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Welcome

It gives me great pleasure to welcome you as a Good Samaritan volunteer. I hope that your experience is not only enjoyable but meaningful as well.

I constantly hear stories of the positive impact that volunteers have on the life of both our staff and residents. Your presence at our care homes is invaluable, and we cannot thank you enough for sharing your talents, skills, and the gift of your time.

Without your support, we would not be able to deliver on our mission to extend Christian Hospitality to those in need or at risk. Volunteers truly enhance the quality of life for those we have the privilege to serve.

As a volunteer you not only join a team of health professionals dedicated to a common purpose of providing holistic care, but I hope you also feel part of our Good Samaritan family.

In your volunteer role, I hope you often reflect on the positive difference you are making and know how appreciated your efforts are. As Margaret Mead once stated, "Never doubt that a small group of thoughtful, committed people can change the world. Indeed, it is the only thing that ever has!"

Once again, welcome, and thank you for volunteering.

Dr. Katherine Chubbs
President and CEO

About the Volunteer Services

We are privileged to have a Volunteer Services staff at each care home and program with Good Samaritan. These staff are supported by the Volunteer Services portfolio.

The volunteer services staff:

- Recruit new volunteers;
- Interview volunteers and help find the best role based on their personal goals, interests and qualifications, as well as availability;
- Orient and train new volunteers;
- Plan volunteer recognition and social events;
- Administrate the budget for programs and supplies;
- Provide ongoing education opportunities to further support the volunteer experience; and,
- Provide ongoing support to volunteers to ensure a positive experience with each one!

The Volunteer Services Portfolio:

- Supports Volunteer services staff;
- Develops and maintains standards for volunteers program; and
- Advocates for volunteers within the organization.

Our Volunteers

- Share their time and talents;
- Offer compassion to those in need
- Improve the quality of living for their residents, staff and community;
- Learn new skills and abilities; and,
- Have fun!

Introduction

The Good Samaritan Society/Good Samaritan Canada (GS) is a faith-based, not-for-profit care community made up of people helping people. Driven by our mission, vision, and values, our commitment is to provide programs and services in which care and compassion are major components.

Populations Served:

- The healthy elderly
- Frail elderly
- Adults with developmental disabilities
- Chronically ill or injured Individuals
- Those living with dementia

All who work with us—employees and volunteers— help to achieve our mission, vision and values. Presently, we have over 4,000 employees and more than 1,200 volunteers who, in the spirit of compassion, serve approximately 6,000 residents/clients. As one of the largest not-for-profit care providers in Alberta and British Columbia, we provide safe, comfortable communities inspiring involvement, where people can experience a sense of caring, belonging, and purpose.

Leading with our Mission, Vision, and Values

The essence of our organizational culture - our mission, vision, and values, defines what we believe in and what we stand for. They provide us with a common language and understanding of what is important, anchor our thinking, and offer a framework for our actions.

Guided by these things, GS strive daily to offer compassionate care to our residents/clients while at the same time creating a meaningful workplace for staff and volunteers. Our mission, vision, and values are our touchstone and guide us as we carry out our volunteer role.

<h3>Mission</h3>	<p>Following in the footsteps of the Good Samaritan, we extend Christian hospitality to people and communities in need.</p>
<h3>Vision</h3>	<p>Being and belonging – every person, every home.</p>
<h3>Values</h3> 	<ul style="list-style-type: none"> • Excellence We provide exceptional experiences to those we serve and go above and beyond through innovation of service. • Inclusion We foster an organizational culture that accepts and nurtures the individuality of others and represents all people within our communities. • Healthy Relationships In a spirit of compassion, we work in supportive partnerships and open our hearts to others by affirming their goodness and potential. • Servant Leadership We lead through giving of ourselves in service to others by acting with courage in a trustworthy and ethical manner.

Strategic Plan

While the core of our organization stays rooted in a legacy of care, we continue to vision into a new future focusing on: quality of living, mission-driven culture, operational sustainability and impactful partnerships. Our world could use more good Samaritans

2019-2024 Strategic Plan Overview



			
<p>Quality of Living</p>	<p>Mission-Driven Culture</p>	<p>Organizational Sustainability</p>	<p>Impactful Relationships</p>
<p><i>Our fundamental reason for being.</i></p>	<p><i>Our fundamental way for being.</i></p>	<p><i>How we sustain our commitment.</i></p>	<p><i>How we work with others.</i></p>
<ul style="list-style-type: none"> • Provide excellence in care and service delivery in partnership with those we serve. • Create safe communities that promote and empower autonomy and individual choice. • Engage in collaborative relationships to develop a learning environment that supports a quality and safety culture that understands system risks and strives for continuous improvement. 	<ul style="list-style-type: none"> • Create an environment where our mission, vision and values are integrated into everything we do. • Attract, engage, and empower employees and volunteers who are mission-driven. • Expand our mission in service to others. 	<ul style="list-style-type: none"> • Strengthen organizational excellence through resource stewardship and innovation. • Explore opportunities for sustainable growth. • Increase our fundraising capacity through donor engagement, empowerment and retention. 	<ul style="list-style-type: none"> • Strive to be a recognized leader for the programs and services we provide. • Maximize involvement with strategic advocacy groups. • Build connections to establish a strong community and donor network.

By the Numbers

By becoming a Good Samaritan volunteer, you are joining a large team of caring people who are committed to enhancing the wellbeing and comfort of our residents, staff and communities. We hope your volunteer services will be enjoyable and meet your expectations. Rooted in what's right.

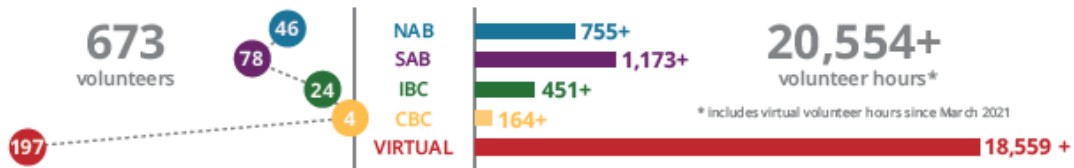
By the Numbers




21 care homes in thirteen communities

8 care homes in seven communities

Volunteer Services



2,773 care beds



276 Independent Living suites



120 Programs for Persons with Developmental Disabilities (PPDD) individuals in Edmonton, Alta.



Good Samaritan Seniors' Clinic
(April 1 2021 - March 31, 2022)



Adult Day Programs (weekly client averages March 2022)



Data collected is current as of August 2, 2022

Areas of Care

Independent Living

Good Samaritan Independent Living provides retirement living options in Alberta (AB) and British Columbia (BC) to suit the needs of a variety of independent individuals. While each community is different with various amenities, services and floor plans available, what remains the same is our level of commitment to helping our residents live carefree and independent lives. For more information, visit independentliving.gss.org.

Designated Supportive/Assisted Living

Designated Supportive (AB)/Assisted (BC) Living is a living option that provides privacy and independence with the comfort of knowing health and personal care supports are on site when needed. This level of care is intended for those who have more complex health and medical needs that are predictable and safely managed with onsite, professional nursing (LPN level) and the direction of the case manager

Long Term Care/Complex Care

Long-term (AB)/ Complex care (BC) facilities are designed specifically for individuals with complex, unpredictable medical needs who require 24-hour onsite Registered Nurse assessment and/or treatment

Programs for Persons with Developmental Disabilities (PPDD)

PPDD provides supportive living arrangements in homes throughout the Edmonton, AB area, specially developed to accommodate individuals living with significant developmental and physical support requirements. PPDD delivers services within the community, private homes, clients' homes, or homes owned and operated by The Good Samaritan. Our support services are unique to each individual and are directed by the individual and their families, within the guidelines of The Good Samaritan Society. For more information, visit <http://gss.org/services/programs-for-persons-with-developmental-disabilities>.

Good Samaritan Telecare® Personal Emergency Response Services (Telecare®)

Good Samaritan TeleCare® provides monitoring, support and response services to individuals of all ages and situations, from lone-workers to seniors at home. For more information, visit <http://www.goodsamaritantelegare.com/>.

