

Lions Housing

Volunteer Information Handbook

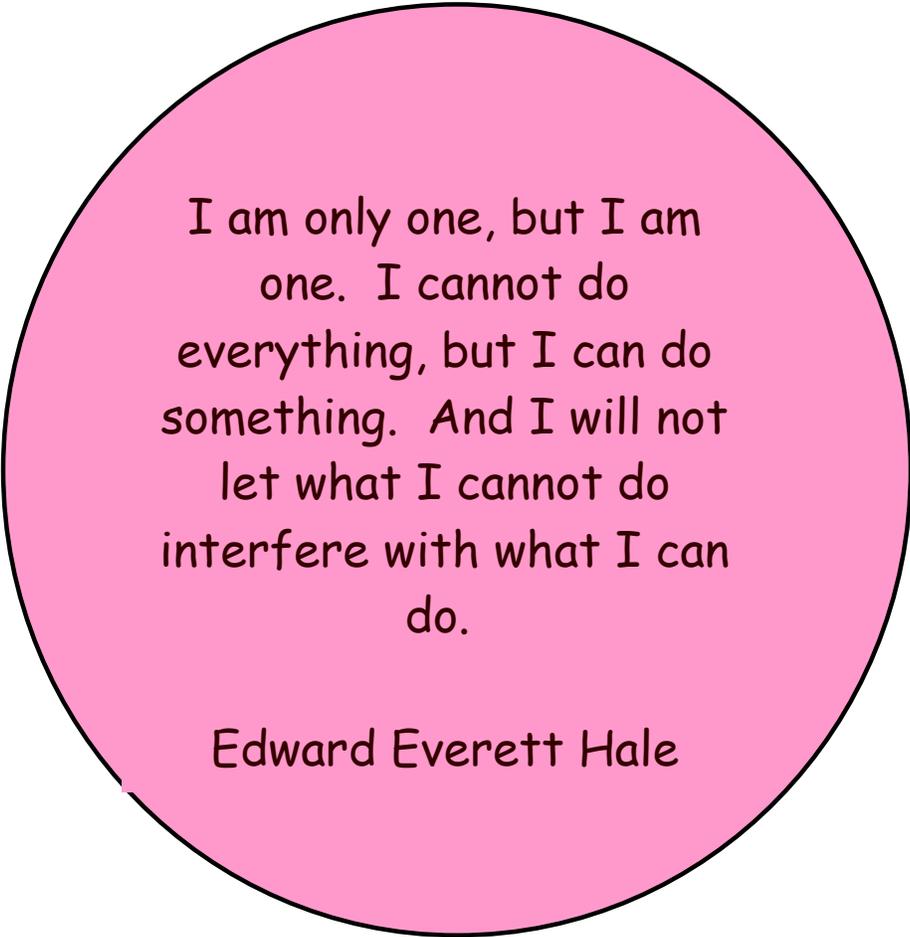


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I am only one, but I am
one. I cannot do
everything, but I can do
something. And I will not
let what I cannot do
interfere with what I can
do.

Edward Everett Hale

WELCOME TO LIONS HOUSING CENTRES

This handbook was designed to prepare you for the volunteer experience you are about to begin. It is intended only as a preliminary guide. There is also orientation and training offered that will help you to be a well-informed volunteer.

Volunteers play an active role in supporting, enhancing, and expanding the many services offered to Residents and Members at Lions Housing Centres.

The volunteer Resources Department believes that volunteers who have been carefully selected, trained, and given appropriate assignments can add a great deal to the quality of life for the Residents/Members at Lions Housing Centres.

There are many volunteer opportunities available at the Housing Centres and whatever you choose to do, your efforts will be appreciated, valued, and will make a difference in the lives of our Residents and Members.

We properly screen all prospective volunteers.

LIONS HOUSING CENTRES' MISSION, VISION, & VALUES

MISSION

To serve the evolving needs of seniors, families and the community through specifically designed facilities, personalized services and quality programs.

VISION

Caring for all to create a healthy and vibrant community.

VALUES

- ▲ Care
- ▲ Integrity & Honesty
- ▲ Dignity
- ▲ Respect

ORGANIZATIONAL STRUCTURE

HOW TO CONTACT US

LIONS HOUSING CENTRES		320 Sherbrook Street
Volunteer Coordinator		784-2709
Director of Volunteer Services		784-2708
Privacy Officer		784-2707
CHARLESWOOD ADC		3619 Roblin Boulevard
ADC Coordinator		889-4608
CONCORDIA ADC		116-1100 Concordia
ADC Coordinator		661-2298
LIONS MANOR		320 Sherbrook Street
Reception		784-1240
Recreation Coordinator		784-2709
Supportive Housing – 5 th floor		784-2716
Supportive Housing – 6 th floor		784-2717
Supportive Housing – 7 th floor		784-2718
LIONS PERSONAL CARE CENTRE		320 Sherbrook Street
Administrative Assistant		784-2700
Director of Care		784-2701
Recreation Coordinators		784-2712
2 nd Floor		784-2710
3 rd Floor		784-2714
4 th Floor		784-2719
LIONS PLACE		
Reception		784-1210
Recreation Coordinator		784-1273
LIONS PLACE ADC		610 Portage Avenue
ADC Coordinator		784-1229
MANOR ADC		320 Sherbrook Street
ADC Coordinator		784-1378

