



Holy Family Home

VOLUNTEER HANDBOOK

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“To Serve is to Love”

MESSAGE TO VOLUNTEERS

Holy Family Home is a special place for so many people. Many people have commented about our dedicated and caring staff, and how everyone associated with Holy Family Home is so deeply committed to the very purpose of our existence: and that is to provide high quality resident care.

This level of commitment is really a "hallmark" of Holy Family Home: the involvement and contribution of our community - and that of our volunteers is one of the realities that make Holy Family such a special place.

On behalf of Administration, I want to welcome you to our family. Your presence and contribution will assist the Home in fulfilling the Mission and values of the Sisters Servants of Mary Immaculate. We value our partnership with you, and we very much appreciate your generosity of time, talent and energy.

We greatly value your desire to assist us in fulfilling our values related to Quality Resident Care, creating a loving environment, commitment to Christian ideals and principles, respect for life and dignity of the person, and creating an environment which supports the ethnic heritage of our residents.

We also hope that we are able, in some small way, to enrich your life and provide satisfaction to you as an individual. Our motto "To Serve is to Love" aptly captures how we feel as an organization as we collectively work together to meet the needs of the residents in our care. As a volunteer, you help the Home in living up to this motto, and you also help in personifying it, and making it a reality.

In closing, thank you for accepting the challenge, and expressing a desire to make a positive difference in the lives our residents, families, staff and colleagues.

Best wishes,

Jean R. Piché
Executive Director

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MISSION STATEMENT

Emanating from the charism of the Sisters Servants of Mary Immaculate, a Ukrainian Catholic Community of Sisters, the MISSION of the Holy Family Home is to minister personal care and related health services to the elderly in a holistic approach with compassion and with the love of Christ.



OUR VALUES

Quality Resident Care

Loving Environment

Christian Ideals and Principles

Respect for Life and Dignity of Person

Preserve our Traditional Ethnic Customs

"To Serve is to Love"

OUR HOME'S HISTORY

...a story of achievement

The valuable role played by Holy Family Home in the community is illustrated by the Home's rapid growth in a relatively short period of time.

When the Sisters Servants of Mary Immaculate purchased Winnipeg's old Children's Hospital in 1956, it was their intention to operate the premises as a Home for the Ukrainian aged. The Home was opened one year later.

But, as time went on, the Sisters saw the need for caring not only for Ukrainians but also to provide nursing and personal care services for people throughout the community. To meet this challenge, new facilities were developed in 1970, a 124-bed addition for a total of 250 residents.

The boldest undertaking was the planning and construction of a new 160-bed unit and facilities (Phase II Building Project). Completed in 1978, the new facility replaced the original 1911 hospital structure, which had become outdated. At present, the Home accommodates 276 residents, including 2 Respite residents.

Through the development of its facilities, policies and various programs, Holy Family Home is regarded as a hallmark of medical and personal care professionalism. Since 1972, it has been accredited by the Canadian Council on Health Services Accreditation.

In 1992, the Sisters Servants of Mary Immaculate funded the construction of the Seniors Tower for people who are 55 years of age or older. The building is connected to the Home and tenants have access to a select number of available services.

In the spring of 1997, the "B" Building underwent extensive renovations to enhance the physical quality of life for the residents. The entire facility was upgraded in the area of ventilation and fire alarms.

In 2001, St. Francis and St. Michael units were chosen to be our Dementia Care units.

As of 2006, renovations in "A" Building began, which included a new call bell system being installed.

DEPARTMENT OF VOLUNTEER SERVICES

The purpose of Holy Family Home's Department of Volunteer Services is to augment, enrich and expand existing programs and services for the benefit of the residents.

It is the goal of the Department of Volunteers Services to assign volunteers, who by their demeanor and knowledge, will impact positively on the residents well being and to meet the specific needs of the resident as identified by departmental requisitions.

VOLUNTEER GUIDELINES

A Successful Volunteer

To be a successful volunteer you must be dependable, punctual and understanding. You must have the ability to work as part of a team and have personality traits such as tact, patience and tolerance. This also includes an emphasis on confidentiality and discretion. Volunteers work alongside, but not replace, existing staff.