Community Care Programs

CHOICE

The Good Samaritan Society CHOICE© Program (Comprehensive Home Option for Integrated Care of the Elderly) provides seniors in Edmonton, AB with complex medical conditions (who might otherwise be eligible for admission to a continuing care center) the advantage of living at home by utilizing the support services made available at the site.

Led by a multi-disciplinary team including a physician, social worker, chaplain, nurse, rehabilitation therapists, dietician and other health care workers who work with a Clinical Services program manager, participants come to the center to access a broad range of services. For more information, visit <http://gss.org/services/choice-program>.

Seniors Clinic

The Seniors' Clinic provides both primary care and consultative services to the vulnerable, community senior population in the Edmonton, AB area with complex medical, functional and/or psychosocial needs. The clinic team offers specialized seniors care with the goal of supporting seniors to remain at home, in their community, for as long as possible. For more information, visit <http://gss.org/services/seniors-clinic>.

Day Programs

The Adult Day Program is a social program designed for people who need assistance and support to live in the community as independently as possible. The Adult Day Program provides opportunities to socialize and enjoy recreation activities. Programs take place in a friendly, supportive environment that encourages independence and personal development. For more information, visit <http://gss.org>.

Being and Belonging

GSS provides Person Centered Care through our Being and Belonging initiative, focusing on quality of life and care for the residents or client. This initiative brings passion and purpose to the care we give one another on a daily basis.



Important Definitions

You may not be familiar with some of the words and terms used in this handbook and within the continuing care settings. Here are some definitions that will help make things clear.

- **GS** is a shortened version of Good Samaritan. Throughout our documents we'll use this to represent the Good Samaritan Society, Good Samaritan Canada and the Good Samaritan Delta View Care Centre as one community.
- **Assignment** is your specific volunteer job, Volunteer services staff will help you decide the best assignment to match your skills, interests, and abilities.
- **General Online Orientation** is an online or in person module completed by GS volunteers before beginning an assignment. This orientation can be done from your own home computer or onsite at your care home/program if needed. Junior or Resident helpers, Staff and Micro Volunteers can complete an alternative, adapted orientation, as available from your volunteer services staff.

Your volunteer services staff will organize a site walkthrough that will provide information specific to your care home/program.

- **PPDD** is an acronym for our Programs for Persons with Developmental Disabilities, serving individuals with a particular need in the Edmonton area through our group homes and programs.
- **Resident** is an inclusive term we use to describe the people who receive our community care services. It may describe residents in our care homes and group homes, clients in our programs or individuals who are receiving specific services.
- **Supervising Department** is the department at the care home/program that has requested volunteer support you are assigned to. This will frequently be our recreation or rehab teams.
- **Supervisor** is the term that describes your main contact person when you are volunteering. Your supervisor will support you, give directions and answer questions. You may also have an onsite supervisor who supports you when the volunteer services staff isn't onsite, such as the charge nurse or Clinical Services care home/program manager.
- **Volunteer Services Staff** are GS staff members in a variety of roles who support volunteers and the volunteer programs at their respective care homes or programs. The most common titles you'll hear are Volunteer Coordinator or Volunteer and Program Advisor.

Volunteer Services

Volunteer Services exists to enhance care and services to resident and clients as reflected in our model of care. Volunteers are part of a team who strive to meet our clients' and residents' physical, social, emotional and spiritual needs. A volunteer augments and complements the work of our staff while at the same time providing personal growth for volunteers. Every effort is made to consider volunteer's personal and professional goals as well as their individual talents and interests during placement, in order to maximize the volunteer experience.

Because Good Samaritan care homes and programs exist to support vulnerable persons, only residents, family members & friends, staff, volunteers, students, and contractors are able to be onsite at the care homes. Community members running programs for residents or in trusted positions must be registered as Good Samaritan volunteers or contracted to Good Samaritan for their services.

Volunteer Services Department

The Volunteer Services department is responsible for planning and organizing the volunteer program. Volunteer Services staff recruits, interviews, screens, orientate, evaluates, and recognizes volunteers. They act as a link between you, your assignment, and your supervisor. The purpose of the Volunteer Services department is to provide a framework for volunteer involvement within GSS/GSC that complements the delivery of resident/client-focused care. We are here to support your volunteer experience. Contact us at volunteer services in your GSS/GSC care home or email volunteer@gss.org.

Canadian Code of Conduct Involvement

Our organization has adopted the Canadian Code of Volunteer Involvement. This code provides us with a philosophical framework for involving volunteers at the governance, leadership, and direct service levels while outlining the values, principles, and standards for effective volunteer practices within our organization.

You can access the Canadian Code of Volunteer Involvement through the website at <https://volunteer.ca/content/canadian-code-volunteer-involvement-2012-edition>

Your Volunteer Assignment

- Volunteer Services staff will work with you to match your skills, interests and available time with a rewarding volunteer assignment.
- Make sure you understand what is expected in terms of time commitment.
- If your assignment doesn't meet your expectations, please call your volunteer services staff, we are here to help.

Absence or Leave of Absence

Residents and staff depend on you coming for your scheduled shift so your commitment is important. Occasionally you may be unable to volunteer when scheduled due to illness, vacation or another important reason. If you cannot volunteer, please notify your placement department, supervisor or volunteer services staff as soon as possible. With adequate notice, another volunteer may be scheduled.

If you need to be away for an extended time, please give as much notice as possible and indicate your expected return date. You may be able to arrange a leave of absence.

Your assignment is not guaranteed after a leave of absence, but every effort will be made to arrange a suitable alternative assignment.

If you do not return or provide further notification after three scheduled shifts, your status will be moved to inactive.

Volunteer status will also be moved to inactive if you haven't served at a care home in twelve (12) months.

Inactive volunteers need to complete volunteer orientation to be returned to active status.

Additional Education and Training

You are encouraged, whenever possible, to attend education/training sessions, meetings and recognition events. These are good opportunities to meet others and exchange ideas. The topics covered will most often be applicable to your volunteer work. The more knowledge and confidence you have the better care our residents/clients will receive. Sometimes a fee is charged for education and training events, in these cases, volunteers will be required to pay the same registration fee as staff. Training offered is available for the following, but not limited to:

- Loving spoonful program: Mealtime assistance to improve the mealtime experience for those requiring added support
- The Palliative approach to Care
- Spiritual Care
- Pet Therapy
- Tuck Shop support
- Care for those living with Dementia

Age Requirements

People of all ages are welcome to volunteer with GS. Junior helpers (those under the age of majority who haven't completed their criminal record and vulnerable sector check) must be accompanied and supervised by a guardian or registered adult volunteer. Parental consent for individuals up to the age of majority is required. Contact your volunteer services staff or email volunteer@gss.org to get the updated consent form or with any questions.

Animals and Pets

Only certified therapy or service animals are permitted in GS care homes as volunteers. Volunteers wishing to bring their personal pets as visiting pets on assignment as wellness animals must follow our organizations policy for pets and discuss in advance with your volunteer services staff and supervisor about appropriate opportunities. Visiting or Volunteer pets are screened for appropriateness and health, and a yearly updated veterinarian medical screening must be kept on the pet's file.

Pets must always be under control and pets accompanying volunteers are at the discretion of the volunteer services staff.

Appearance and Photo Identification

When you volunteer, you become part of our professional health-care team. Good hygiene and appropriate clothing are basic to a successful volunteer experience as well as meeting health and safety standards. Volunteer Services staff or your supervisor will tell you if there are specific dress code guidelines for your assignment. General standards include:

- GS Volunteer photo identification nametags must be worn at all times while at Good Samaritan care homes or programs.

Photo idea helps to make a safe, secure environment for residents, staff and volunteers.