ABOUT OUR FACILITIES

The Lions Club of Winnipeg, a not for profit service club, through its operating subsidiary, Lions Housing Centres provides a variety of innovative housing, program and service options to clients of all ages, status and cultural backgrounds

Lions Manor

This senior's residence with 93 self-contained suites provides affordable, comfortable housing and a community lifestyle. Independent living provides services such as laundry and housekeeping, meal plan packages, a recreational program, and a Tenant Resource Coordinator.

Supportive Housing

Located on the 8th floors of Lions Manor, south tower, the program offers a variety of daily leisure activities, with innovative support and twenty-four hour care options.

Lions Place

A second seniors' residence; the 287 suite Lions Place opened in 1983. There are a wide variety of services and programs to make seniors' lives interesting, healthy, interactive, and productive. Social, recreational and fitness programs, meal program, grocery store and hairdresser.

Lions Personal Care Centre

This long term care facility has an emphasis on comfort, holistic care and wellness. It opened in May of 2000 and is home to 116 Residents. Along with resident rooms, the centre houses management offices, a multi-purpose activity area, library and lounge.

Adult Day Clubs

Lions Housing Centres operates four Adult Day Clubs under contract with Manitoba Health and the Winnipeg Regional Health Authority. Each week, the Lions Adult Day Clubs provide unique programs and recreational activities for more than 260 seniors residing in the community.

- Manor Pacesetter Program
- Lions Place Adult Day Club
- Concordia Adult Day Club
- Charleswood Adult Day Club

Lions Manor Student Residence

Located in Lions Manor, south tower. Lions partnered with the University of Winnipeg in 2002 and now provides housing for students.



LIONS HOUSING CENTRES RESIDENT BILL OF RIGHTS

In accordance with Lions Housing Centres' mission and philosophy, all persons residing in our Personal Care Centre community are entitled to the following Rights:

1. The same rights and freedoms as all Canadian citizens, such as those recognized by the United Nations Universal Declaration of Human Rights, the Canadian Charter of Rights and Freedoms, and the Manitoba Human Rights Code;
2. The right to be treated with courtesy and respect in a way that promotes dignity, and values individual qualities, characteristics and differences;
3. The right to be cared for in a manner consistent with physical, emotional, psychological, social, recreational, spiritual and cultural needs allowing for reasonable and responsible:
 - freedom of movement;
 - freedom to express personal opinions, wants and feelings, and to be taken seriously;
 - freedom to have wants and needs met in a meaningful and relevant manner;
 - freedom to participate in recreational activities of choice;
 - freedom to exercise choice of religion, culture and language.
4. The right to choose and establish meaningful relationships and interactions with other Residents, staff, family, friends, legal representatives and others in the community;
5. The right to live in a clean home-like environment that provides as much safety and security as is reasonably possible;
6. The right to be free from all forms of mistreatment (physical, sexual, mental, emotional, financial or a combination);
7. The right to reasonable privacy while receiving medical or personal care;
8. The right to give or refuse consent to medical treatment, including medication, as expressed personally or through a legal representative;
9. The right to receive information contained in the personal health record and to have the privacy and confidentiality of such health information protected;
10. The right to receive basic information related to policies and procedures in effect at any particular time;
11. The right to initiate complaints, or to make commendations, or to appeal any decisions involving the quality of care and services received;
12. The right to be free from all forms of reprisal, retribution or discrimination as a result of exercising any of the above rights and freedoms.

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OCCURRENCE REPORTING

An **occurrence** is an event, accident, or circumstance that resulted in or could have resulted in an unintended, undesired outcome. An occurrence may result in an injury to an individual and/or damage or loss of equipment or property.

