regarding Covid-19 vaccinations, masking and testing. Currently all volunteers will need to be fully vaccinated from Covid-19. Please contact the Volunteer Program Assistant to get information on where you can get vaccinated.

### **Influenza Vaccine**

The primary intent to receive the flu vaccine is to protect our residents, many of whom are vulnerable to the potentially fatal effects of influenza. It also protects our own health.

The vaccine will be made available to volunteers after it has been received at the facility. The timing may vary slightly each year based on availability of the vaccine. If you would like to receive the vaccine, please inquire with the Volunteer Program Assistant.

### **Signing In**

Upon entering the building, please sign the volunteer book with your starting time. When you are finished, please enter the time ended. This helps us record volunteer hours and allows us to be aware of who is in the building in case of an emergency.

## **Name Tags**

Volunteers are required to wear name tags. This identifies you to staff and residents and helps others to know you by name.

## **Orientation**

All new volunteers will receive orientation to the facility and receive the Volunteer Handbook.

## **Infection Control**

Hand gel or proper hand washing is strongly encouraged when arriving and leaving the facility. This helps to not compromise the residents' or your health. Proper hand washing and use of alcohol gel is our best defense in the spread of infectious disease. Volunteers are NOT to enter a room posted "Isolation" or "No Visitors".

Do not volunteer, if you are feeling ill or have an infectious/contagious disease.

Individuals who are sick with gastrointestinal symptoms may not return until they are symptom free for 48 hours.

Individuals with a fever may not return until they are fever-free without the use of fever-reducing medication for 24 hours.

Individuals may be asked to take an antigen rapid Covid-19 test before returning as well.

## **Emergencies**

**Volunteer:**

If first aid is necessary for you as a volunteer, immediately see the unit nurse. Nursing staff will assess the need for further medical treatment. You will be asked to fill out an incident report.

**Resident:**

If a resident becomes ill, faints or falls while you are with him/her, do not attempt to lift the resident or administer first aid. Immediately

enlist staff assistance. Please use the call light, if you cannot find a staff member right away.

### ***Fire – Tornado – Evacuation:***

Stay with the residents to assist in keeping them calm. Our staff is trained to use facility procedures and will further direct you.

If you discover a fire, use the following procedure:

- Remove the resident from the room or immediate area.
- Close the door to the room.
- DO NOT enter the room after the door is closed.
- Activate the fire alarm at the nearest fire alarm station, usually located near an exit. This will alert the entire staff. The staff is trained in the facility procedures and will further direct you.

### **Donations**

All donations to be distributed to a resident such as prizes, gifts, food, money etc., need to be cleared by the Volunteer or Activity Department, before being distributed by a volunteer.

### **Dietary Restrictions**

Many residents have dietary restrictions. Do not provide residents food and beverages without permission from the Volunteer Coordinator or Activity Department. **Do not assist residents with eating.**

### **Taking Resident off Unit**

Sign out and alert staff, if you are taking a resident off unit. This assists the staff in knowing the whereabouts of each resident.

### **Pictures**

Volunteers are not to take pictures of residents without the consent of the Activity Department. This includes, using video recorders, cameras or cell phones.

### **Medications/Alcohol**

Volunteers may not administer any type of medication to any resident. This includes, but not limited to, vitamins, aspirin, cough drops or any over the counter medications. Volunteers may not provide alcoholic beverages to any resident.

Volunteers may not consume or be under the influence of drugs or alcohol when in the facility.

### **Smoking**

Smoking and/or the use of tobacco is not permitted anywhere on Pine Haven Christian Communities property at any time. The definition of Pine Haven property for the purpose of this policy includes all land, buildings, structures, parking lots, and means of transportation owned by or leased to Pine Haven.

### **Resident Contact**

Always knock before entering a resident's room. Announce yourself, explain your purpose, and request permission to enter room and provide service. If the resident does not wish to have the service you are providing, graciously leave.

Leave a resident's room, if a doctor comes to see the resident or a nurse needs to provide care.

Do not handle any medical equipment or personal belongings of residents.

**Do not lift or transfer residents.** Ask nursing personnel to assist the resident. If a resident requests personal assistance from you, press the resident's call light.

### **Personal Affairs of Residents**

Do not cash personal checks, provide financial transactions, shop off campus and witness or sign any document, make phone calls, mail letters or give money to residents. If a resident requests such a service, notify the Volunteer Coordinator

or Activity Department for assistance. Do not accept gifts or gratuities from residents.

## **Wheelchair Assist**

Volunteers between 12-16 years are required to have staff or parental supervision to transport residents. All volunteers need to be aware of wheelchair safety.

### **Guide for Wheelchair Safety**

Be aware of the residents' comfort and safety by following these general rules.

- ✓ Anytime a resident is being transported by a staff member or volunteer, foot pedals need to be in place for the safety of the resident.
- ✓ Staff will be responsible to place foot pedals on the wheelchair before transportation takes place.
- ✓ Approach the resident from the front of the wheelchair. Introduce yourself, explain your purpose and ask the resident's permission to assist them.
- ✓ Always see that the resident's arms are resting on the arm rests of the wheelchair or in their lap before moving the chair. Do not move a chair with a resident's arms hanging over the sides of the chair.
- ✓ When pushing a wheelchair through a doorway, make certain the resident's hands, elbows and feet will not be bumped.
- ✓ To safely go down an incline with a chair that has more weight at the top, it may be necessary to take the wheelchair down backwards. If you are uncomfortable doing this, ask for assistance from staff.
- ✓ When entering an elevator, the resident should face the front. An exception may be in a small elevator where it can be a safety issue.
- ✓ Approach intersections cautiously.
- ✓ Always check the hand brakes to see that they are locked when a wheelchair is not in motion.

## **Remember**

Every contact you have with a resident is important. Be calm, unhurried and positive. Support can be as simple as a comforting arm around a resident's shoulder.

If a resident is unable to respond, always assume he/she can hear you. Do not discuss the resident's condition as if he/she cannot hear. It is thought that the sense of hearing is the first to return and the last to leave the consciousness.

Do not assume a responsibility if you are uncomfortable with it. If such a situation presents itself, ask for staff to assist. Your being comfortable in your job is important.