



VOLUNTEER HANDBOOK

Albright Manor's Training & Orientation Resource

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Forward

As a new volunteer, we welcome you to Albright Manor and to an essential role on the Caregiving Team.

Volunteers have always played a very important role at Albright Manor by sharing so generously of their time, talents, skills and experiences to improve the quality of life for our residents. Without volunteers, many of our programs could not exist.

The philosophy of the Volunteer Program is to work to improve the quality of life of the residents of Albright Manor by the recruitment, selection, training and placement of community volunteers.

The volunteer program supports the philosophy, goals and objectives of Albright Manor and we believe that these goals can be achieved through the sincere efforts of a dedicated team comprised of staff, residents, family members and community volunteers.

We believe that Albright Manor is a vital part of the community, that volunteers are an important component in the integration of Albright with the community and that these volunteers may be of all ages and from all walks of life.

Albright Manor operates programs primarily under the Long Term Care Homes Act, 2007. In addition, there are many other pieces of Federal, Provincial and Municipal Legislation and By-laws that affect our operations. All parts of this handbook are in conjunction with the above applicable legislation. In the event of conflict, the legislation will prevail.

The purpose of this handbook is to acquaint you with Albright Manor and its policies, provide you with basic information, and answer questions or concerns that may arise. I trust this handbook will be of great use to you - read it, write in it, keep it handy for reference. It is not meant to take the place of coming to us at any time to ask questions, clarify any details or have a change in routine.

We thank you for your interest and your willingness to share some of your valuable time. We will strive to give you the best introduction, training and volunteer opportunities in a safe and inviting environment. We hope that your life will become enriched through your involvement with Albright Manor.

Joanne Cartmer

Director of Program & Support Services

Katelyn Ward

Manager of Volunteer Services

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THANK YOU

*for joining the team at Albright Manor.
We hope your experience here is a rewarding one. If you
enjoy your volunteer role, tell others;
If you didn't, please share your thoughts!*

BILL OF RIGHTS FOR VOLUNTEERS

The Right to be Treated as a Co-worker

- not just free help
- be accepted without discrimination for placement and training.

~

The Right to a Suitable Assignment

- according to personal preference, life experiences and skills.
- the opportunity for a change in placement.

~

The Right to Know as Much as possible

- about Albright Manor's policies, people, programs and the importance of the role of the volunteer at Albright.

~

The Right to Preparation for the Job

- with an orientation session prior to placement that is planned, organized and well presented, including on-the-job training.

~

The Right to Continued Training

- information and training for greater responsibility.
- kept informed about current events through bulletin board postings, monthly calendars and newsletters.

~

The Right To Guidance and Direction

- by supervisors who are well-informed, patient and supportive.
- receive encouragement and feedback on work performance.

~

The Right To Be Heard

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

~

The Right to Recognition and Appreciation

- appropriate recognition on a regular, informal basis.
- special recognition through events and awards such as certificates and service pins.

~

ABOUT ALBRIGHT MANOR

“A Common Thread” By: John Buma

A History of Albright Centre

Albright Centre has its beginnings in the vision of Reverend Harry Tuttle (Secretary, Department of Pensions), and Reverend Victor Mooney (Treasurer, United Church of Canada).

Through the donation of his ancestral farm and a \$100,000 dollar cash donation, the Reverend Raymund Albright and Miss Elsie Watt paved the way to making the vision, a reality.

The official opening of Albright Gardens occurred in October 1955, with the completion of the homes on Watt Circle. The vision, to provide affordable housing to pensioners of the United Church of Canada became a reality through the generosity and caring spirit of many individuals who volunteered their time, expertise, money, and other forms of support.

This vision, caring spirit, and selflessness of so many people provided the on-going momentum necessary to the successful opening of the first new Albright Manor in 1966.

Recognizing the needs of the tenants in Albright Gardens, resulting from breakdowns in health that come with aging, it was determined that a home should be built which would incorporate total care services for its residents. Many of the same volunteers and donors who were involved with the original vision, and construction and operation of Albright Gardens, successfully pursued the development of Albright Manor, a 234 bed total care facility.

In keeping with that same vision and spirit of care, the Board of Directors of Albright Manor, in 1982, opened the doors of Edelheim Apartments (30 units) to seniors in the community, including those seniors who required assistance with paying their rent.

In May 2002 we moved into our new state of the art, Albright Manor, some 36 years after opening the doors of our first total care facility.

Albright Manor



It is humbling to think that without all of the involvement and contribution of so many people throughout



Albright House

Edelheim Apartments



Albright Centre has been in the business of serving seniors in one capacity or another from 1955 to the present, or 48 years. Its ability to have done so can only be credited to the foundation of the vision, and spirit of caring, upon which it has been built, which in turn can only be credited to the volunteer services provided by so many directors and committee members; by the generosity of so many donors throughout the years; and by the excellent care/services given by all of the staff and volunteers of Albright Centre.

the past four plus decades; without their vision, their forward thinking, their leadership, their governance, and their compassionate care, we would not be the Albright Centre we know today.

With each person doing their part over the past four decades, Albright Centre has become a seniors retirement community, which today provides various forms of care and/or service to approximately 330 seniors, employs over 250 staff, and receives additional support and assistance from over 150 volunteers.

The basic components of a seniors retirement community are in place. As we look to our future we visualize a seniors campus or village in which all of the parts are interconnected by means of pedestrian walkways, share a common green space, and have access to a common place of socialization and recreation. The original vision and our spirit of care continues to be our primary motivator as we look to our future. With our eye on the vision and a continued spirit of care as expressed by so many people associated with Albright Centre, together, we will continue to serve with excellence, to grow and to develop, into a mature service organization dedicated toward enriching, enhancing, and meeting the needs of seniors in the community.

The strength of our past is the foundation, and will be the success of our future.

The Albright Foundation

The Albright Foundation is a registered charity, established as a fund raising entity, for purposes of assisting Albright Manor in raising its share of the capital funds necessary for building projects, new furnishings, rehabilitative and therapeutic equipment; all for the ongoing well being of the residents of Albright Manor.

The Albright Foundation receives unconditional gifts in the form of bequests, estates, legacies, memorial donations, etc.

In addition the Foundation also receives donations for purposes as designated by the donor. In the past such gifts have included musical instruments, furniture, a large screen television, and a residential washer and dryer.

