



County of Elgin Homes

Volunteer Manual

“Enriching lives and making a difference”





Thank You for Volunteering.....

We thank you for your interest in Volunteering your time to benefit the residents of the County of Elgin Homes. We commit to ensuring your Volunteer experience with us is a positive one.

Please do not hesitate to contact the Manager of Programs and Therapy Services at any time and we welcome you to continue to view our Volunteer postings.

*Volunteer Visitor
Pet Therapy Volunteer
Wii Program Facilitator
Marketing
Volunteer Hair Salon Assistant
Gift Shop Clerk
Pet Maintenance Volunteer
Volunteer Craft Specialist
Special Care Volunteer Assistant
Volunteer Recruitment
Special Event Volunteers
Volunteer Reading Partner
Volunteer Games Partner*

*Volunteer Program Assistant
Horticulture Assistant
Resident Computer Assistant
Physiotherapy Volunteer
Volunteer Receptionist
Tuck Shop Volunteer
Clerical Volunteer
Volunteer Mending
Volunteer Golfing Assistant
Fundraising
Adult Day Program Volunteer
Continuing Education Resident Partner
Seasonal Home Décor Volunteer*

Please visit www.elginhomes.ca for Volunteer postings or to view the County of Elgin Homes Recreation Calendars.

For more information
please contact:

Tanya Noble
Manger of Programs
and Therapy
519 631-0620 ext. 222
tnoble@elgin-county.on.ca



The County of Elgin Homes maintains a unionized working environment it is imperative that Volunteer positions enhance the residents lives through the provision of developed and approved Volunteer job positions and do not replace the need for or duties of paid employees.

Resident Bill of Rights

1. **Every Resident** has the right to be treated with courtesy and respect and in a way that fully recognizes the residents' dignity and individuality and to be free from mental and physical abuse.
2. **Every Resident** has the right to be properly sheltered, fed, clothed and groomed and cared for in a manner consistent with his or her needs.
3. **Every resident** has the right to be told who is responsible for and who is providing the residents' direct care.
4. **Every Resident** has the right to be afforded privacy in treatment in caring for his or her personal needs.
5. **Every Resident** has the right to keep his or her room and display personal Possessions, pictures, and furnishings in keeping with safety requirements and other clients' rights.
6. **Every Resident** has the right-
 - i) to be informed of his or her medical condition, treatment and proposed course of treatment.
 - ii) to give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent,
 - iii) to have the opportunity to participate fully in making any decision and obtaining an independent medical opinion concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from home, and,
 - iv) to have his or her medical records kept confidential in accordance with the law.
7. **Every Resident** has the right to receive reactivation and assistance towards independence consistent with his or her requirements.



8. **Every Resident** who is being considered for restraints *has the right* to be fully informed about the procedures and consequences or receiving or refusing them.
9. **Every Resident** has the right to communicate in confidence, to receive visitors of his or her choice and to consult in private with any person without interference.
10. **Every Resident** whose death is likely to be imminent has the right to have members of the resident's family present twenty-four hours per day.
11. **Every Resident** has the right to designate a person to receive information concerning any transfer of emergency hospitalization of the resident and where a person is so designated to have that person so informed forthwith.
12. **Every Resident** has the right to exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the residents' council, facility staff, government officials or any other person inside or outside the home without fear of restraint, interference, coercion, discrimination or reprisal.

Resident Bill of Rights Cont'd

13. **Every Resident** has the right to form friendships to enjoy relationships and to participate in residents' council.
14. **Every Resident** has the right to meet privately with his or her spouse in room that assures privacy and where both spouses are residents in the same home, they have a right to share a room according to their wishes, if an appropriate room is available.
15. **Every Resident** has the right to pursue social, cultural, religious and other interests, to develop his or her potential and to be given reasonable provisions by the home to accommodate these pursuits.
16. **Every Resident** has the right to be informed in writing of any law, rule or policy affecting the operation of the home and of the procedures for initiating complaints.
17. **Every Resident** has the right to manage his or her own financial affairs where the Resident is able to do so, and where the resident's financial affairs are managed by the home, to receive quarterly accounting of any transactions undertaken on his or her behalf and to be assured that the residents property is managed solely on the residents' behalf.
18. **Every Resident** has the right to live in a safe and clean environment.
19. **Every resident** has the right to be given access to protected areas outside the home in order to enjoy outdoor activity, unless the physical setting makes this impossible.