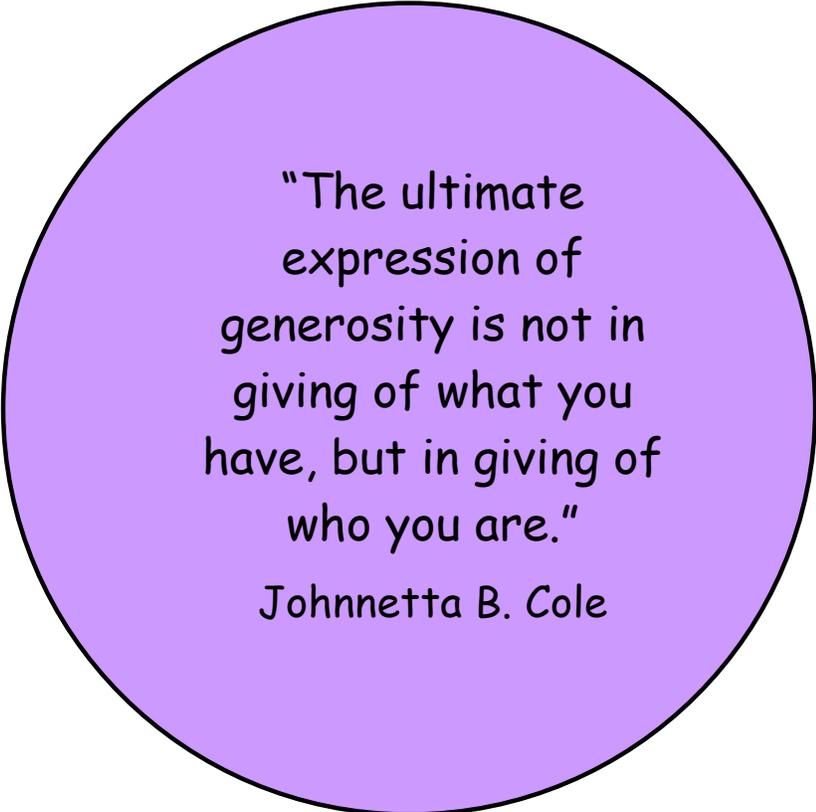
Any volunteer who discovers an occurrence is required to report this event to a Recreation Coordinator, nurse or Volunteer Coordinator who will complete an Occurrence Report.

CONCERN REPORTING

Any concern regarding the care and/or services provided at Lions Housing Centres should be brought forward to the Volunteer Coordinator or Recreation Coordinator.

PCC RESIDENT CALL BELL SYSTEM

A Resident call bell is located in each PCC Resident room at their bedside and in their washroom. Call bells are also located in each common bathroom/tub room. These bells alert staff that a Resident needs assistance. As a volunteer you can respond to a call bell if you are in the vicinity. If you are able to assist the Resident, please do so, e.g. turn on the TV. If you are unable to assist, e.g. Resident needs to use the washroom, advise the Resident you will obtain a staff member to assist. Let the Resident know when the staff member will be available to assist them.



"The ultimate expression of generosity is not in giving of what you have, but in giving of who you are."

Johnnetta B. Cole

CONFIDENTIALITY/PHIA

Lions Housing Centres, as an employer, retains the right to determine circumstances in which information shall be deemed confidential.

Lions Housing Centres, as a trustee of personal health information under the Personal Health Information Act (PHIA), maintains and adheres to standards of confidentiality.

All individuals associated with Lions Housing Centres (employees, contracted individuals, companions, volunteers, students, external partners, researchers) are responsible for maintaining the security of all oral, written or computerized confidential information assessed, handled or viewed in the course of one's work.

Communication of, or access to, such information is acceptable only in the discharge of one's duties and responsibilities. Discussion shall not take place in public places (lounges, lunch room, hallways, off premise etc.) or in the presence of persons not entitled to such information.

All employees and those persons associated with Lions Housing Centres with access to personal health information about Residents and or employees will manage the information in accordance to centre policy. Failure to comply with this policy could result in disciplinary action up to and including dismissal. As a condition of service, all volunteers are required to sign a pledge of confidentiality with respect to personal health information.

Confidential information regarding Residents:

- a) the nature of the Resident's illness, its course, its treatment and any other information disclosed by the Resident
- b) all information learned from or observed, regarding the Resident, including conduct or behavior which may be a result of illness or the effect of treatment
- c) the Resident's demographic information, financial position, home conditions, domestic difficulties or any other private matters relating to the Resident which have been disclosed.

Confidential information regarding volunteers:

- a) any information contained in the volunteer's application for volunteer service.
- b) any information learned regarding the volunteer such as medical history, home conditions, financial situation, demographics, domestic difficulties or any private matters that have been disclosed by volunteers in the course of business

Confidential Information regarding Lions Housing Centres

- a) any information regarding the business affairs of Lions Housing Centres that has not been authorized for release including operational and financial information

Access to personal health information is coordinated by the Privacy Officer of the facility in accordance with facility policy.

ABUSE

Lions Housing Centres is committed to having an organization where seniors are not abused.