The Albright Foundation's donor recognition wall and donor book located at the front hall entrance of the building, provides both a lasting and prominent tribute to all of our supporters. All of our donors are honoured by having the opportunity to either mount a leaf inscribed with their names, or the name of a love one, on the tree element of the wall (major gifts); and/or their names inscribed in the separate hand crafted donor book mounted on an adjoining pedestal (lesser amounts).



Naming opportunities offers a wide variety of items from which to choose; furniture and decorative pieces for the Library/ Fireplace Lounge, The Gathering Place, Board Room and Home Areas, as well as park benches, bird baths, etc. outside. These gifts are identified with a brass plaque permanently displayed on the item.

Donation forms are available from the display shelf next to the donor wall.

ABOUT ALBRIGHT MANOR

Mandate of Albright Manor

Albright Manor is an approved corporation under, and operates in compliance with the Corporations Act of Ontario. We are also registered as a charitable corporation by authority of the government of Ontario.

Albright Manor operates programs primarily under the Long Term Care Homes Act, 2007.

In addition, there are many other pieces of Federal, Provincial and Municipal Legislation and By-laws that affect our operations.

Albright was incorporated in 1966, without share capital and with the following purposes :

- 1) to operate on a non profit basis a home for elderly people, some of whom may be in necessitous circumstances, and to provide total care for the residents of this home within the limits of the facilities available on the property;
- 2) to plan and engage in such ancillary programs as the Directors shall deem wise in furthering the welfare of residents of the home and of such non resident aged persons as to may be thought wise to bring within the scope of such programs;
- 3) to raise funds in support of these purposes.

Mission Statement

It is the mission of Albright Centre to provide a continuum of care for anyone over 60 years of age in a variety of residential care settings.

Programs, activities and care are designed to achieve optimum quality of life in physical, mental and spiritual health.

The dignity of residents is recognized by respecting their rights and freedoms.

Building Description

The first floor or ground floor contains all administrative offices, meeting rooms, kitchen, laundry, maintenance, receiving, hairdressing, volunteer office, Albright General Store, The Gathering Place, Café and storage areas. There are no resident rooms on this floor.

Floors 2,3,4 and 5, each consist of two resident home areas with 29 residents living in each home area. There are a total of 58 residents on each floor. Each resident home area also has a lounge, activity room, dining room, tub rooms, outdoor balconies, housekeeping closets, soiled utility rooms, and treatment rooms.

All **Resident Rooms** have an assigned 3 digit number followed by a letter. The first digit signifies the floor i.e. level of the Home. The second and third digits signify the room number. The letter signifies which wing on the floor (north, south, east, west).

EXAMPLE ROOM NUMBER

310W

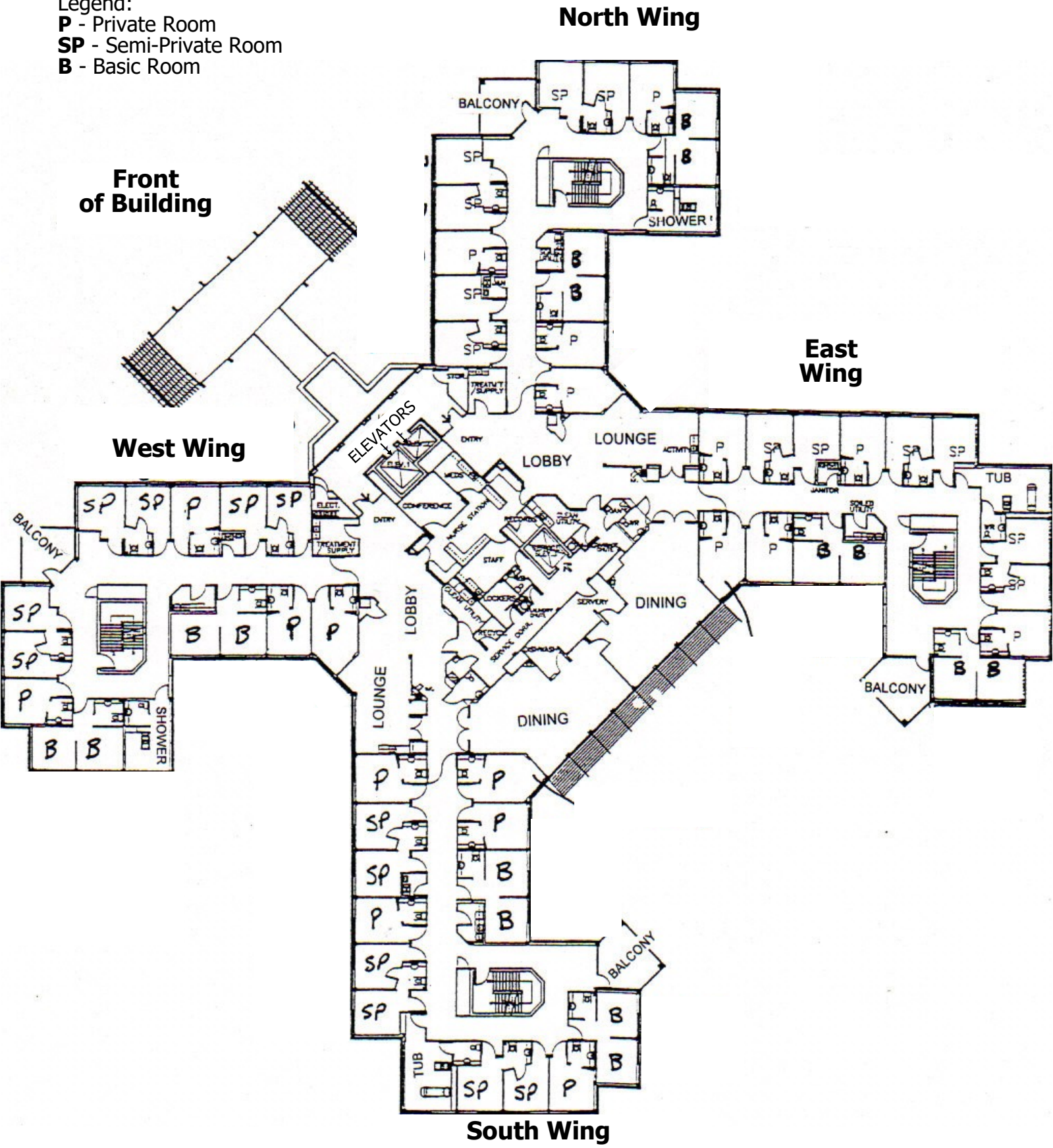
Third Floor - Room10 - on the West Wing

Room numbers are located beside the resident's doorways on nameplates.