- Good Samaritan nametags are the property of GS. If you lose your photo identification or it is stolen, please report this to Volunteer Services staff immediately so they can assist you in obtaining a replacement nametag. A replacement fee may be charged for stolen or lost cards.
- Your nametag must remain at the care home/program at the end of each shift to prevent loss/personal misrepresentation.
- Wear your ID in a visible and easy to see location
- Clothing
 - Clothing shall be clean, pressed, in good repair and of proper fit.
 - Clothing with holes, tearing or explicit language should not be worn.
 - Some volunteer assignments require a volunteer uniform (i.e. jacket, smock, or apron). Your volunteer services staff will tell you about any specific guidelines for uniforms.
- Footwear
 - Footwear shall be clean and of appropriate quality to provide safety and protection to the toes and heels and comfort to the feet.
 - Closed toe and heel shoes are worn in program areas. Non-slip soles on shoes and flat footwear are required to prevent slipping and potential injury.
 - Clerical volunteers may wear open toed shoes; however, if there is potential of needing to assist residents, they must follow the program areas footwear requirement.
- Fragrances and Jewelry
 - We are a scent-free organization and we ask that you refrain from wearing perfumes, colognes, lotions, hairsprays or other scented products.
 - Jewelry may be worn, provided it does not contribute to the spread of infection, cause injury to self or residents/clients.
- Hygiene
 - The length of fingernails should be appropriate to duties, to prevent tears/scratches of skin and the spread of infection.

Communication and Concerns Resolution

Your opinions, ideas, and concerns are valuable in helping us provide quality care throughout our organization. Please contact your supervisor or Volunteer Service staff to discuss and suggestions you may have.

A meeting can be arranged with the volunteer services department if a situation has not been resolved to your satisfaction.

We respect that everyone is entitled to their opinion; however, personal opinions or viewpoints are not to be voiced or shared when doing so would give the impression, implied or implicit, that those views reflect or represent those of GS. As a volunteer, you are not to speak on behalf of GS. If you have any questions about this, talk with your Volunteer Services staff or email volunteer@gss.org.

Conflict of Interest

Volunteers are expected to refrain from activities or conduct which may place them in a real or perceived conflict of interest. These include relationships, business, or financial interests that

may harm GS or impact the independence of a volunteer's judgement or action. Conflict of interest forms are available on application and can be updated as needed. If you have any concerns or believe there are any potential, perceived or confirmed conflict of interests regarding your role as a volunteer, please discuss these with your volunteer services staff, or email volunteer@gss.org.

Contact Information

It is important that we have up-to-date contact information. When a volunteer's contact information changes we ask that they inform Volunteer Services staff of the change as soon as possible.

Friends and Family

Only volunteers screened and trained will participate with our clients and residents. Friends of volunteers are asked to be screened and trained as volunteers before accompanying registered volunteers.

Meals and Snacks

When supporting residents at an event where meals or snacks are provided, volunteers will be invited by the supervising staff to participate in the offered food or drink after residents have been served and supported at no cost. Dietary options will be limited to what is offered to residents.

Parking

Free parking is available when volunteering at most locations. Volunteer services staff will give you information about parking at the care home/program where you are volunteering.

Personal Property

In some care homes/programs, lockers are available to store your personal belonging while you are volunteering. Where lockers are not available, your volunteer services staff will assist you in finding a secure place to leave personal items.

GS is not responsible for lost, damaged or stolen items, please do not leave your valuables unsecured.

Photography, Video and Audio Recordings

Photography, video and audio recordings of residents, family members, staff and volunteers must have a written consent using the appropriate form. Contact your volunteer services staff or email volunteer@gss.org to get the updated consent form.

Recognition

We are very appreciative of the service provided by volunteers across the organization. The quality of life for our resident is greatly enhanced through your efforts and that of our other volunteers. Throughout the course of your volunteerism with GS, you will be recognized in a variety of ways. Recognition activities and social events are planned periodically throughout the year. Everyday recognition by your supervisor, staff and residents/clients is encouraged and promoted.

Annual recognition events are held in all care homes/programs as a way to honour our volunteers and highlight the important service you provide in resident comfort.

Recording Volunteer Hours

You play a significant role in the work and mission of GS so it is important that we identify and track your volunteer activity.

Tracking your volunteer hours allows us to keep accurate records that support recruitment, training, promotion, recognition, insurance and funding needs.

Information about volunteer activity helps Volunteer Services staff be accountable. It also helps us to understand trends and issues related to volunteer turnover, demographics and program changes over time.

You also benefit from tracking your hours, as this information might be needed for a job or education program application, to expand your resume, or simply to know the hours you have worked and the impact of your work with residents/clients.

We appreciate your assistance in recording your volunteer hours for your assignment. Volunteer Services staff will tell you the best method available to record your volunteer hours.

References

If you plan to use your volunteer experience as a reference for future employment or education, please inform Volunteer Services staff. With a minimum of three months of service and 25 hours of volunteering, we can provide you with a confirmation letter detailing your assignment areas, volunteer hours and service dates on request.

Reporting Illness and Injury Incidents

All health and safety incidents must be reported to your supervisor and Volunteer Services staff, during the same shift. It is important that volunteers receive the appropriate medical treatment for their injuries and that steps are taken to prevent further illness or injury.

If you become ill or injured while volunteering, please tell your supervisor **immediately**.

Volunteers will be made aware of the first-aid station at the care home. If you are injured while volunteering, you will be directed to the first-aid station to complete incident reports, and if necessary referred to your doctor or emergency department.

For all injuries, exposures and urgent safety issues:

1. Take action by receiving first aid/emergency response
2. Report to your volunteer services staff or supervisor immediately

Resident Safety and Security

If you encounter a resident in need of care or support outside your volunteer role, please inform a staff member as soon as possible.

If you are provided with an access code to enter a secure unit, do not share this code or open the secure unit for anyone else unless directed by your supervisor or volunteer services staff.

Social Media

GS is present on Facebook, Twitter and Instagram and we are happy to have you be part of our online community.

Please be aware while social media is a common means of communication and networking, volunteers are not allowed to contact or link to GS residents on social networking sites such as Facebook, Twitter, Instagram, etc. If you have any questions or concerns about social media use, please contact your volunteer services staff or volunteer@gss.org.

Smoke-free Environment

GS provides a smoke free environment for residents, staff, visitors and volunteers. Smoking is **NOT** permitted inside any Good Samaritan care home and/or program. Smoking is permitted outside in designated areas that reflect regional and municipal bylaw and regulations.

Spiritual Care

GS's identity as a faith-based, not-for-profit health care organization comes with great strengths in caring for the wellbeing of the whole person, including their spiritual care. Respecting the spirituality of individuals whom GS services means that volunteers are not allowed to proselytize, which means to convert or attempt to convert (someone) from one religion, belief, or opinion to another or even to advocate or promote a specific belief. If you have questions, you can speak with your volunteer services staff or the care home/ program chaplain.

Supervision

One or more staff member in your placement department are considered your day to day supervisor. Ask your supervisors if you have questions about your assignment duties for the residents you serve. Questions about your schedule or transfers to new assignments can be discussed with your Volunteer Services Staff.

Telephones and Electronic Devices

Electronic devices can be a distraction so we ask that you **do not** use personal cell phones, music players, or other electronic devices while you are volunteering.

Urgent incoming calls can usually be received through your volunteer services staff. Please note that phones on nursing desks are for business use only.

Use of Drugs or Alcohol

You may not volunteer for GS while under the influence of drugs or alcohol. Non-compliance is grounds for dismissal.

Your Volunteer Role

Application and Orientation

Application

Volunteers are asked to apply to their role using an application for available at <http://gss.org/volunteer/> or with the volunteer services staff at their local care home/program. References and role preferences are required to support volunteer placement and determine fit for the volunteer and the care home/program.

Criminal Record Check and Vulnerable Sector Check

All volunteers must provide a "clear" current police information check complete with a vulnerable sector check dated within the past three months of application. All volunteers have an ongoing duty to disclose any new charges or convictions. Please note that signing your annual volunteer code of conduct indicates to Good Samaritan that there have been no changes to your status. If there are criminal charges in your record that do not prevent you from volunteering, you will be required to complete a Criminal Conviction(s) Form and provide the police service in a copy of your fingerprints for their records.

All Programs for Persons with Developmental Disabilities (PPDD) volunteers must undergo an updated Criminal record check and vulnerable sector check every three years.

All BC volunteers must undergo an updated criminal record and vulnerable sector check every five years.

Role Description

You will receive a role description when you first begin your volunteer assignment in order to ensure you understand your role and are comfortable with the duties being assigned.

You are responsible to make sure you are performing only the duties described in your role description. You must not use your volunteer role to promote personal/religious beliefs or business interests. If at any time you wish to change your volunteer assignment, please contact your Volunteer Services staff or email volunteer@gss.org.

