



CARRINGTON PLACE RETIREMENT RESIDENCE LIMITED

75 Dunham Drive, Ancaster, Ontario, L9G 1X7, Phone (905) 648-0343 Fax (905) 648-9581

VERY IMPORTANT VOLUNTEER INFORMATION

Carrington Place Retirement Home

75 Dunham Drive,
Ancaster, ON
L9G 1X7
905-648-0343

Thank you for showing an interest in Carrington Place and offering to give of yourself and your own time to improve the quality of life for our residents. Volunteering with seniors not only requires patience and understanding, but it can also be a lot of fun. The assistance that volunteers provide is greatly appreciated and we hope that the time you spend at Carrington will be rewarding for you.

The following includes important information that all volunteers must take seriously for their own safety and the safety and security of the residents and staff. If you ever have any questions please do not hesitate to ask!



Carrington volunteers are always expected to be **punctual**. A **schedule** will be created for you (whenever possible) so that your visits can be scheduled when convenient for you. These expected visits will be arranged with you in advance.

For any changes to the schedule or foreseen absences due to illness etc. volunteers are expected to contact the Activity Director as soon as possible. This allows her to try to find a replacement. As a volunteer it is your responsibility to notify the

Activity Director if you can not make it in.

Please be on your best behaviour at all times during volunteering. This includes respecting the dignity and rights of the residents, being polite to all staff, residents, and visitors. While on duty, volunteers are required to introduce themselves to all staff and residents.

☞ **Room Visitation:** At times you may be required to visit a resident's room. Be sure that you respect the resident when entering their room; after all it is their home. You may show your respect by always knocking before entering, removing dirty footwear, and by showing consideration for the resident's belongings.

☞ **Resident Information:** Under no circumstance is a volunteer allowed to read a resident's chart. This information is private. If the volunteer feels that he/she needs to know resident

information (i.e. the resident's diet), a staff member should be asked. Necessary information will be given to the volunteer. If a resident informs the volunteer of new medical information (i.e. lump, sore, pain, etc.) please inform the nurse on duty.

- ☞ **Confidentiality:** Maintaining confidentiality is a very important part of being a volunteer. Any personal information that you learn about a resident is to be kept confidential. If you learn something that causes you concern you are welcome to discuss it with **staff**, not other residents or other volunteers. If someone requests information from you regarding a resident, please direct them to talk to a staff member.
- ☞ **Transferring Residents:** Volunteers should not transfer residents. This includes toileting and moving residents. This is a staff responsibility. To transfer a resident without proper training can lead to injury of yourself and the resident.
- ☞ **Smoking** is not permitted any where in the building, including the residents' rooms. Smoking is permitted outside at the north east end of the building. There is a butt receptacle provided on the fence post.
- ☞ **Emergencies** should be reported to staff immediately. If you detect fire or an emergency with a resident (choking, fall, etc.) a staff member should be notified, and you will await further information.
- ☞ **Gifts:** Because some residents are very appreciative of your services they may wish to give you gifts. Please accept them at your own discretion. Small gifts (candy, cards, etc.) are quite acceptable whereas larger gifts, especially money, should be politely declined.
- ☞ **Valuables:** Carrington Place is not responsible for lost or stolen items. Please avoid bringing valuable items with you to volunteer. If you must bring something valuable, please ask the Activity Director for a safe place to leave these items while you volunteer or keep your valuables with you.
- ☞ **Signing In:** Please sign in the volunteer sign-in book, located in the activity room on the desk nearest the door. All volunteers must sign in and keep a record of their hours. This is especially important for students who will need a record of the number of hours that they have volunteered.
- ☞ **Illness:** Please do not come into the home if you are not feeling well. Illness such as colds and flu can be very dangerous when brought in to the home. To avoid putting our residents at additional risk, please call us and let us know that you will be unable to make it in to volunteer. We will gladly reschedule your visit.



- ☞ **Hand washing:** Please be sure that you practice good hand washing techniques while volunteering. Not only will you protect yourself, but you will protect residents from the spread of infection. It is especially



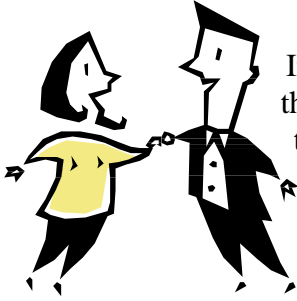
important to wash your hands thoroughly if you are helping with activities that involve food and/or drink or you are assisting with setting up for a meal.