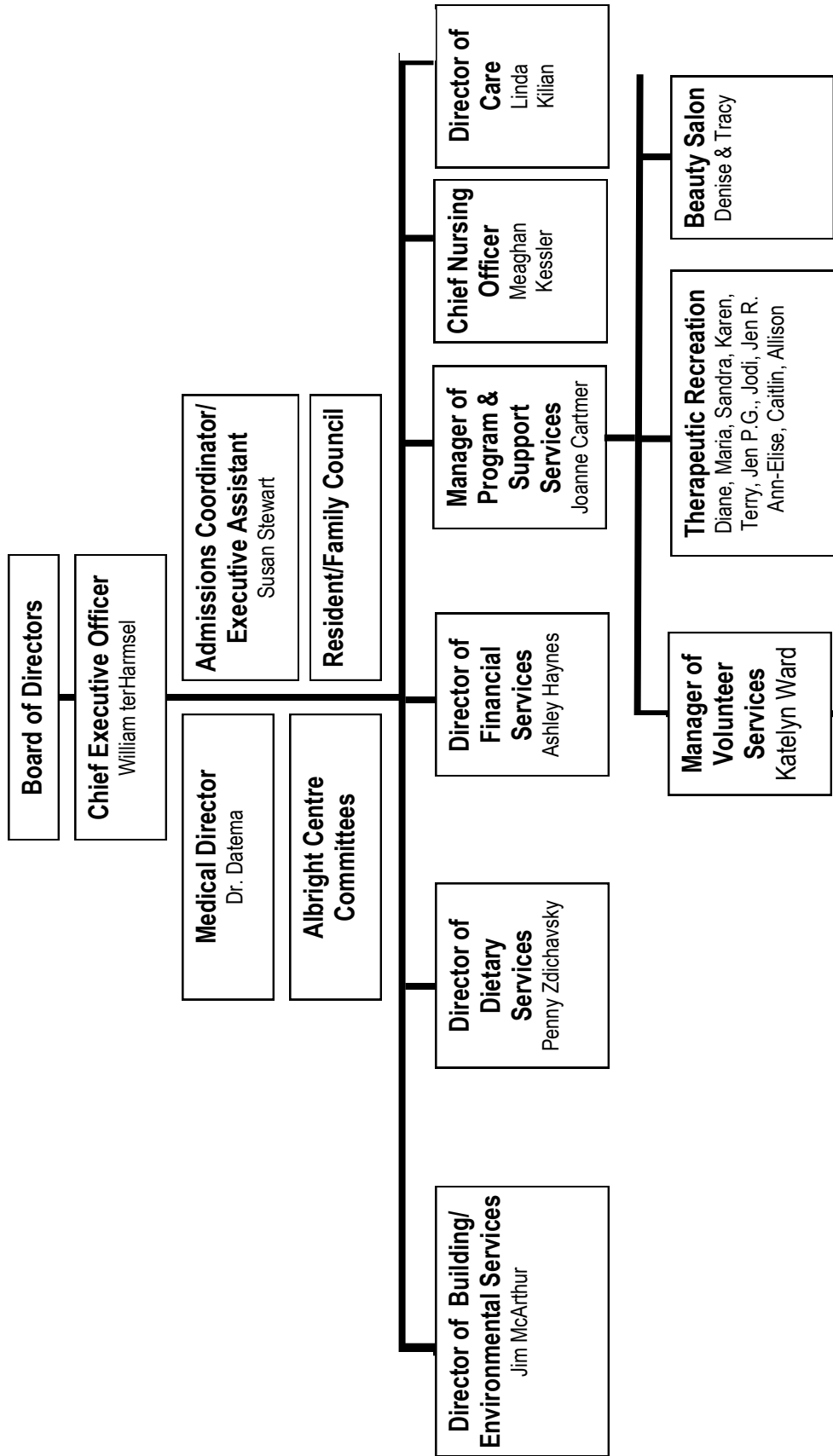
Floor Layout for 2nd, 3rd, 4th, & 5th Floors

Legend:

- P** - Private Room
- SP** - Semi-Private Room
- B** - Basic Room



Albright Manor's Organizational Chart



VOLUNTEERS! VOLUNTEERS! VOLUNTEERS! VOLUNTEERS!

About The Residents

Resident Rights

The following basic rights of our residents as established by the **Long Term Care Homes Act** are the foundation of our services, policies, and standards. We require you to uphold these rights in every aspect of your relationship(s) with the residents.

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to, participate fully in the development, implementation, review and revision of his or her plan of care, give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent, participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or

- any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else, the Residents' Council, the Family Council, the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129, staff members, government officials, any other person inside or outside the long-term care home.
 18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
 19. Every resident has the right to have his or her lifestyle and choices respected.
 20. Every resident has the right to participate in the Residents' Council.
 21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
 22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
 23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
 24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
 25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
 26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
 27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

Overview For Volunteers: About the Residents

The residents that live throughout Albright Manor vary greatly. Staff and volunteers need to respect the varying physical and cognitive disabilities, as well as the different cultural and spiritual beliefs present amongst the residents. Although there are some commonalities amongst some of the residents; not everyone is the same, and so should not be treated the same.

Some of the resident's address staff by first names and vice versa. The relationship between the staff member and the individual resident determines the appropriateness of this practice. It should not be judged as over familiarity or disrespect.

Every resident has physical, cognitive, social, emotional and spiritual interests. The effort of our staff is devoted to keeping these interests alive and preventing the withdrawal symptoms which are common of

aging. Every resident is encouraged to dress and leave their rooms during the day, except when illness or physicians instructions require that they remain in bed. Every resident derives some measure of benefit from participating in activities and personal contact with his/her peers.

The following comments will provide information and issues, which may be encountered while volunteering with Albright Manor residents.