Learning Period

The first 3 months of any new volunteer position will be identified as probationary. During this time, the service and volunteer role can be altered or ended by either the organization or the volunteer.

Evaluation and Support

Evaluations and Feedback

Volunteer Programs are evaluated regularly. We will seek your input to help keep your volunteer assignment meaningful, both to you and our residents. Individual evaluations are completed on a flexible schedule. This helps to assess your volunteer service and maintains a record should you require a future reference.

GS values your contribution and wants you to benefit from your experience as a volunteer. Please feel free to discuss any challenges you may have with your supervisor, staff in your placement department and/or Volunteer Services staff.

Your feedback is important to us as well. Feel free to pass on concerns and ideas to your volunteer services staff or email volunteer@gss.org.

Discipline, Dismissal and Resignation/Retirement of Volunteers

Sometimes things do not work out well for volunteers in their assignment. Volunteer placements may be ended by either the organization or the individual volunteer. Dismissal may be voluntary or involuntary. Voluntary resignation occurs when the volunteer, for any reason, leaves the service of his or her own volition. Volunteers shall notify the Volunteer Services staff in person, by telephone, or in writing when resigning. Dismissal may result from three consecutive unexcused absences and/or failing to comply with established policies and procedures. Good Samaritan may choose to end the volunteer assignment at any time, for any reason.

Volunteer assignments are made on a one year renewable term, that generally automatically roles over but may be a good opportunity to reflect on your volunteer services, growth and learning.

If you wish to end your volunteer assignment, please notify Volunteer Services staff as far in advance as possible. You will be expected to return your photo identification and any other items related to your assignment. You may also be asked to complete a volunteer self-evaluation survey.

All disciplinary situations will be dealt with in a professional and sensitive manner.

Volunteer Services staff will be involved in situations regarding discipline and dismissal of volunteers. A representative from Volunteer Services or management may also be involved. You may be asked to retire from your volunteer assignment for any of the following reasons:

- Breach of confidentiality;
- Extended absence with no explanation;
- Volunteering while under the influence of drugs or alcohol;
- Failure to follow GSS policies and procedures resulting in a threat to the safety and security of residents/clients, staff, visitors, or other volunteers; or
- If it is in the best interest of the volunteer or placement department

Support

Volunteers are important stakeholders and participants in our organization. When support is needed, please reach out to your volunteer services staff or contact us at volunteer@gss.org.

Policies and Procedures that Impact Volunteers

Code of Conduct

Just as a person's reputation is based on how they behave, organizations like GS have a reputation to protect as well. This reputation is built upon the actions of the people who work and volunteer in our organization.

The Good Samaritan Volunteer Code of Conduct defines how you can contribute to our positive reputation through your own actions. The Code applies to all volunteers and consists of the rules and standards governing the conduct of these individuals. The Code of Conduct must be signed by all volunteers prior to beginning their service.

Involvement in Resident Affairs

Volunteers are not to be involved in resident financial and non-financial affairs, which may include but are not limited to: banking, wills, power of attorney, estate planning, personal directives, decision making and guardianship. Volunteers will not serve as witness to documents that originate outside GS.

Acceptance of Gifts and Tips

It is important that a resident understands your interest in them is not dependent on receiving gifts. Volunteers must be aware that certain items may have sentimental attachment to family or loved ones.

Volunteers shall not give or accept gifts or tips from residents or their family members. Items with any personal or monetary values are not allowed to be given or received as gifts. Small tokens of appreciation, such as baked goods, and cards that have no monetary or personal values may at times be accepted. Volunteer services staff can assist you in responding appropriately when a gift is offered; therefore, it is essential to report to Volunteer Services if you have accepted any gift from a resident/client or family member.

See your volunteer services staff for more information or contact volunteer@gss.org.

Conflict of Interest

As a not-for-profit, faith-based organization, Good Samaritan is committed to upholding the highest ethical standards. This requires mitigating risks associated from any real or perceived behaviour or relationships in the course of volunteering with Good Samaritan that could be

construed as advancing one's personal, financial, or business interests over the interests of the community. If there is a real or potential or perceived conflict of interest, volunteers are to connect with their volunteer services staff using the conflict of interest form.

See **Appendix A for the Code of Conduct** or contact volunteer@gss.org for more information

Ask your volunteer services staff for a copy of our [Volunteer Code of Conduct Policy](#)

Privacy and Confidentiality

All information concerning GS, its residents, staff members or other volunteers is considered confidential and must be safeguarded. All volunteers must sign a Privacy and Confidentiality Agreement prior to beginning their volunteer placement and annually during their volunteer service.

Our Privacy and Confidentiality policy complies with current provincial legislation. No information concerning residents will be disclosed to or discussed with anyone other than those authorized by the *Acts* (referenced below) to receive such information, unless disclosure is required by law (court order or subpoena). Any individual who accesses, uses or discloses information contrary to the *Acts* or policy will be subject to disciplinary action up to and including dismissal and may be fined according to the *Acts*.

Volunteers do not have the authority to release any resident information.

Breaching confidentiality is grounds for dismissal.

Personal Information and Protection Act

PIPA is a law that protects an individual's privacy with rules for collection and use or disclosure of personal information by public bodies. It also provides a method of requesting access to information that is not available by other means. For more information, visit

http://www.bclaws.ca/Recon/document/ID/freeside/00_03063_01

Alberta Legislation

The following are pieces of Alberta legislation that are important to us:

- [Freedom of Information and Protection of Privacy Act \(FOIP\)](#)
- [The Health Information Act \(HIA\)](#)
- [Protection for Persons in Care Act](#)

British Columbia Legislation

The following are pieces of British Columbia legislation that are important to us:

- [BC Freedom of Information and Protection of Privacy Act](#)
- [The Health Information Standards](#)
- [Community Care and Assisted Living Act](#)

Privacy and Confidentiality Reminders

Important reminders from these pieces of legislation include:

1. All volunteers and staff of GS are expected to keep information about others confidential. This includes health information about residents/clients, families, and staff.

2. Volunteers should never discuss a resident's/client's health information with another resident/client, family member, friends (yours or theirs), or other volunteers.
3. Volunteers do not have the authority to release any information or ask for information they do not need to know to complete their assigned tasks. If asked for information by someone else, volunteers should refer those individuals to a staff member.

Ask your volunteer services staff for a copy of our [Privacy and Confidentiality Policy](#)

Emergency Procedures

Each care home conducts fire evacuation or emergency procedures regularly. Simply follow the instructions of staff members during these drills.

In the case of an actual emergency, volunteers follow the direction of GS staff members.

Emergency Alert Colour Code System

GSS/GSC uses a standardized emergency colour code system in all its care homes. Each emergency colour code represents a designated threat and a response plan. The standardized system allows for communication with staff and volunteers without unnecessarily alerting or alarming residents/clients and visitors.

GSS Emergency Codes

- Blue**- Cardiac Arrest/Medical Emergency
- Red** - Fire
- White** - Violence/Aggression
- Yellow** - Missing Person
- Black** - Bomb Threat/Suspicious Package
- Grey** - Shut down /Air Exclusion
- Green** - Evacuation
- Brown** - Hazardous Spills
- Orange** - Multi-casualty incident
- Purple** - Hostage

If you witness or recognize an emergency situation requiring immediate action, notify your supervisor, the person responsible for the affected area or Volunteer Services staff depending on the urgency and nature of the situation.

While you should be aware when an emergency situation occurs, your direct, hands-on participation is usually not required.

Fire Safety Regulations

A Code Red indicates that a fire or smoke has been seen in the building. Code Red is the announcement made in GSS/GSC locations when there is a fire or fire drill.

Anyone can activate a Code Red. If you see, smell or suspect fire/smoke, it is important that the Fire Department be notified.

The REACT procedure should be followed by staff and volunteers. You should be familiar with the location of fire extinguishers and fire alarm stations in your assignment area. Fire safety information will be provided during your specific training for your assignment. Do not use an elevator during Code Red.


Remove those in immediate danger

Ensure all doors are closed

Activate the fire alarm

Call your designated fire emergency number to report the location of the fire

Try to extinguish or control the fire if safe to do so



Fire alarm pull stations are usually located by exits and stairwells.