BECOMING A VOLUNTEER

All volunteers should be 16 years of age or older and must successfully complete the following steps:

- 1 Complete an Application Form (If you are under 16, parental consent is required).
- 2 Meet with the Volunteer Coordinator for an interview.
- 3 Attend an orientation session.

Your volunteer experience will begin when all necessary requirements are met. Find out how you can make a difference. Give your time and talents where they count... become a Holy Family Home Volunteer.

VOLUNTEER RESPONSIBILITIES

Under *The Personal Health Information Act* ("PHIA"), all Holy Family Home volunteers are responsible for protecting the security of all personal health information (oral or recorded in any form) that is obtained, handled, learned, heard or viewed in the course of his/her volunteer service or association with Holy Family Home. Discussion regarding personal health information shall not take place in the presence of persons not entitled to such information or in public places (elevators, lobbies, cafeterias, off premises, etc.)

Unauthorized disclosure

of such information may result in disciplinary action up to and including termination of association and the imposition of fines pursuant to *The Personal Health Information Act*.

- Anything you see

- Anything you hear
- Anything you read
- Anything you already know about a resident or client
- MUST BE KEPT CONFIDENTIAL

All volunteers are required to sign a "Confidentiality Pledge" Form at the commencement of their relationship with the Holy Family Home.

VOLUNTEERS CAN EXPECT

To be treated as a co-worker;
...not just free help

A suitable assignment:
... with consideration for personal preference, temperament, life experience, education
and employment background;

To know as much about the organization as possible; its policies, its people, its
programs;

To training for the job; thoughtfully planned and effectively presented training;

Continuing education of the job:
...as a follow up to initial training;
...information about new developments;
...training for greater responsibility;

A place to work;
...an orderly, designated place;
...conducive to work;
...and worthy of the job to be done;

A variety of experiences;
...through advancement to assignments of more responsibility;
...through transfer from one experience to another;

To be heard;

...to have a part in planning;
...to feel free to make suggestions;
...to have respect shown for an honest opinion

Recognition;
...in the form of promotion;
...and awards;
...through day to day expressions of appreciation;
...and by being treated as a bona fide co-worker

DRESS CODE

All volunteers are required to wear Identification Badges at all times while volunteering (which is stored for your convenience at the reception area). This will identify you as a volunteer to both resident and staff. Always wear respectable clothing. Your coordinator will inform you of any special requirements.

RECORDING HOURS

Timesheets will be provided at the beginning of each month. Volunteers are required to record their own hours at the end of their shift.

ATTENDANCE

If you are unable to report for your assignment, please contact the Volunteer Coordinator as far in advance as possible.

PLACEMENT

During your interview with the Volunteer Coordinator, you will have the opportunity to select the days and hours you are available to volunteer.

LUNCH & PARKING

Courtesy meal tickets are available from the Business Office for volunteers who are providing an authorized service in the Home. Volunteers are eligible for:

- a) one Free Beverage - for 1 – 3 hours of service
- b) a Free Lunch - for more than 3 hours of services

Link Hours 11:00 – 1:30

Parking in the Holy Family Home parking lot will be provided free of charge, for volunteers during their scheduled volunteer assignment.

SMOKING

Holy Family Home maintains a smoke free environment. Those wishing to smoke must do so in the designated areas outside the Home.

ENVIRONMENT OF CARE

Safety Management

Safety at Holy Family Home is everyone's responsibility. Everyone is expected to follow safety policies. In case of fire and if on the unit, report to the unit charge nurse at the nursing station. If off the unit with a resident, stay with the resident and ensure safety behind fire doors. Wait for further direction. If not with a resident and if there is no danger on the main floor areas, report to the Business Office.

PERSONAL PROPERTY

Holy Family Home is not responsible for lost or stolen personal property. It is preferable that volunteers leave valuables at home. If required, purses may be stored at the front reception area while on assignment at the Home.

GRATUITIES

Volunteers may not accept gifts or gratuities from residents, relatives or friends of residents. If money or a gift is offered, express your appreciation and decline to accept.

TELEPHONE CALLS

Volunteers may only receive emergency calls while on assignment in the Home. If you need to use the telephone, you may use the phone in the Business Office with permission. Volunteers are not permitted to use cell phones in the Home.

VOLUNTEER APPRECIATION

The Volunteer Coordinator maintains a record of all hours contributed to the Home by each volunteer. Each year volunteers with 15 hours or more from the previous year are

invited to a recognition event.