Communication Techniques

All volunteers need to be aware that many Albright Manor residents are likely to exhibit some degree of impairment in their vision, hearing or cognitive abilities. As a result, the communication process can be difficult and takes skill and insight. The following are some communication tips for volunteers and caregivers from the Alzheimer Society of Canada.

- **Reduce Distractions:** Communicating is always easier if other things are not happening at the same time. For example, if the TV or radio is distracting the person, with the resident's permission, turn it off.
- **Gain attention:** Face the person. Making eye contact with the person will help focus their attention. Get close enough so they can see your facial expressions and any gestures you may use. As some people have problems recognizing family and friends, you will want to introduce yourself and remind them who you are.
- **Be aware of your tone and body language:** Remain calm and still, and speak in a relaxed tone of voice to put them at ease. Brusque or hurried movement as well as a sharp tone or raised voice may cause distress.
- **Be clear and concise:** Talk slowly and clearly, using short and simple sentences. Use closed-ended questions which are focused and answered using a simple "yes" or "no" instead of open-ended questions, which are time-consuming, may result in unnecessary information, and may require more effort on the part of the person with dementia. Avoid phrases that can be interpreted literally, such as "it's the cat's pyjamas" or "up to my eyeballs" which might be confusing.
- **Be respectful:** Use the person's name when addressing them to help them retain a sense of identity. Do not patronize or speak down to the person. Avoid using childish or "elder" talk or any demeaning language. Avoid talking about the person as if they aren't present. Do not talk over the person. They may still understand what is being said even though they have lost the ability to form the words that are in their mind.
- **Listen carefully:** Listen carefully to what the person is saying and observe both verbal and non-verbal communications. Try not to interrupt the person even if you think you know what they are saying. If the person is having difficulty finding the right words, you can offer a guess as long as they appear to want some help. Listening is a very important part of communication. It is one of the most important things you can do for a resident. Taking the time to listen conveys a feeling to the person that he/she is important and that you care.
- **Be patient:** The person may need more time to process the information so be patient. Provide reassurance. If they are having trouble communicating, tell them that it's fine and encourage them to keep trying to put their thoughts into words. If they sense you are impatient or agitated, they may feel stressed or frustrated.
- **Encourage exchange:** Make your communication a two-way process that engages the person with

dementia. Involve them in the conversation. If you don't understand what is said, avoid making assumptions. Check back with them to see if you have understood what they mean.

- **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. Use body movements such as pointing or demonstrating an action to help the person understand what you are saying. Of course, this should be done tactfully so the person does not feel you are treating them as a child.
- **Encourage humour and laughter, respect sadness:** Humour can bring you close, can release tension, and is good therapy. Laughing together over mistakes or misunderstandings can help. If the person seems sad, encourage them to express their feelings, and show you understand.

Complaints

Occasionally complaints may be heard from the residents about the treatment by staff, administration, and/or relatives. Residents may feel frightened, depressed, or even abandoned by families and friends. These feelings are sometimes expressed by resentment toward the facility, the food, the staff, or their families. It is important for anyone working with a resident to understand where these feelings or complaints may stem from and to develop effective methods to deal with these feelings.

However, if any volunteers have concerns with the information they have received from a resident they should immediately voice this concern with the Manager of Volunteer Services.

Escorting Residents

Many of the residents living at Albright require some level of assistance to get to and from programs. While escorting residents volunteers must keep in mind the resident's abilities and disabilities. Volunteers should never outpace the residents and should always communicate with the residents. Volunteers must inform nursing staff when taking residents outside or off the floor. This allows the staff to know where the residents are, should they need the resident. (See Wheelchair Safety - pg. 25)

Hearing and Visual Disabilities

These disabilities are frequent among residents and must be met with patience and understanding by performers, visitors and volunteers. Appropriate material should be used to accommodate these disabilities such as large slides/movies, good volume, etc.

Interruptions

These are sometimes caused by the above-mentioned disabilities, by sudden illness, or by certain mental difficulties. Residents may become restless, may change positions, and may even speak out during a performance or a program. Try not to let an interruption disrupt you; carry on as smoothly and calmly as possible. If the interruption cannot be dealt with then handle the situation with good spirit and patience.

Missing Resident

A resident is considered missing if they cannot be found when they should be on the premises. If a volunteer notices that a resident is missing, they must immediately report the missing resident to the Registered Nurse on the Home Area. Volunteers must take further direction from the nurse.

Responsive Behaviors

Responsive behaviors are actions that a resident may display when there is; an unmet need, pain, dementia, or when an upsetting situation occurs. Responsive behaviors can be reduced and often avoided through the approach one takes with residents. Some techniques to avoid responsive behaviours include; being friendly, smiling, calm tone of voice, validation, and respect. If the volunteer feels that a situation is escalating the volunteer should remove themselves from the situation and report to the Registered Nurse on the floor and/or the Coordinator of Volunteers.

Respect & Privacy

Throughout Albright Manor we respect that every person has the right to privacy. Residents have the right to their privacy. All volunteers are to knock on resident doors before entering a room. Volunteers should call the residents by their last name using the appropriate title (Mr., Mrs., etc.), until invited to do otherwise. We do not discuss any information regarding our residents in public areas (i.e. hallways, outside the home, etc.) nor do we discuss the operations of our facility in public.

Shopping & Errands

A resident may ask you to shop for him/her or to perform some outside service. If it is convenient for you to provide that service then it must be cleared with the Coordinator of Volunteers and/or Manager of Program & Support Services first. If you cannot help the resident just let a staff member know about their request.

*PLEASE NOTE: Despite the best of intentions, favors provided by volunteers/students can lead to serious consequences for a resident. Please check with the Registered Nurse, the Coordinator of Volunteers or the Manager of Program & Support Services before:

1. Giving a resident food you have brought in.
2. Promising to perform a service for a resident.

Residents may wish to reward you for your kindness, but the acceptance of gifts or gratuities is discouraged.

Visitors

If visitors arrive to see a resident during a program, volunteers should encourage them to take part in the activity rather than have the resident called away to see them. In this way, visitors can not only be helpful but also gain better understanding of the therapeutic recreation work that is being carried on at the facility.

About the Volunteer Experience

The following information is provided alphabetically and with the hope that it will add to your enjoyment and effectiveness as a volunteer, as well as ensure the safety and security of Albright Manor residents.

