

WINDSOR ELMS VILLAGE



Volunteer Information Booklet

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Introduction

We are very pleased that you have decided to volunteer at the Windsor Elms Village. This booklet will provide you with a brief overview of our Home including our Mission, Vision, Values and Volunteer Program philosophy. This booklet will also highlight our policies and procedures as they relate to you.

History

The Windsor Elms is a private, not-for profit Long Term Care Facility governed by a Board of Directors carefully selected from the community. Together, we work to create a home environment where residents can continue to grow and experience the fullness of life. We offer a wide range of activities that stimulate our residents, rendering a high caliber quality of life.

We provide the best level of health care possible with the funds allocated to operate our Home. Volunteers enrich the lives of our residents through their united volunteering efforts.



Welcome

We would like to extend a most sincere welcome to all our volunteers. We hope that you will find volunteering at Windsor Elms Village rewarding and satisfying.

We are very pleased in your decision to join our team and would like to take this opportunity to acknowledge the very special contributions volunteers make to enhance the quality of life of our residents.

Mission

Windsor Elms Village offers a holistic environment that promotes independence, compassion, dignity and respect.

Vision

Windsor Elms Village is a community, leading in:

- meeting the needs of our residents;
- performing to the highest standards; and
- offering innovative services and facilities;
- advocating for those requiring continuing care in Nova Scotia.

Windsor Elms Village is the best place to live, work and visit.

Core Values

Quality

We are committed to maintaining high standards of care and service by continually exceeding resident and family expectations.

- Through continued education and development of Employees, Volunteers and the Board of Directors
- Through continuous quality improvement initiatives reflecting innovation, creativity and risk taking
- Through excellence in practice
- Through wellness programming

Accountability

We are accountable for our actions, celebrate our successes and learn from our mistakes

- Our lines of communication, at all levels, are open.
- We are transparent in our reporting, operations, and financial matters.
- We maintain environmental stewardship.

Integrity

We are committed, trustworthy, honest and reliable.

- We practice ethical and professional standards.

Respect/Harmony

We respect the dignity of all individuals.

- Our interactions with others reflect a caring and compassionate approach.
- We value residents' freedom of choice, and involve them in decision-making regarding their care.
- We strive to create a warm, friendly, home-like environment for everyone at Windsor Elms.

Collaboration

We value community partnerships. As a team, we utilize a collaborative approach at all levels (board, staff, residents, families, volunteers), while fostering meaningful relationships with our community.

Team Work

We believe we can achieve our goals and enhance the quality of life for residents by recognizing the value of teamwork. Everyone plays a part in our success.



Volunteer Program Philosophy

At the Windsor Elms Village, a volunteer is a person who complements and supports our Homes' services and programs. The volunteer plays a vital role in providing a safe environment and quality services to our residents.

Volunteers are not a replacement for paid staff; they are a valuable asset to enhance the quality of life of our residents.

The Department of Therapeutic Services

The Department of Therapeutic Services is led by the Director of Therapeutic Services and consists of our Recreation Programmers, Music Therapist, Chaplain, Occupational Therapist, Physiotherapist and Physiotherapy Assistant. As a volunteer you will be a member of this Department.

Some of the other Departments that work together here at the Elms are:

Resident Care: Nurses (both RN and LPN), and
Continuing Care Assistants (CCAs)

Environmental Services: Resident Support Assistants
(RSAs), Laundry, Housekeeping and Maintenance

Foodservice

Administration

Policies and Procedures:

Note: All policies pertaining to volunteers are kept at the sign-in area. You are responsible for reading and abiding by them.

1. **Orientation:** Every volunteer, with the exception of entertainers, shall be given a general orientation, which includes a tour of our home, an orientation checklist and some general information readings. **PLEASE READ THIS INFORMATION BOOKLET CAREFULLY.** Be sure you understand what is expected of you. Do not hesitate to ask for clarification from the Therapeutic Services staff.
2. **Criminal Records Check:** Prior to being accepted at the Windsor Elms Village, all volunteers are required to complete a criminal records check.
3. **Entering and Signing In:** All volunteers must sign in upon arrival and sign out upon departure at the Volunteer Sign in Desk located in Osprey Lane. This is very important, as it is the only way to account for you in case of fire or emergency.
4. **Volunteer Nametags:** Nametags are available at the sign-in desk. Please wear a nametag at all times while volunteering at the Windsor Elms Village.
5. **Cell Phones:** We ask that you please leave cell phones in your coat, purse or bag.