Security

For your safety, some exits and stairwells are alarmed or secured in our care homes. Check with staff for the access codes of secure doors. Outside doors are locked at night with access to the building obtained by ringing a doorbell.

Infection Prevention and Control

GS Infection Prevention and Control department provides expertise to all care homes and program on infection control issues to support staff, volunteers and families in providing safe resident care. The service includes education, outbreak surveillance and management, consultation, resident/client immunization, and policy development based on best practice evidence. During the influenza (flu) season, our residents are vulnerable to developing influenza.

If you are ill with any symptoms of infectious gastrointestinal or respiratory illness, please refrain from volunteering until you are symptom free - at minimum of 48 hours gastrointestinal illness and five days for influenza following symptoms. If you have any questions or concerns, please contact your volunteer services staff.

During outbreaks at the care home or program, volunteers may be able to continue their support of resident comfort in unaffected areas only. You will see signs on the door of the care home alerting you that there is an outbreak in progress, connect with your volunteer services staff or assigned supervisor to understand if this affects your assignment. You are always able to determine if volunteering near an outbreak unit is an appropriate fit for your health and safety. Good Samaritan follows direction from the Office of Public Health and the Chief Medical Officer of Health during public emergencies.

Exposure to Blood and Bodily Fluids

Be aware of your surroundings and whenever possible, remove yourself from situations that may result in your exposure to blood and other body fluids. Your role is to inform staff immediately if you observe any blood or bodily fluids situations.

On rare occasions, a volunteer may be in a situation where he/she/they are exposed to blood or potentially infectious body fluids. If this occurs, you should wash the affected area with soap and running water, apply an antiseptic if available and remove any contaminated clothing. If your eyes, nose or mouth are involved flush with large amounts of water for 10 minutes. Immediately report the situation to your supervisor or the care staff in the area. Volunteer services staff should also be notified.

Hand Hygiene

The best way to prevent spreading germs and infections is to clean your hands. This is called hand hygiene. Hand hygiene removes germs from your hands or kills germs so you do not spread the germs to yourself and other people.

There are two ways to clean your hands: use an alcohol based hand rub or soap and water. Use only hand hygiene products approved for use at the care home where you are volunteering. When washing with soap and water, use plain soap and water to wash. Do not use anti-microbial soap.

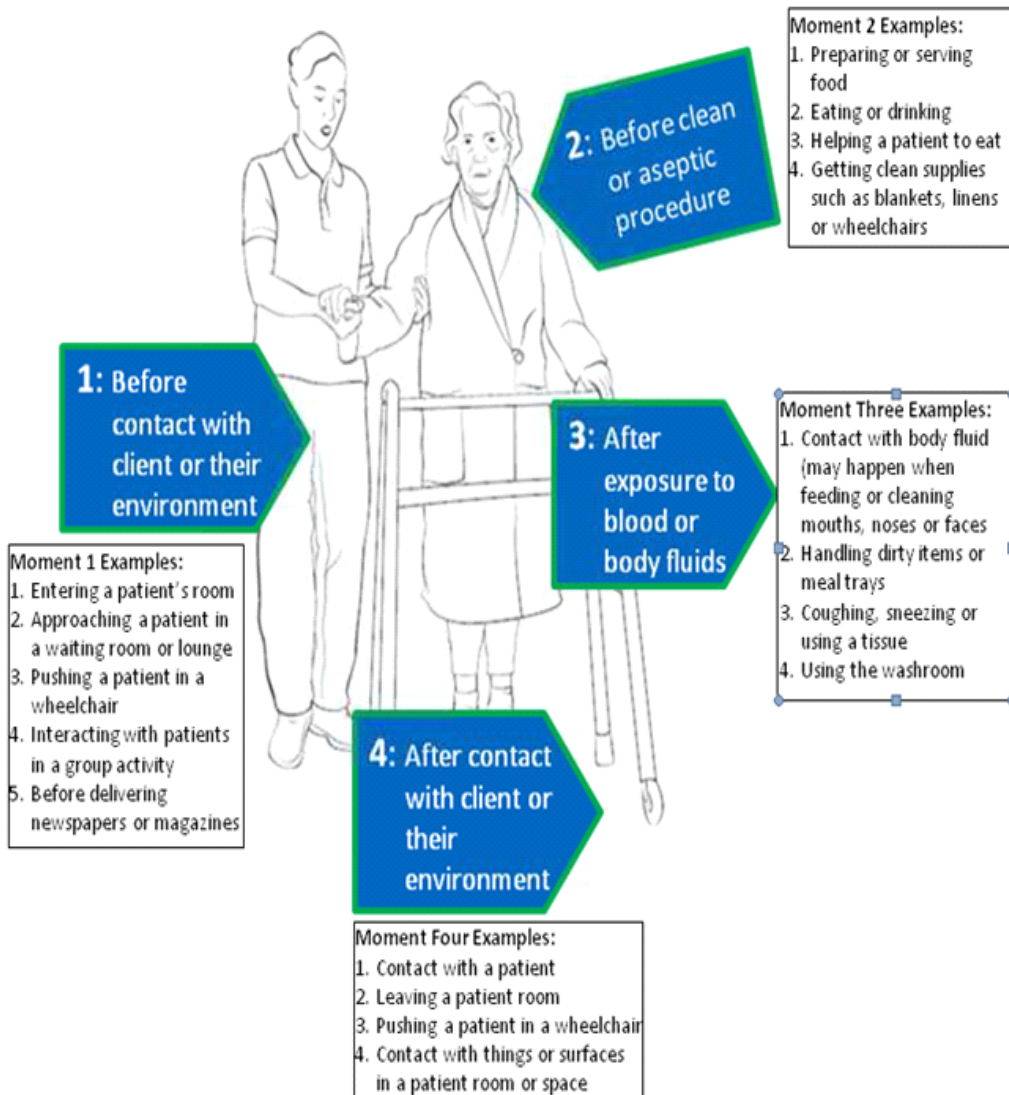
Hand hygiene should be done:

- Before and after entering GS care home;
- Before and after a volunteer shift;
- Before and after contact with residents/client;
- After contact with equipment or surfaces in resident/client rooms;
- After using disposable tissues or a handkerchief;
- When hands are obviously soiled;
- After handling dirty items;
- After using the bathroom; and
- Before and after eating or drinking.

Note: Do not help with food related volunteer roles if you are wearing casts, bandages or splints that interfere with proper hand hygiene. Ask about different tasks you can do instead. If you need support determining which tasks you might best enjoy, talk with your volunteer services staff.

When to clean your hands: the four moments of hand hygiene

Clean your hands according to the four moments in the picture from one of our health authority partners.



Always clean your hands at the beginning and at the end of your shift.

[From Alberta Health Services](#)

Influenza

Please note that in the event of an influenza or gastrointestinal outbreak, volunteers may be restricted from entering the care home. Letters are provided to volunteers each year encouraging you with information how receiving flu vaccines from appropriate health professionals.

Alberta

The Good Samaritan Society encourages all volunteers to receive the influenza vaccination to reduce the risk of exposure to those in our care and protect themselves, their family, friends, and co-workers.

British Columbia

The BC Ministry of Health, Influenza Prevention Policy stipulates that everyone who visits a Good Samaritan Canada care home

- Is immunized against influenza; or,
- Wears a mask in resident/client care areas for the duration of flu season.

Other ways to prevent infection

Follow these suggestions to help prevent infections:

- Make sure you keep your immunizations (vaccinations) up to date.
- Get a “flu shot” every year.
- Cover any open areas, like sores or cuts, with a dressing or bandage.
- Cough or sneeze into your upper arm or sleeve. If you cough or sneeze into a tissue, throw it out right away, after one use, and clean your hands.
- Keep in good health with proper nutrition, rest and exercise.

Do not report for your volunteer assignment if you:

- Are feeling unwell.
- Have a communicable disease (influenza, common cold, pink eye, etc.) or any other infection that can be passed onto someone else.
- Have symptoms of conditions that may cause spread of germs to others, such as coughing, sneezing, diarrhea, vomiting.
- Have a rash that has not been diagnosed as non-infectious by a doctor.
- Have an open sore, cut or lesion that can't be covered with a bandage.

Additional Precautions, or isolation, are put into place to prevent the spread of certain diseases, conditions and germs. Additional Precautions include the use of personal protective equipment (PPE).