Absence

Consistency and punctuality is always very much appreciated but not always possible. If you expect to be late or absent, please notify the Coordinator of Volunteers (ext 138), Manager of Program & Support Services (ext. 125) or leave a message with Reception (563-8252 ext. 121). This is important as staff and residents are depending on you for assistance with programs. Please do not come if you are ill or recovering from an illness. If you plan to be away on vacation, etc. Please let the Coordinator of Volunteers know. ***If you are a student completing a Co Op, it is your responsibility to complete your placement hours within the deadline assigned. If you are excessively absent during your co op, your teacher/Coordinator will be contacted and a conversation will be had about making up the hours or steps to take moving forward regarding termination or placement modifications.***

Abuse & Neglect (Zero Tolerance)

Residents have the right to dignity, respect and freedom from abuse and neglect. As such Albright Manor has a zero tolerance policy of abuse and neglect; therefore, abuse or neglect will not be tolerated from any person entering the Home and corrective action will be taken up to and including dismissal in all instances of resident abuse.

For purposes of the above policy the following definitions of abuse apply:

Abuse in relation to a resident, means emotional, financial, physical, sexual, or verbal abuse.

Emotional Abuse means: any threatening, insulting, intimidating or humiliating gestures, actions, behaviour or remarks, including imposed social isolation, shunning, ignoring, lack of acknowledgement or infantilization that are performed by anyone other than a resident, or any threatening or intimidating gestures, actions, behaviour or remarks by a resident that causes alarm or fear to another resident where the resident performing the gestures, actions, behaviour or remarks understands and appreciates their consequences.

Financial Abuse means any misappropriation or misuse of a resident's money or property.

Physical Abuse means: the use of physical force by anyone other than a resident that causes physical injury or pain, administering or withholding a drug for an inappropriate purpose, or the use of physical force by a resident that causes physical injury to another resident.

Sexual Abuse means: subject to subsection (3), any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a licensee or staff member, or any consensual or non-consensual touching, behaviour or remarks of a sexual nature or sexual exploitation that is directed towards a resident by a person other than a licensee or staff member;

Verbal Abuse means: any form of verbal communication of a threatening or intimidating nature or any form of verbal communication of a belittling or degrading nature which diminishes a resident's sense of well-being, dignity or self-worth, that is made by anyone other than a resident, or any form of verbal communication of a threatening or intimidating nature made by a resident that leads another resident to fear for his or her safety where the resident making the communication understands and appreciates its consequences.

Accidents

If you are injured while at Albright Manor, you must report the injury immediately to the Coordinator of Volunteers or the Manager of Program & Support Services.

If you come to the assistance of a Resident who has had an accident:

1. Tell the resident that you are going to get help.
2. Use the Nurse Call Bell System to summon Nursing Staff. (See **Call Bell System** on page 19)

If unable to access a call bell:

3. Note the location of the accident.
4. Proceed to the nearest nursing station to notify staff of the location of the resident needing help.
5. If required, return to the resident to assure him/her that help is coming.

Please Note: **Do not attempt to move a resident who has had a fall!**

Attitude and Conduct

Albright Manor recognizes that a resident or resident's family confidence can be affected by the attitude and conduct of those who are providing care and other services.

Albright Manor therefore expects all volunteers to maintain a level of personal conduct that will not reflect negatively on themselves or on the credentials of Albright Manor. Volunteers, whose conduct compromises the integrity of Albright Manor, may face disciplinary measures and the possibility of dismissal.

You should not act in any way that will diminish the credibility of any other volunteer, resident, resident's family or any other business contact of Albright Manor.

Albright Manor expects you to be courteous at all times, and to convey a friendly, approachable image to its residents, their families, your fellow volunteers, employees, and all other business contacts. Whether it be a telephone call or personal meeting, you are representing Albright Manor to the person with whom you are conducting business.

The following conduct is strictly forbidden in all work related situations, and will result in disciplinary actions up to and including dismissal, and possible legal ramifications :

- Rudeness to residents, volunteers, visitors and co-workers including the use of obscene and coarse language, fighting, horseplay, shouting, loud talking, gossiping and other behaviors disturbing or offensive to residents, visitors and co-workers.
- Conduct that is contrary to the ethical standards of any profession or discipline.
- Theft or intentional misuse of or intentional damage to Albright Manor's or a resident's, visitor's or co-worker's property.
- Falsification of records including volunteer applications, time sheets, resident records, etc.
- Repeated, unwarranted lateness or absenteeism.
- Unacceptable performance standards.
- Misuse of confidential information.
- Using, possessing, or being under the influence of alcohol, drugs, or comparable items while on Albright Manor property.
- Possession of dangerous and offensive weapons or illegal items on the premises.
- Any form of illegal conduct on the premises.
- Insubordination including refusal to follow legitimate management directives.
- Smoking in the workplace.
- Deliberate violation of any of Albright Manor's policies.

Annual Training Opportunities

Annual training opportunities are provided to all volunteers to ensure consistent knowledge and understanding of Albright Policies & Procedures. Once annual training is completed through Surge Learning, our online Education System and is tracked by the Volunteer Manager. Additional education opportunities available.

Body Mechanics

Body mechanics refers to the way we move during every day activities. Good body mechanics may be able to protect your body, especially your back, from pain and injury. Using good body mechanics is important for everyone.

The following are some steps to help you with good body mechanics:

When standing:

-Shoes protect your feet from injury, give you a firm foundation, and keep your from slipping.

-Keep your feet flat on the floor separated about 12 inches (30 cm)

-Keep your back straight

When walking:

-Keep your back straight as you walk.

When lifting an object:

-Your feet should be apart, in a standing position.

-Keep your back straight.

-Lower your body to get close to the object.

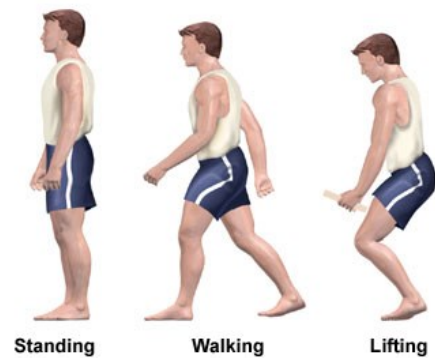
-Bend from your hips and knees. **DO NOT** bend at the waist.