6. **Resident Safety:** Volunteers are expected to help provide a safe environment in order to minimize risk to the residents and staff. Report any safety concerns to the Director of Therapeutic Services or any of the staff.

When taking a resident out of the Neighborhood, please inform the staff when leaving and returning.
Never leave a resident in your care alone.

7. **Parking:** Free parking is available to all volunteers at the main entrance.

8. **Smoking:** Volunteers are to smoke only at the designated area at appropriate times during their volunteering hours.

9. **Confidentiality:** Volunteers must sign a confidentiality agreement and understand the serious nature of breaching confidentiality.

10. **Concerns Process:** If you have a concern, please advise the Director of Therapeutic Services immediately. If she is not available, please speak to any of the Therapeutic Services staff.

11. **Education:** Volunteers are invited to attend education sessions that are relevant to their placement. Please watch for information posted by the sign in desk.

12. **Footwear:** Volunteers should wear comfortable, shoes, appropriate for their volunteering assignment. Shoes must have closed toes for your safety.
13. **Dress and Grooming:** Volunteers are expected to present themselves in a respectful and professional manner at all times.
14. **Personal Belongings and Security:** Please leave unnecessary personal items or valuables at home or locked in your car when volunteering. Coats can be hung on the coat racks by the café or in the Village Hall. Windsor Elms Village is not responsible for personal items.
15. **Hours of Assignment:** Volunteers are generally assigned a specific task depending on the need of the residents or home. Volunteers are expected to arrive on time and commit to the agreed period of time to avoid disappointment for our residents.
16. **Gifts:** Volunteers are not permitted to accept financial reimbursement or personal gifts from the residents. If the resident is insistent please advise the Director of Therapeutic Services.
17. **Appeals to the Public:** Volunteers are not able to make any appeals through the media for recruiting or requesting supplies for the home without permission from the CEO.

18. **Volunteer Recognition:** To honour our volunteers informal and formal recognition occurs throughout the year.
19. **Lifts, Transfers and Toileting:** Volunteers are asked not to transfer residents from one position to another (ie from bed to wheelchair) or take residents to the washroom. Always inform staff of any resident's request in these areas.
20. **The Golden Hearts** is a group of dedicated volunteers, who fundraise to purchase items for the Home that are not normal operating expenses funded by the Department of Health and Wellness. Anyone wishing to join this group can ask the Director of Therapeutic Services for more information. We are always looking for more members to help out with several large fundraising efforts each year. You would not be required to attend the monthly meetings, but your presence is always welcome. If you would like to help out with time or donations for the various events please see the Director of Therapeutic Services.
21. **Documentation:** If an incident occurs Volunteers may be asked to help complete documentation related to residents' safety such as incident forms. Our staff will provide guidance if this is required.

22. Emergency Situations: In the event of an emergency stay calm, the volunteer's role is to assist staff and support the residents. Do not leave a resident alone in an emergency.

1. If you are:

- a. In a Neighbourhood Centre: Stay there; follow instruction given by staff
- b. In the Village Hall: stay with the residents and wait for further instructions from staff
- c. In Osprey or Meadowview Lanes: proceed to the Café and wait for further direction.
- d. Outside: stay with the residents and wait for direction from staff

2. Assist with keeping residents and visitors calm and reassured.

3. Do not use elevator during an emergency until "ALL CLEAR" is sounded.

4. No one is to enter or leave the building during an emergency unless otherwise directed by the staff

5. If you discover a fire: (RACE)

Rescue – rescue all residents in immediate danger

Activate – activate the alarm immediate (if it has not already been activated)

Confine – close all doors

Evacuate – evacuate to a safe area.

23. Infection Control: Hand washing is the single most important means of infection control. Please wash your hands frequently or use hand sanitizer.

When do you wash your hands?

- a. When you arrive
- b. Before and after meals
- c. After using the washroom
- d. After contact with body fluids.
- e. After all direct resident contact
- f. After touching your nose or mouth
- g. Before you leave

If you experience a cold, sore throat, or infectious conditions please call the Windsor Elms Village and notify the Therapeutic Services staff if you have to be absent at 798-2251 ex 285 for Recreation or 238 for Physio and OT.

We strongly encourage all of our volunteers to get their yearly influenza vaccination. We are able to provide vaccinations for adult volunteers. If you would like to receive it please contact the Director of Therapeutic Services. All volunteers need to tell the Director of Therapeutic Services about their annual vaccinations for reporting to the Department of Health and Wellness.