Abuse includes physical, sexual, mental, emotional, financial mistreatment and neglect. If you believe or suspect that any Resident or Member is being abused report this to the Recreation Coordinator or the Volunteer Coordinator to ensure that appropriate interventions are taken to keep the Resident or Member safe.

PROTECTING PERSONS IN CARE (Applies only to the PCC)

In May 2001, The Protection for Persons in Care Act (PPCA) came into effect.

The Act is law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility.

Under this law, the definition of abuse includes physical, sexual, mental, emotional, financial mistreatment and neglect. Any of these, alone or in combination, is considered "abuse" if the mistreatment is reasonably likely to cause death, serious harm or significant property loss.

In Manitoba, it is now mandatory to report suspected abuse promptly. This means that anyone who has a reasonable basis to believe abuse is occurring, or is likely to occur, must report these concerns as soon as possible.

With the introduction of this new law, Manitoba Health has set up the Protection for Persons in Care Office (PPCO). This office receives and investigates reports of suspected abuse. If you suspect abuse:

- ◆ If a person's life or well-being is in immediate danger, take steps to ensure the person's safety first.
- ◆ Complete the Protection for Persons in Care Reporting Form and fax to the Protection for Persons in Care Office at 775-8055.
- ◆ If you're not sure whether a situation needs to be reported, call the Office for assistance.

When suspected abuse is reported in good faith, the Act prohibits:

- ◆ any interruption in the care and services provided to patients and Residents
- ◆ any action or proceedings against any person, including health facility employees, for reporting suspected abuse.

The Act also protects caregivers, and other work with persons in care, against malicious reporting.

The Reporting and Investigation Process

Here's how the process works:

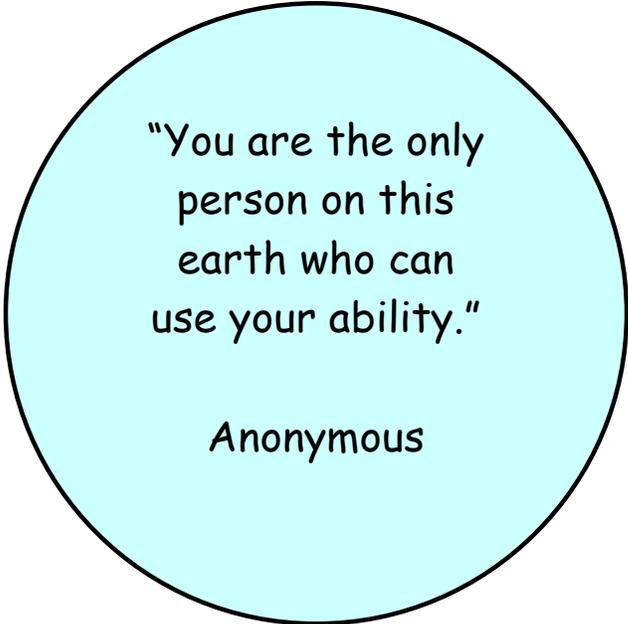
- ◆ After receiving a report of suspected abuse, the Protection for Persons in Care Office inquires into the matter.
- ◆ Where there is reason to believe that abuse has occurred, or is likely to occur, the matter is quickly investigated.
- ◆ Under the law, a health facility operator may be required to take action as a result of this investigation.
- ◆ Where necessary, the incident may be referred to a professional regulatory body for further review.
- ◆ Any failure to comply with the Act, including intentionally making a false report, may result in charges being laid and fines imposed.

For more information, please contact:

The Protection for Persons in Care Office

Address:	300 Carlton Street Winnipeg, MB R3B 3M9
Telephone Number:	(204) 788-6366
Toll Free in Manitoba:	(866) 440-6366
Deaf Access Line TTY/TDD:	(204) 774-8618
Toll Free Deaf Access Line in Manitoba:	(800) 855-0511
Fax:	(204) 775-8055
Email:	protection@gov.mb.ca
Website:	www.gov.mb.ca/health/protection

In the event of abuse or suspected abuse, please refer to Lions Housing Centres' policy #20.10.020, which outlines specific internal procedures to follow. This policy is located in the Corporate Policy Manual. There is a copy of this manual in each department/unit.



"You are the only
person on this
earth who can
use your ability."

Anonymous

INFECTION CONTROL

Infection Prevention and Control in any setting is important, but with our senior population it is even more important. Why? Because as we age our immune response or ability to fight off infection gets weaker.

In Health Care we talk about Routine Practices and Additional Precautions. Routine Practices are the basic precautions we put in place to prevent infection because we know that microorganisms (germs) are always present and can be transferred from person to person. Additional Precautions are implemented when we identify an infectious agent and want to prevent the spread of that specific agent. This could include gloves, gowns, and/or masks.

There are a number of things volunteers, visitors, and staff can do to decrease the spread of infection.