-When turning, rotate your whole body, not just your back.

-Hold the object by putting your hands around it.

-Keeping your knees bent and your back straight, lift the object using your arm and leg muscles. Do not use your back muscles.

-If the object is too heavy ask another person to help you.

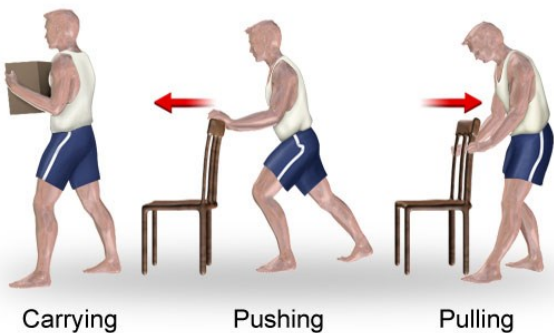


DO NOT LIFT OR TRANSFER A RESIDENT. ASK A STAFF MEMBER.

When carrying an object:

-Hold the object close to your body.

-Do not carry things that are too heavy for you. Always ask for help to move heavy objects.



Pushing or pulling:

-Use the weight of your body to help push or pull an object.

-Your feet should be apart as in the standing position.

-Keep your back straight.

-Lower your body to get close to the object. Bend from your hips and knees. **DO NOT** bend at the waist.

-If the object or person you are pulling or pushing is too heavy ask someone to help you.

Call Bell System

Albright Manor is equipped with an Internal Call System. Each room is equipped with a Call Button at the bedside and in the bathroom. Call buttons are also located in

each of the common areas. Volunteers should use this system to call for staff should a resident need assistance that cannot be provided to them by the volunteer.

Computers, E-Mail, and the Internet

Computers, computer files, the e-mail system, and software furnished to volunteers are Albright Manor property intended for business use. You should not use a password, access files, or retrieve any stored communication without authorization. The above facilities are to be used only for business and no other purposes.

Confidentiality

The responsibility which you have when dealing with confidential information of any kind, whether it relates to residents, staff, or any other matters cannot be overstated.

In the normal course of your duties, you will acquire knowledge about Albright Manor residents. Residents may speak openly about themselves, sharing personal information. Please do not repeat confidences or gossip, unless you believe this information to be pertinent to the individual's care. In such instances, inform your supervisor, the Registered Nurse, or the Program and Support Services Manager.

In general, confidential information about Albright Manor, its residents, its volunteers, its suppliers, or visitors should not be divulged to anyone other than persons who are authorized to receive such information. When you are in doubt as to whether certain information is confidential, seek the Coordinator of Volunteers/Manager of Program & Support Services approval before disclosing it to anyone. All media questions should go through the CEO's office.

Every volunteer must sign a statement of confidentiality upon entering the volunteer program at Albright Manor.

The protection of confidential information is vital to the interests and the success of Albright Manor. Such confidential information includes but is not limited to :

- a) Volunteer data
- b) Computer programs and passwords
- c) Mailing lists
- d) Resident medical records and charts

Use of such information for personal advantage or private speculation is strictly forbidden.

Volunteers who improperly use or disclose confidential information will be subject to disciplinary action, up to and including termination of volunteer status, even if they do not personally benefit from the use or disclosure of the information.

Dress Code

Albright Manor recognizes that a resident or resident's family confidence can be affected by the appearance of those who are providing care and other services. Therefore, we expect that your personal appearance and grooming is appropriate and safe throughout the working day.

You should at all times be neat, clean, conservative and safe, in your attire. Should you have any questions as to what constitutes proper attire, you should consult with the Coordinator of Volunteers.

Albright recommends that all Volunteers wear casual, closed toe and heeled shoes in good repair, with low, non skid heels. Shoes with a sturdy upper provide protection for the toes and shoes with good arch

support help provide comfort and relieve foot and leg strain which may result from long periods of standing or walking.

In the interest of your safety and the safety of our residents, the following are considered unsafe items of dress :

- a) open toed, open heeled, and/or high heeled shoes
- b) Large dangling earrings, chains, brooches
- c) Large rough ring (diamonds)

Loose long hair should be confined in such a manner as to prevent potential for entanglement in equipment or pulling by others.

Tattoos are to be covered and visible piercing jewelry (other than earrings) are to be removed.

You are also expected to observe good habits of grooming and personal hygiene at all times, and to avoid any personal practices or preferences that may prove offensive to any residents, or not in keeping with any business atmosphere.

The following are not to be worn or used while volunteering at the Home.

- IPODS/MP3 players/Cell Phones etc.
- Hats
- Sleeveless tops, above the knee skirts or shorts

Fire Safety & Prevention

If you discover a fire :

- 1) Pull the fire alarm
- 2) Assist anyone in immediate danger.
- 3) Report the fire to nearest staff member
- 4) Take direction from staff member in your area for possible evacuation of residents.
- 5) Assist in calming the residents during the course of any fire evacuation or fire drill.

Fire Drills are held monthly at Albright Manor.

If you hear the fire alarm :

- 1) Close all windows and doors and remain where you are to receive direction from the person in charge (R.N.)
- 2) Listen carefully to any instruction that may be announced over the intercom system.
- 3) Do not panic– Keep resident calm.
- 4) Do not use elevators or stairways.
- 5) You may be asked to assist staff in checking rooms to evacuate residents. When room is empty, close door and swing red plate over doorway to indicate that the room is empty.
- 6) The Home Area & hallway doors are held open magnetically and close automatically when the fire alarm rings. Do not prop doors open at any time.
- 7) The “all clear” signal will be announced over the intercom system when the fire drill or fire is taken care of.

Evacuation

Upon hearing the fire alarm, first identify if it is Stage 1 or Stage 2. A stage 1 Fire Alarm does not require evacuation and consists of slow beeps throughout the building. A stage 2 Fire alarm rings fast in the fire zone but slow throughout the rest of the building. Both stages will be announced through a pre recorded message over the PA system upon alarm being sounded. Stage 1: No evacuation required during the alert of Stage 1 other than the immediate room of detection. Stage 2: Upon hearing the second stage alarm activated, all occupants in the identified fire zone must be evacuated horizontally to another zone. Take direction from Registered Staff on the unit.

Handwashing

Please refer to Infection Control on the following page.