- ☞ **Sharing Information:** We recommend that you do not give your phone number to any resident. This prevents the possibility that a resident will call you at home unnecessarily. If a resident needs to contact you for a legitimate reason, they can speak to staff member who will know how to contact you. If you need to contact a specific resident you are welcome to call Carrington (the phone number is on the first page of this package) and the staff member who answers will be happy to assist you or put you in touch with the Activity Director.
- ☞ **Washrooms:** There are washrooms available on the first floor (near the elevator) and in the activity room on the lower floor. Please use either of these and not the washrooms in a resident's room.
- ☞ **Parking** is available behind Carrington. Please avoid parking in the front driveway (i.e., the drive through) as it should be left free for delivery and emergency vehicles.
- ☞ **Dress Code:** It is important to dress appropriately when volunteering at Carrington Place. While casual dress is most often appropriate, we would ask that you wear dress pants or a skirt when helping at more formal affairs (i.e. special dinners). When in doubt ask the Activity Director. We have also established some guidelines as to what is appropriate.
 - ◆ Tank tops and those that are quite revealing (very low cut, show the tummy, etc.) are not permitted.
 - ◆ In the summer, shorts are permitted, but we encourage knee length shorts (or skirts).
 - ◆ Closed toe shoes are recommended. Clean athletic shoes are acceptable.
 - ◆ Hats and visors are not to be worn indoors. It is a sign of respect to remove your hat when entering a building.
 - ◆ Coats can be hung in the closet next to the back door in the lobby.



Any and all concerns/questions are to be brought to the Activity Director's attention **immediately** so that they can be corrected/answered as soon as possible.

Communication Techniques



In order to get the most out of a volunteer session for both the resident and the volunteer, it is important that the volunteer use good communication techniques when speaking and listening to a resident. It is very important that your non-verbal (the information you convey without speaking) and your verbal (the words you use to get your message across) convey the information that you are happy to be there and are ready to listen. You do not want to display impatience. Be sure that both the sender and receiver of information understand what the other is trying to say. At times, certain conditions may make communicating difficult. Be aware of these conditions, and be sensitive to them. Good communication techniques lead to a successful visit and promote the dignity and respect of the resident. The following is a list of guidelines that should be used when communicating with our residents.

- ☺ Look at the resident with whom you are speaking. Always introduce yourself and explain why you are there speaking to them. (i.e. “I just wanted to let you know that we are having a birthday party, would you like to come?”)
- ☺ Do not interrupt. Allow the resident to finish speaking before you respond. A volunteer should never attempt to finish a resident’s sentence unless they are looking for your help to finish it.
- ☺ Please respond to what a resident has said to you before you interject your own thoughts.
- ☺ Be open to learn new things. A resident may be able to teach you something.
- ☺ Be sure that you give the resident your full, undivided attention.
- ☺ Please do not act defensive, judgmental, or form stereotypes of the residents. Under no circumstance should you put down the resident.
- ☺ Seek clarification, when needed, to be sure that you fully understand the residents.
- ☺ Limit background noise; choose a quiet place to talk.
- ☺ Find a position that best allows a resident to hear you. (i.e., sit on the side that a resident hears best from.) Face the resident and speak slowly. If the resident has difficulty hearing he/she may try to read your lips.
- ☺ Speak up if the resident has difficulty hearing. Be sure that you know this information prior to your visit. He/she may feel insulted if they think you are yelling at them. Try to speak loudly without making your voice too high pitched. People who are hard of hearing tend to hear low sounds better than high frequency sounds.

- ☺ Repeat yourself when needed. Be sure that the resident understands what you are saying.
- ☺ Avoid chewing gum, sucking on candies, and any other distracting behaviours.
- ☺ Call the resident by the name he/she prefers. If you are unsure, ask. Avoid using pet names like honey or sweetie.
- ☺ Never speak to another resident, staff, or volunteer about the resident in the third person (he/she) when the resident is present.
- ☺ Never whisper about a resident.
- ☺ Do not dominate the conversation.
- ☺ Remain calm and relaxed.
- ☺ Please refrain from any continuous or repetitive giggling; as some residents may feel you are laughing at them.

Other Tips for Volunteering

We want to try to make residents feel good about themselves and their home. We can do this by encouraging them to participate in activities and by allowing them to make their own decisions regarding activities. We need to recognize their achievements and avoid encouraging them to do things that they will fail at. Instead we should help them use their strengths to achieve realistic goals.