HOLY FAMILY HOME CODE OF ETHICS

The purpose of the Code of Ethics is to recognize those principles of conduct, which should guide all the Home's volunteers in discharge of their duties. To maintain a proper operation, the Home requires all volunteers to be responsible, respectful citizens, and that their position not be used for personal advantage.

WHEELCHAIR SAFETY RULES

Listed below are rules for working with and/or transporting wheelchair bound residents. Please follow them for your own safety as well as the safety of the resident.

- 1 Speak to the resident and make sure he/she knows you are going to "push" his/her wheelchair before you begin any movement. Never surprise a resident by coming up from behind.
- 2 Labels identifying the name and unit of the resident are located on the back of the wheelchair.
- 3 Always lock the wheels when parking a wheelchair.
- 4 Enter and exit the elevator backward. Allow other people to get off before entering.
- 5 Go slowly. There is a danger of running into other residents if you rush down the corridor.
- 6 Keep resident's arms and hands within the chair. Watch elbows when rounding a corner.
- 7 Make sure resident's feet are securely on the pedals.
- 8 Keep lap robes and other clothing items out of wheels.
- 9 Never let wheelchair roll down an incline by itself or push and let go of the wheelchair.
- 10 Let the resident know when you are leaving him.



HELPFUL INTS – COMMUNICATING WITH RESIDENTS WITH ALZHEIMERS

Trying to communicate with a person who has Alzheimer's/Dementia can be a challenge. Both understanding and being understood may be difficult.

Set the stage

Communicating is always easier if other things are not happening at the same time. When trying to get your message across, make sure that there are few distractions. For example, if the TV or radio is distracting the person, turn it off.

Get the person's attention

Approach the person slowly and from the front. Gently touch a hand or arm to help get attention. Wait until he/she seems ready to listen before talking.

Make eye contact

Sit facing or standing in front of him/her. Keeping eye contact will help the person know who is speaking and may assist the person in concentrating on the message.

Speak slowly and clearly

Use simple words and short sentences to make the message clear. If the person has hearing problems, lowering the pitch of your voice is often better than increasing its volume.

Pay attention

The person's reaction to what you say can give you some idea of how much is understood. Watch facial expressions and body movements. Respond to moods and emotions especially when the words don't make sense or are inappropriate.

Repeat important information

If you are uncertain the message was understood the first time, repeat it using the same words.

Show and talk

Use actions as well as words. For example, if it is time to go for a walk, point to the door or bring the person's coat or sweater to illustrate what you mean.

Take time

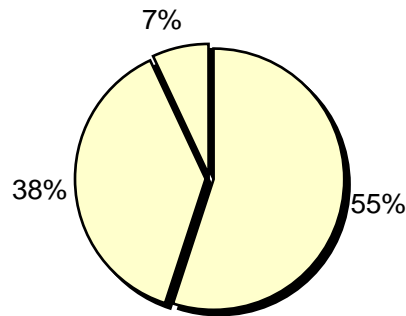
Allow the person time to respond. Interrupting can discourage further communication.

WHAT NOT TO DO

Try not to do any of these things:

- Don't argue with the resident. It will only make the situation worse.
- Don't order the resident around.
- Don't tell the resident what they can and can't do. Instead, state what they can do.

- Don't be condescending. A condescending tone of voice may be picked up, even if words are not understood.
- Don't ask a lot of direct questions that rely on a good memory.
- Don't talk about people in front of a resident as if they are not there.



55

per cent of communication is body language, which is the message we give out by our facial expression, posture and gestures.