Perform hand hygiene.

Follow respiratory etiquette.

Get immunized.

Be aware of your own health.

Hand washing is the most important way to prevent the spread of microorganisms.

When do you need to perform hand hygiene?

- When they are visibly dirty;
- Before preparing and immediately after handling food;
- After using the toilet, changing/handling incontinent products, or helping someone use the toilet;
- After contact with contaminated surfaces (e.g. garbage bins, cleaning cloths);
- After handling pets;
- After contact with blood or body fluids (e.g. emesis, saliva);
- Before and after giving care or visiting someone who is ill, or someone who is less able to fight off infections;
- Before preparing and taking medications;
- Before inserting and removing contact lenses.

How to wash your hands?

1. Wet hands under warm running water.
2. Apply soap and distribute over hands.
3. Rub hands together vigorously for 15 seconds to create a good lather. Rub:
 - Palm to palm
 - Fingertips of each hand with opposite hand
 - Between and around fingers
 - Each thumb clasped in opposite hand
 - Back of each hand with opposite palm
4. Rinse hands thoroughly under warm running water.
5. Pat hands dry with a clean paper towel.
6. Turn off faucet using another clean paper towel.
7. Use paper towel to open the door.

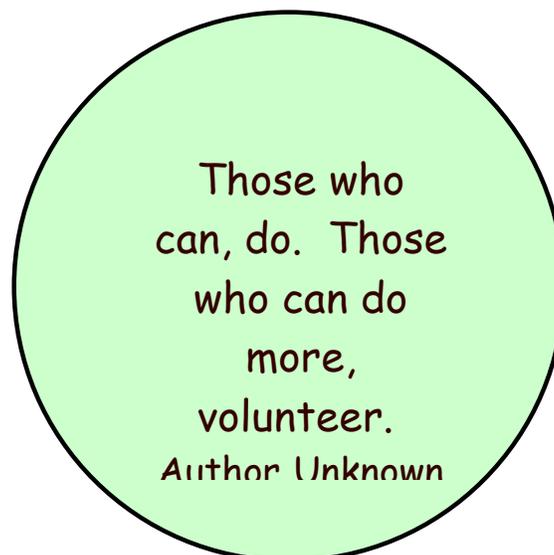
How to clean your hands using hand sanitizer:

1. Apply a dime-sized amount of sanitizer into palms of dry hands.
2. Rub hands:
 - Palm to palm
 - Fingertips of each hand in opposite palm
 - Between and around fingers
 - Each thumb clasped in opposite hand
 - Back of each hand with palm of opposite hand
 - Dry hands by rubbing – do not wipe off.

Do not use hand sanitizer if your hands are visibly soiled – you need to wash with soap and water.

Ensure your hands are completely dry before performing another task.

If hands are dry or chapped, a small amount of lotion or barrier cream may be applied.



RESPIRATORY ETIQUETTE

Cover your coughs and sneezes:

- Use a tissue to cover your sneezes and coughs. Throw the tissue in the garbage and wash or sanitize your hands.
- If you don't have a tissue, cough or sneeze into your sleeve. Wash your hands often.

INFLUENZA IMMUNIZATION

Each fall we offer Influenza Immunization, commonly known as the flu shot to Residents, Staff, and Volunteers. This is a very simple step that we can take to decrease the likelihood of our Residents getting Influenza.

Some interesting facts about Influenza and the flu shot:

- We can spread Influenza to other people even when we don't have symptoms.
- Influenza can kill people; it is a very serious infection.
- Influenza is a respiratory infection.
- You cannot get Influenza from the flu shot.
- You need to get the flu shot every year.

ADDITIONAL PRECAUTIONS

If you see signs on a Resident room saying that there are additional precautions report to the nurse. The nurse will give you direction on what you need to do to protect yourself and others from the spread of infection.



Volunteers do not
necessarily have the
time; they just have
the heart.

Elizabeth Andrew

EMERGENCY RESPONSES

Information regarding the Centre's emergency responses is located in the Centre's Emergency Incident Command System Manual.

Employees receive training on the Centre's emergency responses at general orientation.

Emergency codes are posted near all phones for easy reference.

CODE	EMERGENCY
Red	Fire
Green	Evacuation
White	Violent or Potentially Violent Situation
Yellow	Missing Resident or Member
Blue	Medical Emergency
Brown	Chemical Spill
Black	Bomb or Bomb Threat
Gray	External Air Exclusion
Purple	Hostage Taking
Orange	Incoming Evacuation

These codes provide a way of communicating emergent situations to staff.

Once the situation is resolved, the code is cleared by announcing the Code and all clear two times over the telephone paging system. E.g. Code White all clear, Code White all clear.