24. **Letter of Reference:** Any person who has spent a reasonable amount of time volunteering may request a reference letter from the Director of Therapeutic Services. Please allow 4 weeks for this request.
25. **Liability Insurance:** While volunteering at the Windsor Elms Village, the volunteers are insured under our policy.
26. **Feeding Assistant Volunteers** – Some of our residents require help at meal times. If you are interested in helping out with this aspect of resident life please contact the Director of Therapeutic Services to arrange for the training needed.
27. **Code Yellow** – in the event that one of residents is unable to be located, an announcement will be made overhead. Please take direction from the staff to see how you may be of assistance.
28. **Scent Sensitive Policy** - Employees, volunteers, residents, and visitors are asked to refrain from wearing or bringing in scented products to the home.



29. **Visual Cues:** We use visual cues to alert staff, visitors and volunteers about our residents. These pictures are placed on the doorframes to our resident's rooms.



- If a resident is sick you will see a sick duck or man icon
- If a resident is in the end stages of life you will see a red heart
- If a resident is at a high risk of fall or very unstable on their feet they will have a purple star on their door and a purple bracelet on their wrist.



30. **Termination:** A volunteer's service may be terminated either voluntarily or by dismissal.

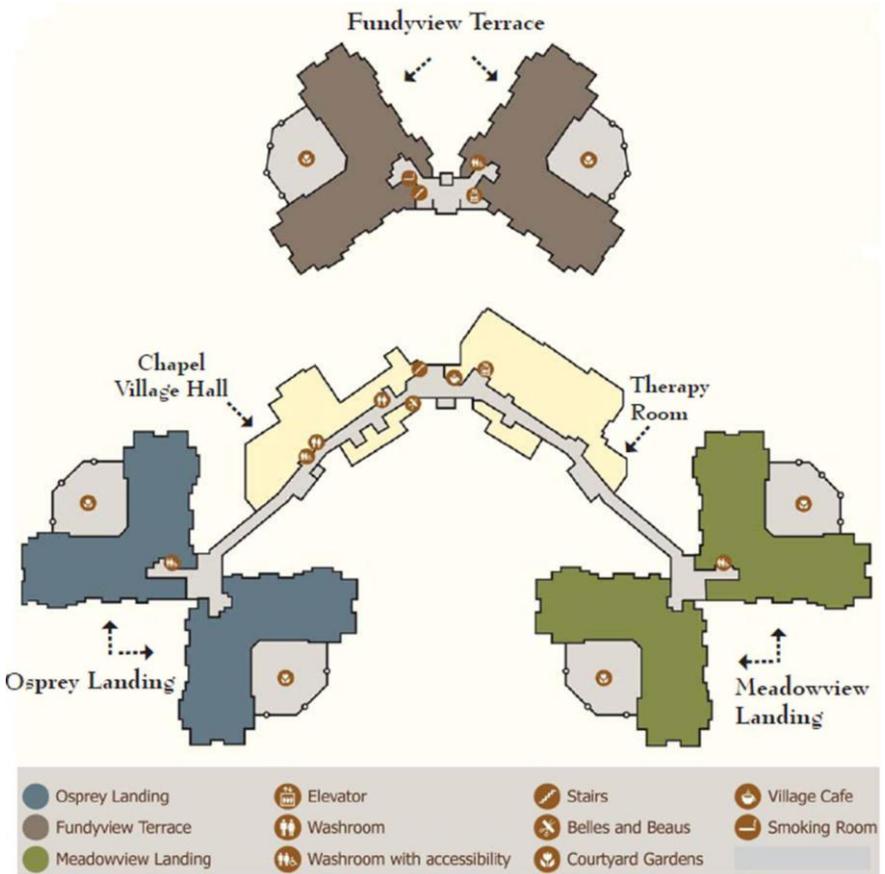
- Voluntarily:** being the personal decision of the volunteer to terminate services. Please contact the Director of Therapeutic Services of this intent as soon as possible.
- Dismissal:** the Director of Therapeutic Services has the authority to dismiss a volunteer for any of the following reasons:
 - Two consecutive unexplained absences.
 - Failing to comply with our policies and procedures.
 - If it is considered to be in the best interest of the Windsor Elms Village and the volunteer.

31. **General:** The following are general procedures volunteers must follow.

- Volunteers shall not ask nurses for health advice.
- Never give out residents' information. Refer all requests to the staff.
- Many of our residents have specific dietary requirements, such as swallowing difficulty or allergies. Please do not give food or drink to a resident without permission from the staff.
- Do not handle any medications, or make adjustments to equipment, i.e. Beds, wheelchairs, etc.
- Refer unusual resident remarks or behaviour to the person in charge.



Home Map



Contact Information

Any questions, clarifications or for more information, please contact:

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