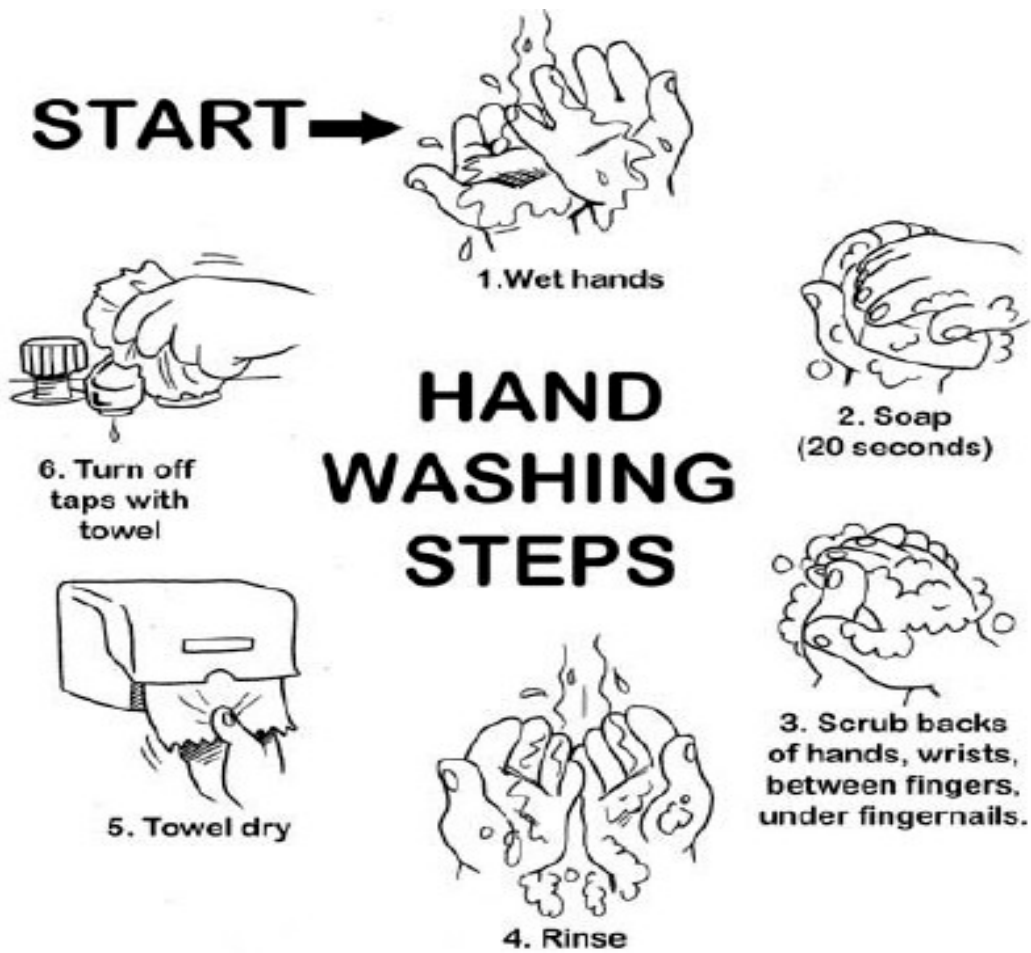
38 per cent is the tone and pitch of our voice.

7 per cent is the words we use.

Things to remember

- Feelings remain despite the losses caused by Alzheimer's disease. Feelings may be the only way a resident understands what is going on.
- We all communicate by emotion, expression and touch. Holding a hand or smiling when talking can convey more than any words.
- We should always be aware of our body language and of our facial expressions. Harsh glances can be just as negative as harsh words.
- The resident must be included in conversation. It is painful to be talked about as if one isn't there.

People with Alzheimer's retain their feelings and emotions even though they may not understand what is being said, so it is important to always maintain their dignity and self esteem. Be flexible and always allow plenty of time for a response. Where appropriate, use touch to keep the person's attention and to communication feelings of warmth and affection.



WHEN YOU SHOULD WASH YOUR HANDS

- ✓ After using the rest room
- ✓ Before, during and after preparing food
- ✓ Before and after meals and snacks
- ✓ After touching animals or handling waste
- ✓ Before and after caring for someone who is sick or injured
- ✓ After blowing your nose, coughing or sneezing
- ✓ Anytime your hands are dirty

Keeping hands clean is one of the most important steps we can take to avoid getting sick and spreading germs to others.

Centers For Disease Control and Prevention

CLOSING

Volunteering can be an enriching and valuable experience. Your involvement is critical in maintaining and enhancing the link between the Home and the community. Please feel free to ask questions and make suggestions. We recognize and appreciate the invaluable contributions our volunteers make to our Home every day.

Thank you for volunteering at Holy Family Home!

*"All of us are born for a reason, but all of us don't discover why.
Success in life has nothing to do with what you gain in life or
accomplish for yourself. It's what you do for others."
Author: Danny Thomas*



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