Harassment:

Albright Manor is committed to providing an environment free of harassment and will endeavor to ensure that no volunteer is subject to the same. Harassment because of race, ancestry, place of origin, color, ethnic origin, citizenship, religious beliefs, handicap, age, sex, sexual orientation, marital status, or family status is prohibited.

Harassment for purposes of this policy means: engaging in a course of vexatious comment or conduct against a staff, resident visitor, that is known or ought reasonably to be known to be unwelcome.

This may include:

- Making remarks, jokes or innuendoes that demean, ridicule, intimidate, or offend;
- Displaying or circulating offensive pictures or materials in print or electronic form;
- Bullying;
- Repeated

Please use the hand sanitizing gel that is located throughout the building.



offensive or intimidating phone calls or emails; or

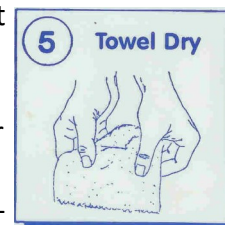
- Inappropriate sexual touching, advances, suggestions, or requests. It creates an intimidating, offensive, or embarrassing work/volunteer environment.

es, as well as all and social events.

This policy applies to all persons and all activities on Albright Manor's premises-organization sanctioned conferences, training seminars, travel, sales calls,

If you feel you are being subjected to harassment, you should :

- a) make your objection clearly known to the offender and ask him or her to stop;
- b) Prepare and maintain a written record of the dates, times, nature of the behavior and any witnesses ; and
- c) Report the behavior to the Coordinator of Volunteers.



Albright Manor Management will investigate and deal with all incidents and complaints in a timely manner, respecting the privacy of all concerned as much as possible.

Health & Safety - General Safety

- 1) Make sure all wheelchairs are properly handled. You will be instructed on use of wheelchairs during your orientation.
- 2) If you notice any spills or potential hazards, inform a staff member immediately.
- 3) Do not lift, transfer, or take residents to the washrooms. These are specifically staff functions. For the safety and comfort of residents, please notify staff in these situations.
- 4) You must not lift chairs, tables or heavy objects. Inform a staff member so that the Staff will take care of these situations.
- 5) Do not remove side rails from resident's beds or remove trays from resident's wheelchairs. Ask nursing staff if you have any concerns regarding the resident.
- 6) Always ensure the resident can reach the call bell when they are left alone in their room.
- 7) If you take a resident off their floor, whether to another part of the building or outside the Manor, you must inform the appropriate nursing station and let them know when you return. Wherever you are volunteering in the Manor, you will be under the supervision of the staff in that particular area. Any questions or concerns should be directed to the staff person and/or the Coordinator of Volunteers.

Illness

Seniors are generally more susceptible to infections and take longer to recover from illness than others. Please do not come to Albright Manor if you have symptoms of a virus or an infection such as a cold, cold sore, fever, vomiting or diarrhea. Remember to notify your supervisor that you will be absent.

Infection Control

It is important to observe good personal hygiene and to wash your hands frequently while in Albright Manor, for your own protection as well as that of the residents. Washing your hands thoroughly can control most infections.

Hand washing should be done

- Before starting your duties
- Between contact with residents
- Before and after feeding residents
- After using the washroom
- After coughing or sneezing
- Before and after handling or serving food
- Before eating
- Before leaving Albright Manor

How to Utilize Hand Sanitizing Gel:

- Apply the product to the palm of one hand.
- Follow the **5 "S"** method. **S**queeze product into palm of hand; **S**wish finger tips in the product, **S**witch product to opposite palm, **S**wish finger tips in the product and then **S**weep product over all surfaces.

- Rub hands together, covering all surfaces of hands and fingers, especially thumbs, backs of hands and between fingers for at least 15 seconds.
- Do not rinse with water or towel dry.

Lockers :

There are lockers located in the Volunteer Office if you wish to place any personal belongings there while you are volunteering. Albright Manor is not responsible for any items that are placed in lockers.

Mandatory Reporting & Protections Policy

If you have reasonable grounds to suspect that any of the following has occurred or may occur, you are to immediately report it to your immediate supervisor/Coordinator of Volunteers or the Registered Staff on the floor you are working.

- Improper or incompetent treatment or care of a resident;
- Abuse of a resident by anyone or neglect of a resident by a staff member;
- Unlawful conduct;
- Misuse or misappropriation of a resident's money; and
- Misuse or misappropriation of funding.

Albright Manor is committed to ensuring there will be no retaliation to anyone who reports any of the above actions.

Whistle Blowing Protection Policy

Section 26 of the Long Term Care Homes Act (LTCHA) forbids retaliation or threats of retaliation against a person for disclosing anything to an Inspector or the Ministry of Health & Long Term Care Director, or for giving evidence in a proceeding under the LTCHA or during a coroners in-quest. Under section 26, staff members, officers and directors cannot discharge these closures. No action shall be commenced against any person for doing anything mentioned above, unless the person acted maliciously or in bad faith. Albright Manor is committed to ensuring there will be no retaliation to anyone who reports any of the above actions.

Meal Time Assistance

We welcome volunteer assistance at meal times. Additional training is required and will be provided for all volunteers that would like to volunteer assisting at meal times.

Name Badges

Name badges are provided and must be worn at **all** times when volunteering at Albright. This facilitates recognition by staff, residents, visitors & volunteers. If your name badge is lost, please let the Volunteer Office know and you will be provided with a new one.

Orientation

An orientation program is part of the volunteer experience at Albright Manor and is required of all new volunteers before starting their volunteer role. You will meet personally with the Coordinator of Volunteers for an interview, orientation and tour of Albright. This will include instruction on fire procedures, general safety, wheelchair operation, confidentiality, general rules/regulations. It will clarify your role as a volunteer at Albright and acquaint you with the activities of the staff who will assume your more specific training related to the program. Please do not hesitate to ask staff members for information that will help

you to become orientated.

Outbreak

An Outbreak occurs when several residents display the same symptoms.

In the event that an outbreak occurs at Albright Manor the following protocols will be followed:

Influenza Outbreak: Volunteers with the influenza vaccine are encouraged to continue to volunteering. Volunteers without the vaccine should not come in to volunteer.

Enteric or Upper Respiratory Outbreak: Volunteers will be asked to stay away from affected Home Areas.