FIRE SAFETY PROGRAM

"Code Red" is the signal for fire.

Upon hearing the alarm:

- If you are with a Resident or Member remain with them and offer reassurance.
- Wait for instruction from the Recreation Coordinator or other staff (nurse, tenant companion, etc.)
- Do not use the elevators.
- Return to normal activities when "All Clear" has been announced.

WORKPLACE HAZARDOUS MATERIAL INFORMATION SYSTEMS (WHMIS)

Lions Housing Centres, through the course of its business utilizes chemicals and substances that are covered by WHMIS regulations. All employees have received education regarding the safe handling of the substances. Volunteers are not authorized to handle sharps and spills at any time. Volunteers must report any sharps and spills to staff. Sharps include needles, blades, and items with rough or sharp edges including broken glass, plastic or metal. Spills include any liquids or powder substance. Body Fluids include blood, vomit, saliva, fecal matter or urine.

Accidents/accidental exposure to a chemical is to be immediately reported to the individual in charge.

An Occurrence report will be required.

WORKPLACE SAFETY AND HEALTH (WSH)

Lions Housing Centres is committed to the safety of its employees/volunteers, through the establishment of a partnership consisting of safety conscious employees, operating within a company provided safe working environment. Lions Housing Centres will not knowingly permit unsafe working conditions or unsafe working practices to exist. Lions Housing Centres is thus committed to a continuous improvement process that will result in a safer working environment for all.

A joint management and employee Workplace Safety and Health Committee is in place to identify and address workplace safety and health concerns to promote accident prevention, and employee health and safety.



VOLUNTEER POSITIONS

There are a wide variety of volunteer positions available at Lions Housing Centres.

Active Games

- Our Residents enjoy playing games such as bowling, horseshoes and the Wii and need volunteers to assist them in these games.

Musical Entertainment

- If you have a musical talent that you would like to share with our Residents, they would love to hear it!

Cards/Board Games

- Having a visit and playing a few games of cards or a board game to pass the time.

Bingo

- Assisting our Residents in their weekly Bingo games.

Crafts

- Volunteers to coordinate and assist our Residents in a craft project.

One-to-One Visit

- A personal visit with our Residents to establish a friendship and good conversation.

Pets

- If you enjoy Pets, this may be the opportunity for you. This would include assisting with pet visits by visiting with our Residents in common areas and their rooms.

Outings

- Each month our Residents enjoy different outings. We are always looking for volunteers to assist on these outings. Volunteers must be physically able to push a wheelchair.

Summer BBQ's

- Everyone enjoys summer BBQ's, our Residents are no different. Lions Housing Centres have summer BBQ's on Fridays and we would welcome volunteer assistance in serving our Residents.

Gardening

- Each spring the Residents enjoy planting their vegetable and flower garden and would welcome assistance from volunteers in doing this.

Please speak to the Volunteer Coordinator if you would like to explore any of these volunteer opportunities.

VOLUNTEER GUIDELINES

Be present and on time for every commitment you make. If you find yourself unable to meet an obligation, notify the Volunteer Coordinator or Recreation Coordinator as far in advance as possible.

Respect the rights of each and every Resident. Remember to knock before entering a Resident 's room, and wait for the Resident 's reply.

Upon entering a Resident 's room, remember to always introduce yourself. Never speak of or about the Resident as if they were not there or could not understand.

Show empathy for our Residents, not sympathy. Empathy is the ability to relate to another and understand their feelings without condescension or over involvement.

Do live up to the responsibility of your volunteer role. Volunteer work is not something that can be done in a few odd hours when there is nothing more exciting to do. Rather, it is a responsibility that requires an allotment of time and energy.

Be sure to respect the confidential aspects of your assignment, and the dignity and privacy of the Residents with whom you work.

Do become involved; in a warm and natural manner with Residents. Do not become over involved. When in doubt, contact the Volunteer Coordinator or the Recreation Coordinator.

Be optimistic about life in general and the Resident 's outlook in particular. Don't try to encourage un-realistic goals or attitudes.

Be honest and genuine at all times. Be friendly and have fun yourself.

Ask a staff member if there is something you are unsure of or do not understand. Be willing to accept supervision from the professional staff.

Regard each Resident as an individual. Do respect any cultural, ethnic and personality differences.

Do not give food, candy, cigarettes, matches, or money to any Resident without prior approval.

Do not offer medical advice to Residents.

VOLUNTEER ATTENDANCE

If you are unable to report for your shift, it is important that you contact the Volunteer Coordinator at volunteercoordinator@lhc.ca or (204) 784-2709 to advise her, or contact the Recreation Coordinator at 784-2712.

NAMETAGS

Personalized volunteer nametags are provided for volunteers. The nametags identify you to the staff and residents and to the members of the community when you are on an outing. They are kept where the sign-in book is located, and must be worn at all times when volunteering.