Volunteer Rights

1. Volunteers have the right to be treated with dignity and respect and as a member of the care team.
2. Volunteers have a right to have a job that is worthwhile to them which matches their interests, abilities, personal preference and education.
3. Volunteers have the right to receive an appropriate orientation and training for the job including County of Elgin Homes policies and programs, which would impact their Volunteer duties.
4. Volunteers have the right to be heard and provide feedback.
5. Volunteers have the right to receive recognition and appreciation

Volunteer Responsibilities

To the Resident.....

Dignity and Respect

Volunteers have an obligation to treat residents, family members and staff with dignity and respect. This includes the following:

- Always knock and introduce yourself before entering a resident's room.
- Never borrow a resident's possessions.
- Always speak to a resident in a respectful tone referring to them by their formal name unless requested to do otherwise.

Confidentiality

Though your volunteer duties at the County of Elgin Homes you may be given or become aware of personal information about a resident which must be kept in confidence. To disclose such information is a serious offence. If a Resident discloses information to you which you feel is a concern, please report this immediately to the Manager of Programs and Therapy, your supervisor or a staff member.

Incidents

The County of Elgin Homes ensures safe practices. All incidents are documented and tracked. Incidents, which must be reported to a staff member immediately, are:

- Falls
- Aggressive actions towards a resident staff member, family member or volunteer
- Incidents of choking
- Burns
- Injuries such as bruises, abrasions, cuts or scratches.
- Loss or damage to property belonging to a resident, the County of Elgin, staff, a visitor or a volunteer

Falls

If a resident falls or has fallen:

- Pull the resident call bell immediately, call for help
- Do not move the resident
- Provide support and reassurance to the resident
- Consult with the attending staff to answer any questions related to the incident

Lifting, Transferring and Personal Care

Lifting, transferring and provision of a resident's personal care require special training and a detailed knowledge of an individual's abilities and personal preferences. Volunteers are not permitted to lift, transfer or provide personal care for a resident under any circumstances. If a resident requests assistance with or appears to require assistance, contact a staff member or assist the resident to push their call bell. Volunteers are not permitted to complete the following:

- Grooming, hair brushing, make-up application
- Toileting
- Dressing
- Feeding
- Transfer from bed to chair
- Transfer from chair to chair
- A boost in their wheelchair
- Assistance with oxygen systems



Volunteer Responsibilities

Meals

Residents within the County Homes may have a special diet which has been prescribed following a thorough and detailed evaluation by a registered dietician.

Volunteers may participate, under the specific direction of staff, in food delivery during recreation programs and special events. County of Elgin Homes Volunteers are not permitted to feed residents.

Infection Control

It is imperative that we all ensure the safety of the residents. Common viruses are a concern for many of the residents residing in Long Term Care facilities. The following simple guidelines will greatly diminish the chain of infection and protect the residents as well as you and your family members:

- Wash your hands or use the hand sanitizer located where you sign in and/or upon entry to the building.
- Wash hands before and after contact with a resident, before eating, drinking or handling food, after visiting the bathroom, blowing your nose, coughing or sneezing as well as throughout your shift as required.
- Note all posted signs that will alert you to an outbreak situation or a particular infection control issue.
- Ensure you wash all parts of your hand, including wrists, between fingers around rings and nails.
- It is recommended that all volunteers receive an annual flu shot.
- Do not enter any resident area or specific resident room, which has a sign advising of a particular infection control issue.
- Volunteers may be contacted or advised not to enter the home if the home is experiencing a widespread outbreak. Signs will be located at the entrance if quarantine is affecting the whole home.
- Volunteers should not come to the home when they are ill.



Gifts

Volunteers are not permitted to receive gifts or gratuities from residents. Please contact the Manager of Programs and Therapy if a resident is persistent in his or her desire to offer you a gift. Under no circumstance is a volunteer permitted to borrow or accept money from a resident.

Errands

Approval from a supervisor must be received before a Volunteer is to complete an errand for a Resident.