Personal Care

Volunteers are not to provide personal care to residents/clients, including dressing, toileting, or supporting eating and drinking. Providing care is a regulated role of staff, volunteers may be dismissed from service for these actions as they puts the resident, volunteer and organization at risk. Only those volunteers who have successfully completed our Loving Spoonful Mealtime Companion training may assist residents/clients directly with food or beverages. Volunteers may provide food and drinks in supervised areas under staff direction. Volunteers must not administer medication of any form to residents/clients.

Residents on Added Precautions (Isolation)

Volunteers play an important role with residents on additional precautions, as these individuals may feel lonely and segregated. You face little or no risk when visiting with a resident on additional precautions when proper procedures are followed. Look for signs posted on the door that show the type of precautions and PPE needed when entering the room. Signs may be different at different care homes.

If you are instructed to enter an additional precautions room in your volunteer assignment, ask the nursing staff for directions about the precautions to take. You do not have to enter an additional precautions room if you do not feel comfortable doing so.

Tuberculous (TB) Screening

We require all prospective volunteers to answer a Tuberculosis (TB) history form, which is a tool used to determine your TB status. Any change in status must be reported to Volunteer Services staff.

Personal Safety and Security

Minimal/Least Restraint

No matter where someone lives, risks are a part of everyday life. In long-term/complex care, we do all we can to create a safe place for our residents/clients. At the same time, it is important for us to respect their rights to independence, dignity and comfort.

Achieving a balance between resident/client safety and rights is our goal. A restraint is something used but only under certain circumstances and only when all other alternatives have been tried. If you have questions or concern, contact your volunteer services staff or email volunteer@gss.org.

Occupational Health and Safety

Imminent Danger

You have the right to refuse a volunteer assignment that may endanger you or others. If you are uncomfortable with any task you have been assigned, notify your supervisor or Volunteer Services staff right away.

Insurance and Transportation

While acting in the scope of your volunteer role, GS volunteers are insured by the organization against any liability imposed upon them because of their actions or failure to act in the discharge of their duties for GS.

Insurance of personal vehicles used in the performance of a volunteer role is the responsibility of the volunteer. However, volunteers may not transport any resident/client in a personal vehicle. Additionally, volunteers are only able to accompany residents on Good Samaritan recreation outings and not personal appointments.

Lifting and Transferring

To ensure safety of both volunteers and residents/clients, volunteers will not lift or transfer residents/clients, nor will they assist staff in doing so. Volunteers are to inform staff if a resident/client expresses a need to be lifted or transferred. This is a staff responsibility.

Workplace Violence Prevention and Response

We all share responsibility in creating an environment that is free of violence and does not tolerate incidents of violence. The Workplace Violence Prevention and Response Program addresses workplace violence that may occur at our organizations care homes/programs or at volunteer activities occurring off-site. Education will be available annually to all active volunteers. If you have questions or concern or would like more information, contact your volunteer services staff or email volunteer@gss.org.

Bullying and Harassment

The Good Samaritan Society promotes and is committed to providing a workplace free from harassment. Any act of harassment committed by or against any employee, student, volunteer,

resident, client or member of the public is unacceptable conduct and will not be tolerated. Volunteers are included in our Harassment and Bullying Policy and processes. If you have questions or concerns or would like more information, contact your volunteer services staff or email volunteer@gss.org.

Safety Compliance and Enforcement

GS achieves a safe and healthy work environment through the commitment and dedication of staff and volunteers. As a volunteer, you share the responsibility of ensuring a safe, healthy, and productive workplace.

You must comply with all GS health and safety guidelines. During specific training for your assignment, you will be told about any health and safety policies that affect your assignment.

Inspections are conducted at GS workplaces on a regular basis. This makes a safe work environment. Please speak with your supervisor or Volunteer Services staff if you have any questions regarding health and safety.

Workplace Hazards

A workplace health and safety hazard is any condition or circumstance that has the potential to cause injury, illness or disease. You share in the responsibility to recognize when something is out of place, not in good working order or work performance that could result in injury. Please report any hazards to your supervisor or Volunteer Services staff. Volunteers will be informed of possible hazards related to their assignment.

Training is available for any products or procedure that introduce risk, such as use of cleaning products or helping porter residents. Ask your volunteer services staff for support before you begin any task or activity you have not been trained in.

Slips and Falls

You should be aware of safety guidelines to avoid slips and falls:

- Walk, don't run.
- Ensure footwear has an adequate tread.
- Notify staff if you notice liquid or material spills.
- Use caution when walking outdoors as well as indoors.

Respect in the workplace & Just Culture

GS is committed to achieving and maintaining excellence in health, safety, wellness, and the environment in all of its operations. GS supports an environment that is free from abuse of residents, staff, family members, and volunteers. Our focus on a just culture means that we hold each other responsible for our actions, name where mistakes are made and focus on creating the safest community for all.

Maintaining a safe working culture is everyone's responsibility. GS strives to ensure that all residents are provided a high quality of care and treatment and are free from abuse. Staff and volunteers are expected to treat residents/clients with dignity and respect. GS will not tolerate or condone any actions or behaviours defined as resident/client abuse. This population is at risk for many types of abuse, and its subsequent effects. GS strives to assist residents and families/decision makers to recognize what might be construed as abusive behavior.

Both Alberta and British Columbia have legislation to protect our clients and residents from all forms of abuse. The applicable legislation requires that all incidents of intentional and suspect

abuse must be reported. Volunteers should report any form of abuse or suspect abuse to Volunteer Services and your supervisor.

Ask your volunteer services staff for a copy of our [Respect in the Workplace Policy](#)

Alberta

You can also report abuse by calling the **Protection for Persons in Care reporting line at 1-888-357-9339** or calling the police (911) if the person's life or wellbeing is in immediate danger or if the abuse is criminal in nature.

British Columbia

You can report abuse by calling the **Seniors Abuse and Information Line (SAIL) Toll-Free: 1-866-437-1940** or calling the police (911) if the person's life or wellbeing is in immediate danger or if the abuse is criminal in nature.

Safe Disclosure

GS whistleblower policy allows GS staff, the public and volunteers to report anything they consider to be improper activity, without fear of retribution or retaliation as set out in the policy. Improper activity means any alleged unethical, illegal and other improper activity, including but not limited to, fraud, violations of laws, and violations of the GS Code of Conduct, principles, policies, and negligence of duty.

Read More about the [Whistleblower Policy](#)

Visiting Pets

Resident pets, facility pets, volunteer pet therapy, and pet visitation programs provide positive aspects of wellbeing, stimulation, motivation, and cooperation that human/animal interaction can offer. To protect the health and safety of everyone in the care home, visitors and volunteers bringing pets into the care home are supported by the Pets: Guidelines for Residents, Volunteer, Site and Visiting Pets Policy, requiring you to have your animal at least one year of age, under control, house broke, spayed or neutered, with good temperament and hygiene and copies of current immunization records.

Ask your volunteer services staff for a copy of our [Pets: Guidelines for Residents, Volunteer, Site and Visiting Pets Policy](#)

Our Community

Communications

Connect With Us!

GS can be found on Facebook, Twitter, YouTube and LinkedIn! These are great tools to reach our current, past and future volunteers. Please follow us by searching @goodsamaritanCA on the respective platforms. These social media pages are a place for volunteers to learn about the exciting things that are happening with your counterparts across the organization and a place for fostering dialogue. Care moments, educational opportunities, new volunteer opportunities, and organizational updates are posted often. Volunteers cannot post on our Facebook page (that is a staff responsibility) but we welcome your likes and comments and suggestion for stories that can be shared.

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)
- [LinkedIn](#)
- [YouTube](#)

Volunteer Impact

- We are moving to a new way of collecting and managing your volunteer hours, contact and information.
- This cloud based software helps you track hours and see the impact of your volunteerism as well as being the main portal for communication between you and your volunteer services staff.
- Remember to 'bookmark' your volunteer page on new software site once it is rolled out!
 - You'll be able to hyperlink and bookmark this link on your computer– this is where you can enter your volunteer hours, find out the latest care home/program information, sign up for volunteer shifts, contact the care home/program, update your contact information, personalize your volunteer page, and generate volunteer verification reports - all at home!