REPORTING HOURS

Volunteers are asked to record arrival and departure times in the volunteer sign-in book, located in the designated area.

NOTIFICATION OF CHANGE OF ADDRESS AND PHONE NUMBER

Please report any change of address and phone numbers to your Recreation Coordinator and to the Volunteer Coordinator.

PARKING

Limited parking is available at Lions Manor and Lions Place. All visitors must park in visitor parking and register their vehicles at the front desk in both buildings.

STORAGE OF PERSONAL BELONGINGS

Items such as purses or jackets may be put in a designated area. The organization cannot be responsible for any personal items which are lost or stolen on premises, therefore do not bring large sums of money or valuables with you when you volunteer.

DRESS CODE

Clothing should be neat, clean, comfortable and appropriate to the position you are working in. If working in an area where you are on your feet or pushing a wheelchair, comfortable close-toe shoes or running shoes are recommended. Blue jeans are acceptable if clean and not ripped. No revealing clothing e.g. no bare midriffs. We are a scent free facility.

SMOKING

We are a nonsmoking facility.

ETHICS

Gifts/money are not to be accepted from residents. Moral, religious and political views are a matter of individual choice. Do not discuss these issues with residents.

PROVIDING ASSISTANCE TO RESIDENTS

Please do not handle money or make purchases for a resident. Never sign any legal documents for residents. All such requests should be directed to your Recreation Coordinator or the Volunteer Coordinator. Do not dispense medicines (over the counter or prescription pills, creams, eye drops, etc.) or provide medical advice to residents.

TELEPHONES / WASHROOMS

Please do not use the telephone or washrooms in the residents' rooms. The telephones of the Centre are for business purposes only. There is a courtesy phone located on the main floor or the Lions Manor South Tower that you can use; we ask that you limit your calls to 5 minutes. At no time is it permitted to use a Resident's phone.

Volunteers are encouraged to request family/friends/businesses to call the Centre only for urgent/emergent messages.

Cell phones are not permitted when volunteering.

INSURANCE COVERAGE

Volunteers acting as agents of Lions Housing Centres are covered under the organization's general liability insurance. Such coverage protects volunteers from liability claims made against them in the course of their duties. Volunteers driving their own vehicles as part of their volunteer activities are insured only to the extent of the insurance coverage, they as vehicle owners have purchased.

EFFECTIVE COMMUNICATION

Effective communication by caregivers/service providers enhances the Resident 's well being. It is everyone's responsibility to strive for excellence in this area.

Communication may be verbal, non-verbal (gesturing, body language, eye contact, listening, touching or written). General verbal and non-verbal communication techniques include:

- ◆ Respect the Resident 's right to privacy and confidentiality of personal health information
- ◆ Limit distractions and environmental noise
- ◆ Approach the Resident from the front
- ◆ Respect an individual's need for personal space
- ◆ Attract the Resident 's attention before speaking, by stating his/her name, or touching the arm/hand
- ◆ Establish same level eye contact, where possible avoid situations where the Resident is required to look up at the caregiver
- ◆ Speak calmly, slowly and in short sentences, avoid being condescending
- ◆ Ask simple questions that require only a 'yes' or 'no' for an answer
- ◆ Use concrete terms and familiar words
- ◆ Use a calm, cheerful, reassuring tone of voice
- ◆ Never shout, keep the pitch of your voice low
- ◆ Avoid arguing with a Resident
- ◆ Allow Resident ample time to respond, repeat/rephrase questions/comments if appropriate

- ◆ Listen carefully, without interruption and paraphrase what you have heard, to enable the Resident to identify if he/she has been heard
- ◆ Praise, in a non-patronizing way, for any activity well done
- ◆ Thank the Resident when the situation calls for it
- ◆ Use humor to reduce tension and develop camaraderie
- ◆ Try demonstrating visually what you are saying by use of gestures, pointing etc
- ◆ Try a change of subject or time apart if frustration is developing
- ◆ Acknowledge feelings e.g.: anger, sadness as identified from tone of voice gestures etc when unable to understand what is being said
- ◆ Seek input from staff about possible meanings of words, names or phrases
- ◆ Don't order the Resident around
- ◆ Don't tell a Resident what he/she can't do, rather phrase your request in a positive manner e.g.: instead of saying "You can't go outside now" try "We'll do that later. Let's sit down and look at these pictures."
- ◆ Use "I" statements. E.g. I need you to come with me.
- ◆ Don't ask a lot of direct questions that rely on memory
- ◆ Try redirecting a Resident 's attention to other activities (i.e. going for a walk, changing the subject, offering a snack, turning on some music) to diffuse an angry or anxious mood
- ◆ Ignore verbal outbursts. If you can't think of any positive response, try apologizing and letting the subject drop or change the emotional tone of the conversation
- ◆ Try using other forms of communication that convey concern and affection i.e. familiar songs, gentle touch, massage, favorite foods, walking together
- ◆ Try using communication boards to write what you want/are saying

The purpose of life is not to be happy - but to *matter*, to be productive, to be useful, to have it make some difference that you have lived at all.