Legal and Financial Matters

Volunteers are not, under any circumstances, eligible to sign any legal documents, witness legal documents or assist with a resident's banking or financial matters.



Volunteer Responsibilities

To the Home.....

Appearance

Volunteers must maintain a professional appearance appropriate to their Volunteer position. Blue jeans and shorts are acceptable as long as they are appropriate in length and are not ripped or torn. Some examples are as follows:

Acceptable attire:

- Jeans in good repair
- Shorts, knee length or longer
- Capri pants
- Skirts and dresses are to be longer than knee length and appropriate for the volunteer position.
- Sleeveless summer tops
- Running shoes

Not Acceptable:

- Tight fitting clothing
- Midriff or stomach showing
- Low-cut necklines
- Tops with thin straps
- Casual tank tops
- Clothing with logos or sayings
- Shoes with open toe and/or heel
- Visible piercing other than ears that are not concealed



The County of Elgin Homes maintains a scent free environment

Name Tags

Volunteers must wear the designated Volunteer tag at all times when in the County of Elgin Homes. Volunteer tags are the property of the County of Elgin Homes and must be returned upon completion of your Volunteer Position.

Signing in

All Volunteers are asked to sign in before assuming their volunteer duties. The sign in book is located at the entrance of the home or in a designated Volunteer area and is designated as the "Volunteer Sign in book". It is imperative that all Volunteers ensure that they have signed in for all shifts to ensure the home is aware of all individuals who are in the home in the case of an emergency as well as for recognition and statistical purposes.

Telephones

Public telephones are available for use or ask to use a telephone. Personal cellular phones are permitted in common areas. Use of a resident's telephone is not permitted and personal calls should be kept to a minimum.



Computer use

The County of Elgin policy related to Computer use must be adhered to at all times.

Volunteer Responsibilities

Off Unit Visits and Wheelchair Safety

- Volunteers must receive authorization to leave a home area with a resident.
- Volunteers must return a resident to their home area after they have completed their visit.
- Volunteers must be mindful of a resident's ability level prior to walking a long distance or venturing outside on a hot or chilly day.
- Volunteers must monitor outdoor obstacles such as pathways and curbs.
- If in a home garden area or outside area of the home, volunteers must remain within a viewable distance of the home.
- Wheelchairs must move in a forward motion up an incline or curb to ensure maximum safety and support.
- Wheelchairs must move backwards down an incline or curb to ensure maximum support and safety.
- Breaks are to be applied when stopped or on an incline.



Fire Procedure

If you hear a fire alarm:

If you are alone or with a resident, remain where you are and await direction from a staff member or designate.

Access to Home Areas

It is imperative that doors are securely closed upon entering and leaving secure resident areas to ensure the safety of the residents.

Volunteer fob access keys are to be signed out and signed in daily as required.

Volunteers are not permitted in staff access area of the home unless authorized.

Emergency procedure if you smell smoke or discover a fire:

R – Remove persons in immediate danger, if possible.

E – Ensure the door(s) is closed. Close all doors in the fire area.

A – Activate the fire alarm system using the nearest pull station.

C – Call 911.

T – Try to extinguish the fire or continue to evacuate.

Please visit www.elginhomes.ca



Below to be prepared as a fridge magnet

Elgin Homes Directory



Terrace Lodge

519 773-9205

Director of Senior Services	222	Recreation	230
Manager of Resident Care	226	Hair Salon	237
Manager of Support Services	229	Adult Day Program	226
Lower South Nursing Station	225	Lower North Nursing Station	228
Upper North Nursing Station	224	Upper South Nursing Station	223

Elgin Manor

519 631-0620

Director of Senior Services	224	Recreation	230
Manager of Resident Care	223	Hair Salon	231
Manager of Support Services	228	Physiotherapy	291
Nursing Station South	239	Nursing Station North	238

Bobier Villa

519 762-2417

Director of Senior Services	233	Recreation	243
Manager of Resident Care	224	Hair Salon	226
Manager of Support Services	228	Gift Shop	236
Magnolia Lane	249	Oak and Birch Lane	238

Manager of Programs and Therapy 519 631-0620 ext 222