Media Relations

Volunteer Services staff may ask a volunteer to participate in a radio, print, video or television interview at the direction of our Communication department. This type of media activity helps promote the volunteer program and encourage others to participate. It also lets the community know about the wonderful contribution that volunteers make to our organization. In all cases, media interviews or discussions must be authorized by the Director of Communications and communicated in coordination with volunteer services staff. Participation by volunteers in media activities is voluntary.

The Journey

Is a bi-annual publication which provides you with information about what has happened in the organization for the six months prior to the release of the newsletter. The Journey is available at all care homes/programs. You can also sign up to receive an e-version straight to your email inbox by visiting <https://gss.org/contact/newsletter/>.



Website

The Good Samaritan website (www.gss.org) offers comprehensive information about all of our programs and services.

Community engagement and fundraising

The Good Samaritan Society and Good Samaritan Canada (GS) are leading faith-based, not-for-profit, registered charities in Western Canada that provide quality accommodations, health and community care services and programs to aging individuals in need and those with developmental disabilities.

For over 70 years, we have been actively raising the spirit of philanthropy and the benefits of donations in communities throughout Alberta and British Columbia. Our goal is to be able to provide our residents/clients with additional comforts not covered by traditional funding sources. Donations are used to provide art and music therapy programs, community outings, outdoor spaces, pastoral care and extra therapies.

Donors of GS have the power to transform comfortable homes into remarkable ones. Each dollar gifted directly impacts our ability to provide life-enriching programming and care with 95 cents of every dollar raised supporting direct front line care and services.

If you wish to make a donation to GS, please call (780) 431-3757 or visit <https://gss.org/donate>.

GS Membership

Volunteers are invited to become members of GS. Members must support the mission, vision, and values of The Good Samaritan Society/Good Samaritan Canada/Good Samaritan Delta View. Members are able to vote in our organizations Annual General Meetings and help set the direction of communities in care. Contact goodsaminfo@gss.org for more information.

Measuring Our Success

GS invites feedback from volunteers through satisfaction surveys that are administered throughout our care homes and programs. It is important for us to hear from volunteers in order to improve services. Additionally, volunteers will receive an annual Volunteer Engagement Survey to share ideas and feedback. Volunteers are encouraged to respond when a survey is provided. Volunteers are also welcome to provide feedback at any time, and encouraged to speak with volunteer services staff.

Blessing for Volunteers

We hope that you find this information helpful as you begin volunteering with GSS/GSC. We also hope that you are now aware of the resources available to you in your day-to-day volunteer role.

It is our hope that volunteering will give you a sense of fulfillment and that your experience will be enjoyable and rewarding as you share your time, passion and commitment in the lives of our resident/clients.

The Volunteer Services staff is eager and willing to listen to your ideas, questions or concerns. Once again, we welcome you to the Good Samaritan volunteer team!

A Blessing

May the light of your soul guide you.

May the light of your soul bless the work you do with the secret love and warmth of your heart.

May you see in what you do the beauty of your own soul.

May the sacredness of your work bring healing, light and renewal to those

Who work with you and to those who see and receive your work.

May your work never weary you.

May it release within you wellsprings of refreshment, inspiration and excitement.

May you be present in what you do.

May you never become lost in the bland absences.

May the day never burden you.

May dawn find you awake and alert, approaching your new day with dreams,

Possibilities and promises.

May evening find you gracious and fulfilled.

May you go into the night blessed, sheltered and protected.

May your soul calm, console and renew you.

- John O'Donohue

Appendix

Volunteer Code of Conduct



Volunteer Code of Conduct

The parable of the Good Samaritan inspires us to respect the unique needs of each individual living, working, or volunteering within The Good Samaritan Society/Good Samaritan Canada (GS).

In order to be of greatest service to GS residents as a volunteer:

1. I will treat people with respect, dignity and hospitality, aligning with GS's mission, vision, and values.
2. I will be open, honest and compassionate.
3. I will act ethically and professionally.
4. I will not accept any gifts or tips in my role as a volunteer.
5. I will take responsibility for my actions and expect others to do the same.
6. I will respect confidentiality and privacy.
7. I understand and agree that as a volunteer of GS, our residents are our central focus and as such, are treated with respect and dignity. Abuse of any kind to a resident/client is intolerable and cannot be condoned.
8. I will take any problems, suggestions, or feedback to my supervisor or Volunteer Services Staff member.

I have read, understand and will comply with all policies and procedures included in the Volunteer Handbook. I also understand that Volunteer Services abides by organizational policies set out by GS.

Volunteer Name (Please Print)	Volunteer Signature	Date
Parent/Guardian's Name (Please Print)	Parent/Guardian's Signature	Date
(for volunteers under the age of majority- 18 in AB and 19 in BC)		

Volunteer Tool Kit

Supporting our Residents

Resident/Clients Rights

Because GS care and group homes are the homes of residents, special attention should be paid to honour their space by being courteous and respectful. Knocking on doors before entering rooms and acknowledging them properly are just a couple of ways to do so.

Ultimately, residents should be respected in all interactions.

Residents/clients have a right:

To preserve their own value system

Be cautious about discussing religion or other controversial subjects. Listen compassionately if the resident/client speaks about his/her faith, but don't introduce, teach, or recommend another religion to the individual.

To determine the extent to which anyone is involved in their health care

The resident/client has a right to terminate or limit any relationship. Listen carefully for cues that the resident/client does not want to visit with you.

To be accepted unconditionally

Treat the resident/client with dignity, disregarding his/her nationality, race, religion, sex, age or class. Be cautious of your reaction to resident/client behaviour.

To privacy

Please honour the right of the resident/client to be alone if desired. Pick up on non-verbal cues that tell you it is time to leave.

To have their financial and non-financial information protected

Avoid reading any personal documents that may be at the bedside. Remember to respect the confidentiality of your conversations. You are not permitted to be involved in financial or non-financial resident/client affairs including but not limited to:

- Power of attorney, wills and estate planning; and
- Matters related to personal directives, decision making and guardianship.

It may be appropriate for you to be involved with a specific resident if you are a volunteer and a family member. Ask Volunteer Services staff for more information about this type of situation.

Communicating with Residents/Clients

Things to talk about:

1. Listen and let the person talk.
2. Everyone is different. Some individuals will want to know all about **you** and the things you do while other individuals will want to talk about themselves.
3. Individuals may enjoy feeling they can help you understand about life. Let them tell you about the “good old days” and help you understand history.
4. You can share stories with them.
5. Some people can remember events that happened long ago better than events that happened recently.
6. When you know people’s interests you can bring in maps, books, pictures and other items to show them.
7. When talking is difficult, doing something with or for a person can take the place of talking.
8. Taking walks, playing checkers, having a cup of coffee or reading to someone can be good activities.

Conditions/Disabilities you may encounter

As you volunteer, you may encounter individuals living with:

- 1) Dementia
 - a) A progressive disease of the brain
 - b) Slowly destroys memory and thinking skills and, eventually, the ability to carry out the simplest tasks
- 2) Aphasia
 - a) Loss of ability to understand or express speech
 - b) Always due to injury to the brain-most commonly from a stroke
- 3) ALS (Amyotrophic Lateral Sclerosis)
 - a) A disease that gradually paralyzes the body because the brain is no longer able to communicate with the muscles of the body that we are typically able to move at will.
- 4) Arthritis
 - a) Degeneration of joint function with possible swelling, deformity and pain
- 5) Chronic Obstructive Pulmonary Disease (COPD)
 - a) A chronic inflammatory lung disease that causes obstructed airflow from the lungs
 - b) Decreased ability to expel mucus, shortness of breath and fatigue
 - c) Asthma and emphysema may eventually lead to COPD
- 6) Delirium
 - a) A serious disturbance in mental abilities that results in confused thinking and reduced awareness of the environment
 - b) Signs and symptoms of delirium usually begin over a few hours or a few days
 - c) Delirium symptoms can fluctuate significantly and frequently throughout the day.
- 7) Depression
 - a) Mood disorder characterized by low mood, a feeling of sadness, and a general loss of interest in things
- 6) Developmental Disabilities
 - a) A diverse group of chronic conditions that are due to mental or physical impairments that arise before adulthood (such as: downs syndrome, fragile x syndrome, pervasive developmental disorders, fetal alcohol spectrum disorders, cerebral palsy, intellectual disability, etc.)
- 7) Hypertension
 - a) Elevated blood pressure
- 8) Korsakoff Syndrome
 - a) Often caused from long-term use of alcohol
 - b) Denial and lack of insight will be apparent
- 8) Multiple Sclerosis (MS)
 - a) Autoimmune disease of the central nervous system (brain, spinal cord)
 - b) A weakening and wasting of muscle tissue
 - c) Resident may be paralyzed or partially paralyzed
 - d) Speech may be affected in the later stages
- 9) Parkinson's Disease
 - a) Progressive nervous system disorder that affects movement
 - b) Response time needs to be considered
 - c) Mobility will be affected due to tremors
 - d) Expressiveness and speech may be limited