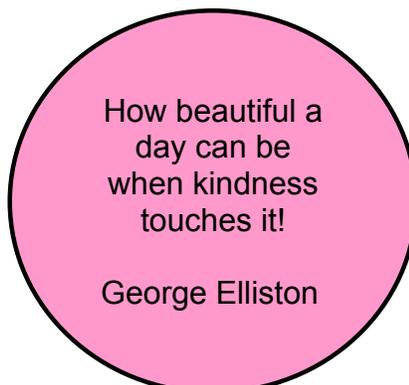
Leo Rosten

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.

- ◆ Speak to the Resident and make sure she/he knows you are going to "push" her/his wheelchair before you begin any movement. Never surprise a person by coming up from behind. Introduce yourself, if you feel she/he does not know you.
- ◆ Always lock the wheels when parking a wheelchair.
- ◆ Always lock the wheels when the Resident is transferring or going to stand.
- ◆ If Resident is restrained, make sure she/he remains restrained.
- ◆ Go slowly. There is a danger of running into other Residents if you whiz down the hall.
- ◆ Keep Resident 's arms and hands within chair----watch elbows when rounding a corner.
- ◆ Make sure Resident 's feet are securely on the pedals.
- ◆ Keep lap robes and other clothing items out of wheels.
- ◆ Never let wheelchair roll down an incline by itself or push and let go of the wheelchair.
- ◆ Report unsafe or broken wheelchairs.
- ◆ Park empty wheelchair so that doorways are never blocked and that the pedals do not stick out in doorways or halls where someone may bump into them and fall.
- ◆ Watch that urinary drainage tubing is not caught in the wheels.
- ◆ Let the Resident know when you are leaving her/him.
- ◆ Never lift a wheelchair with a Resident in it.

Volunteers must not lift or attempt to transfer Residents/Members from bed to chair/wheelchair as you may injure yourself and/or the Resident/Member.



VOLUNTEER COMPLAINTS

Lions Housing Centres believes that good relations will result through understanding and recognition of the individual. Every effort is made to ensure that volunteers are treated fairly and equitably in their jobs and that working conditions are reasonable and safe. Any problems that occur in a volunteer's work should be discussed with a member of the Recreation Coordinator or Volunteer Coordinator, who will endeavor to solve the problem in a satisfactory manner.

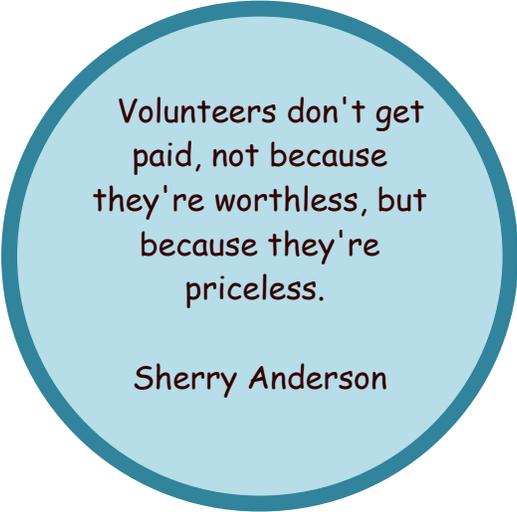
All problems/concerns are to be brought forward as soon as the problem/concern occurs. Discussions regarding the problem/concern should take place in a confidential area. Discussions taking place in a public area or with individuals other than those specified creates conflict and non-respect in the workplace and is strongly discouraged.

TERMINATION OF SERVICE

Volunteers wishing to terminate their service with Lions Housing Centres are expected to give notice to the Volunteer Coordinator. This is very important to ensure coverage of planned service commitments and avoid disruption to Resident service expectations.

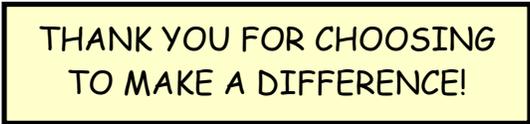
CANVASSING AND SOLICITATION

Volunteers may not display, sell, advertise, solicit, or peddle any goods or services without prior written authorization of the Assistant Executive Director.



Volunteers don't get
paid, not because
they're worthless, but
because they're
priceless.

Sherry Anderson



THANK YOU FOR CHOOSING
TO MAKE A DIFFERENCE!