**Albright Manor (Infection Control Officer) may modify or cancel programs to stop the spread of infection. The Coordinator of Volunteers or designate will contact volunteers if it is recommended that volunteers not be on duty in the building.

Parking:

You may park in any part of the parking area of Albright Manor. Please observe the handicapped parking spaces and the fire lane by the front doors.

Personnel Records

Albright Manor will keep accurate records of the necessary requirements volunteers must fulfill. These records will be accurate, current, and confidential. The record will include:

1. Complete application form/notes on the interview
2. Confidentiality Agreement
3. Police Clearance Certificate (18 years or older)
4. Terms of Agreement
5. Attendance Hours
6. Any other relevant documentation

Pets

If you would like to bring your pet into the building to visit with the residents, first clear it with the Coordinator of Volunteers. For control and safety reasons, all pets (dogs & cats) that come into the home must be on a leash. At no time are pets to be brought into resident dining rooms, or any other food preparation or service area. With respect to the café on the main floor, pets may pass through, but not remain in the café area. A copy of the pet's vaccination records will need to be given to the Volunteer Coordinator to be kept on file prior to bringing the animal in for visiting.

Privacy

Every resident has the right to privacy. Always knock before entering a resident's room, even if the door is open and wait for an invitation to enter. If you do not get an answer, announce your presence quietly as the resident may be sleeping.

To ensure privacy for each resident, NO video taping is permitted at Albright Manor. Any photographs taken must have the consent of the Manager of Program & Support Services and the written consent of the Resident.

Resignation

If you wish to discontinue your volunteer services, please notify the Coordinator of Volunteers at 905-563-8252 extension 138.

Signing in

Please record your "time-in", "time-out" and area of service on the volunteer hours sign-in sheet at each visit, located just outside the Volunteer Office. Signing your name is important as it shows who is in the building in case of emergency. Also, the information is required for volunteer records, statistical purposes and for our Annual Volunteer Ap-preciation Event.

Smoking

Albright Manor is a non-smoking facility for all residents, staff and volunteers. If you witness a resident smoking in his/her room, it is important that you report this **immedi-ately** to the nearest nursing station. Volunteers & students should refrain from giving a resident a cigarette and/or assisting a resident to smoke.

Solicitation/Canvassing

Canvassing for funds/selling of goods on Albright Manor premises on behalf of charita-ble organizations, social clubs, other institutions, for personal gain is not permitted without the expressed consent of the C.E.O.

Canvassing for donations of products and gifts from Albright Manor's suppliers is not permitted without the expressed consent of the C.E.O.

Canvassing and soliciting for political or personal support or any other such form of ac-tivity is not per-mitted without the expressed consent of the C.E.O.

Albright Manor recognizes that you may have interests in events and organizations outside the workplace. However, you may not solicit or distribute literature concerning these activities at any time in the Resident Home Areas.

Theft

We all have the responsibility to preserve and safeguard Albright Manor's property of every description. Equipment, materials and supplies are the property of Albright Man-or and must be used only for organiza-tional business and on organizational premises and must be protected from theft, misuse, or damage. Anyone caught stealing from Albright Manor or its residents will be dismissed from vol-unteering and may face possible legal ramifications.

Telephone and Mail Systems

Personal use of the telephone for long distance and toll calls or faxes is permitted only with the prior ap-proval of the Coordinator of Volunteers.

Cell Phones are not to be used in the building.

A Pay Phone is available in the 1st Floor Service Corridor.

Resident's phones are not to be used.

Wheelchair Safety

Many residents rely on wheelchairs for mobility. Some residents are able to maneuver their wheelchairs on their own while others require assistance. When assisting residents in wheelchairs (w/c), please follow these guidelines :

- 1) Introduce yourself and tell the resident why you are moving them and where you are going
- 2) Make sure the resident's hands are resting comfortably in his/her lap before starting to move the w/c. Check for blankets, hands or clothing, caught in the wheels of the chair.
- 3) Check that the foot rests are down and that the resident's feet are resting comfortably upon them. Sometimes there are no foot rest attached to the w/c so please ask the resident to pick up their feet so they won't be dragging and have the potential to be caught on carpet or in the wheels of the w/c.
- 4) Before pushing the w/c, make sure the brakes are off. A sudden start with the brakes on may cause discomfort.
- 5) Proceed slowly, turn corners cautiously and put the brakes on once the resident has reached his/her destination.
- 6) When entering an elevator, wheel the resident in backwards so that when the doors open, you can simply wheel the resident out. Make sure the resident's feet will not be caught in the elevator doors when they close.
- 7) When pushing a w/c, make sure the resident's elbows and feet will not be bumped, especially when going through doorways.
- 8) If there is a tray secured to the front of the w/c, or the resident is wearing a seatbelt or other restraint, do not remove it.
- 9) When assisting residents up or down a slope or incline, go down backwards, with you going first, supporting the person in the w/c. When going up or down a curb, tilt the chair using the tilt bar but please ask for assistance from staff first as it requires practice.

WHMIS

WHMIS stands for Workplace Hazardous Materials Information System. It is an information program created to inform and protect employees from various chemicals and hazardous materials that exist in the workplace. As a volunteer, contact with dangerous chemicals is rare, but you should be aware of the labels and symbols on such materials. Material Safety Data Sheets (MSDS) on products used at Albright Manor are located in all the Nursing Stations, the Kitchen, and Reception. Feel free to ask questions about exposure to or handling of labeled materials while volunteering at Albright Manor.



Albright Manor Volunteer Orientation Terms of Agreement

Name of volunteer _____ Date _____

I, _____ acknowledge that I have read the Albright Manor Volunteer Handbook, and have been given ample opportunity to ask any questions not made clear in the book, and hereby do agree to conduct myself in a manner that would be considered appropriate, given my position.

At all times I will respect the rights of the residents, their family and those of my co-volunteers and all other Albright staff that I may encounter during my work at Albright Manor.

I understand that failure to abide by these rules and regulations will result in disciplinary action up to and including termination of my volunteer services.

NAME (*please print*) : _____

SIGNATURE: _____ DATE : _____

NAME OF WITNESS (*please print*) : _____

SIGNATURE: _____ DATE : _____

****Please submit this form to the Coordinator of Volunteers upon completion of reading the Volunteer Handbook****