10) Stroke or Cerebrovascular Accident (CVA)

- a) A stroke is when blood flow to a part of your brain is stopped either by a blockage or the rupture of a blood vessel.
- b) May leave the resident paralyzed on one side and/or with speech difficulties
- c) Memory can be affected

11) Traumatic Brain Injury

- a) sudden damage to the brain caused by a blow or jolt to the head
- b) can result in symptoms of: confusion, memory loss, fatigue, headaches, vision problems, poor attention, or emotional disturbances

12) Vascular Dementia

- a) Caused by lack of blood flow to the brain
- b) Loss of emotional control may be apparent
- c) Speech may be affected
- d) Memory may be affected – even long-term memory

Safe Use of Wheelchairs

Your volunteer assignment may include moving a resident/client in a wheelchair. This can be an enjoyable, safe, and comfortable experience for you and the resident/client. These guidelines will help you:

1. Make sure staff are aware that you will be moving the resident/client.
2. Approach the resident/client cautiously from the front so he/she/they are not startled. Introduce yourself. Do not come from behind a wheelchair user and move the wheelchair suddenly. Look beyond the wheelchair and see the person. Please remember wheelchairs are used for a variety of reasons.
3. When talking to a resident in a stationary wheelchair, remember to place yourself at their level, so that they do not have to lift their head to speak with you. A gentle touch to the arm, shoulder or hand, often helps in getting and keeping the resident/client's attention.
4. Ask the wheelchair user if they need or want help. Your assistance may not be needed or wanted. The wheelchair allows the user to be independent. Respect the need for independence and let residents/clients do for themselves what they can.
5. Ask the resident/client if they are ready before moving the wheelchair. Tell the resident/client where you are taking them. It is all right to use expressions like "going for a walk" or "running along" as it is possible the wheelchair user(s) express themselves by using similar terms.
6. Check to make sure the resident/client's arms are resting inside of the armrest and not hanging over the side of the wheelchair.
7. Watch to ensure that the resident/client's tubing, clothing and blankets do not become entangled in the wheels, brakes or foot rests of the wheelchair.
8. Make sure the resident/client's feet are securely placed on the footrests. Due to individual resident/client situations, please check with staff prior to fastening or unfastening a resident/client's safety belt. In some circumstances, the safety belt does not necessarily need to be secured. Check with staff if you have any concerns.
9. Do not use the wheelchair or client/resident to carry your personal belongings.
10. Keep a firm grip on both handgrips when transporting.
11. When pushing a wheelchair, use good body mechanics - back straight, knees flexed.
12. Avoid quick stops and watch for changes in floor surfaces.
13. Stay alert and unhurried, especially at intersections of hallways. Keep to the right in the corridor and check carefully before entering an intersection
14. Never lift a resident/client out of the wheelchair. Call a supervisor or nursing staff if a resident/client wishes to be transferred.
15. Take care when entering an elevator that the small wheels at the front of the chair do not drop into the crack between the floor and the elevator. The safest method is to turn the wheelchair around and back into the elevator. On a ramp or steep incline, guide the wheelchair backwards down the ramp and forward up the ramp.

16. If you are asked to take a resident/client to a specific area, tell staff when you have arrived.
17. Inform the resident/client and staff when you are leaving.
18. When leaving a resident/client unattended in their room, put their call bell within reach. Always ask if there is anything else the resident/client needs before you leave them.
19. Report unsafe, broken wheelchairs to a staff member.
20. Park empty wheelchairs so that doorways are never blocked. Make sure the footrests do not stick out and cause an injury.

If you require further hands-on training, please speak to the Volunteer Services staff.

Boundaries and Role of Volunteers

BOUNDARIES - give structure, guidance, and definition.

VOLUNTEER BOUNDARIES - borders that are set on the relationship between a volunteer and the resident whom the volunteer supports. This relationship is based on supporting the resident/client to achieve his/her/their goals.

Why Volunteer Boundaries Are Needed

They give a sense of understanding and order to the relationship between the resident/client and volunteer by defining limitations.

Some Ways Volunteer Boundaries Can Be Crossed

- A volunteer misunderstanding their role:
 - “I suggested the client stop taking her pills - they seem to be making her sicker.”
- Residents may lack awareness or ignore the role of a volunteer (e.g., resident may make inappropriate requests outside the expectations of the service description, such as):
 - Personal care needs
 - Transferring and transporting in personal vehicle;
 - Sharing personal information such as phone numbers, social media (Facebook, Twitter);
 - Or performing special projects such as knitting/sewing (these should be discussed with volunteer services staff prior to doing).

What Happens When Volunteer Boundaries Are Crossed

- Volunteer relationships are jeopardized resulting in possible lack of respect and trust.
- The resident is placed in an unexpected situation, which may result in confusion for the individual.
- Disciplinary action or end of volunteer service may result.

Set Your Boundaries

- Practice will improve your boundary setting.
- Most people will adjust to your boundaries.
- You will have less reason to retract, amend, or feel guilty or embarrassed in your role as a volunteer.
- You will have more understanding and respect for other people’s boundaries.

Friendship and Volunteer Boundaries

A friendship is a relationship that begins and continues outside the bounds of the volunteer work you do and involves personal commitments beyond the scope of the normal volunteer and resident/client interaction. You are most helpful when you remain friendly with a personal touch. That means not confusing your off-the-job friendships with on-the-job friendly volunteer interactions.

Strategies to Support Boundary Setting

1. Ways to say “no”

- “No” plus a reason: “I can’t help you because...”
- “No” with an alternative: “I can’t promise I can help you with that but here is what I can do...”
- “No, I can’t do that as part of my volunteer role.”

- “No, I must still say no even though I know how important this is to you.”
- “I understand what you’re saying but my answer has to be no because it is outside the boundaries of my position.”

2. Have clear agreements with residents and/or staff regarding

- Financial expectations if shopping for tuck-shop
- Dietary limitations
- Oxygen tank are to be checked by staff, not volunteers
- Clear policy understanding from volunteers regarding their boundaries:
 - **NO** personal care, **NO** lifting or transferring, **NO** assisting with personal care
- Confidentiality expectations
- Clear expectations regarding reporting of information to supervisor

3. Stop, Look, Listen System

When you are faced with a choice:

- **STOP** before you make a choice. Stop long enough to clear your head and review your options.
- **LOOK** at the situation for more than one perspective.
What is my motive for making this choice?
Will it hurt me or others?
Can I change my mind? If not, am I sure I want to make a final decision right now?
What would others suggest I do?
- **LISTEN** to your “inner self”.
Are you being pressured to say “yes”?
Is this too important a decision to make when you’re feeling desperate?
“Let me think about it” are five words to speak when you’re not sure.

4. ‘Step-Over-Feelings’ Strategy

Step back and consider if the choice you’re making is blocked by feelings, for example, sympathy. Choose to acknowledge the feeling and step over it to make a choice with a higher good.

Resources

- Legislation – i.e. Protection of Persons In Care Act
- Volunteer Role Description – i.e. Outline expectations of volunteer role
- Volunteer Orientation – i.e. Outline policies and expectations of volunteer service
- Training – i.e. specific training required for some volunteer positions
- Volunteer Services Staff – always happy to help

Do You Have Volunteer Boundary Concerns?

Please feel comfortable in seeking advice from your supervisor and/or Volunteer Services staff. Just ask! They will assist with guidance and reference to appropriate material.

If you have any questions or concerns, you can email volunteer@gss.org.