

Presbyterian Senior Living Adult Volunteer Application

Name: (Mr., Mrs., Miss) _____

Address _____

Phone: Home _____ Work _____

Email Address _____ Birth date _____

Emergency Contact: Name _____ Phone _____

Work Experience/Occupation: _____

Skills and Talents: _____

Have you had volunteer experience? Yes No
Where? _____ What did you do? _____

How did you hear about us? _____

Please list three references: PLEASE GIVE COMPLETE ADDRESS INFORMATION

NAME	PHONE
ADDRESS	

NAME	PHONE
ADDRESS	

NAME	PHONE
ADDRESS	

Have you ever been convicted of or pled guilty to a felony or misdemeanor?

Yes No

If yes, please list all crimes you have been convicted of or pled guilty and include the date of the offense. _____

I agree that I will keep confidential any information of a personal nature regarding a resident that I hear or see while volunteering and will follow the policy and procedures of the facility.

Signature: _____ **Date:** _____

Date/ Initial: / Orientation / interview completed

Date/ Initial: / TB completed (attach results)

Date/ Initial: / Crim Check completed (attach results)

I am applying to volunteer in the following capacity:

Volunteer Leader/independent Volunteer-

I understand that I will:

- Complete all components of the volunteer orientation before beginning to volunteer including:
 - In person one on one interview /orientation,
 - A criminal background check,
 - TB test
- Have a specific job description listing my duties
- At times be unsupervised by staff.
- I will be expected to assist in emergency situations as directed by staff.
- Only enter a residents private room with their permission.
- Receive an annual evaluation.
- If leading a group I need to function as a supervisor to the group and ensure all group members are following PSL policies and practices without question.
- Sign in to visitor log, wear identification badges and record length of visit in the volunteer log.

Volunteer Assistant

I understand that I will:

- Complete an application and receive an orientation
- **At all times need to be under the direct supervision of a staff person or Volunteer leader who has completed steps listed in the section above.**
- I will receive a job description and an annual evaluation unless working as part of a group with a Volunteer leader who can provide feedback.
- Will **not** be volunteering more than 10 hrs. per month. (If volunteering more than 10 hrs. per month you will need to complete the volunteer leader orientation process)
- Preschedule all visits.
- Not enter a residents room and must stay in public areas only.
- Sign in to visitor log, wear identification badges and record length of visit in the volunteer log.

Eucharistic ministers, Rabbis, priests, ministers, etc...

I understand that:

- I come to the campus at the request of the resident.
- All residents who see the minister should be consenting and not just included because of religious background.
- Will abide by all PSL policies and practices.
- Before providing communion will have confirmed with a staff person that the resident may consume the product.
- Sign in to visitor log, wear identification badges and record length of visit in the volunteer log.

VOLUNTEER CONFIDENTIALITY AND HIPPA

- The HIPAA Privacy Rule guarantees every individual's right to privacy and confidentiality in the United States.
- Any personal information about a resident, such as their name, phone #, SS#, health condition, or behavior, is called Protected Health Information (PHI) and must be kept confidential according to federal law.
- A volunteer may not access the resident's record or chart (either paper or electronic) at any time.
- A volunteer may become aware of PHI in the course of the assignment. However, a volunteer is obligated to maintain 100% confidentiality concerning resident's Protected Health Information. This applies to people both within the campus and outside of the campus.
- If a resident's privacy or confidentiality is violated, the resident's rights are also violated.
- Only the staff who have a "need to know" basis should be able to access or discuss a residents PHI without a resident's authorization.
- If a resident is a victim of abuse, a volunteer can report the incident to a supervisor immediately without consent of the resident.
- As a volunteer, I should never offer or provide any PHI information from one resident to another.
- As a volunteer, I would not repeat anything that may be disclosed in my presence to anyone other than a supervisor.
- As a volunteer, if I have any questions regarding the confidentiality and privacy law, or if I witness anyone breaking law, it is my responsibility to discuss the situation with the Volunteer Coordinator.
- As a volunteer, I will not take photos or videos or audio recordings of residents or staff. I will not share stories on social media venues or with anyone other than my supervisor.
- I understand that violating resident privacy will result in dismissal of duties and possible fines and/or legal action.

My signature affirms that I have taken the HIPAA training offered by PSL.

Signature _____ Date _____

Presbyterian Senior Living
Volunteer Program

Code of Conduct

Volunteers are expected to satisfactorily perform their assignments and adhere to the policies and procedures of established by Presbyterian Senior Living and its communities.

Volunteers have the right to receive a thorough orientation, clear directions for their assignment and respect for their skills. In the event of unsatisfactory performance with their assignment, supportive and constructive criticism will be provided to the volunteer as well as suggestions to improve performance.

At times it may be necessary to ask a volunteer to leave without warning for just cause. Grounds for termination may include, but are not limited to:

- Poor performance
- Absenteeism
- Violation of facility and/or department rules
- Obtaining a volunteer position on the basis of false or misleading information on the application or the interview
- Soliciting or accepting tips
- Stealing or defacing property
- Disclosure of confidential resident information
- Abusive treatment or improper language to residents, families, visitors or staff
- Intoxication, drinking or possession of alcoholic beverages, possession, sale of drugs or under the influence of drugs while volunteering on the premises
- Possession of any type of weapon
- Immoral conduct while volunteering
- Fighting or creating a disturbance which includes the use of language perceived as threatening to a resident, family member, visitor, staff member or another volunteer
- Any conduct or act endangering a resident

Signature of Volunteer

Date

Thank you for volunteering!

Welcome to Presbyterian Senior Living. We are pleased that you are interested in our volunteer program. Your services as a volunteer are vital and provide valuable interaction and companionship for residents. We hope you enjoy the time you spend with us and that you find your volunteering interesting and fulfilling. You will have an opportunity to meet and get acquainted with fascinating people with a wealth of life experiences.

We want to create a warm home-like atmosphere for residents. Some of the experiences residents enjoyed in their homes were visits from friends. We hope to keep this enjoyable interaction alive for residents. You can become a welcomed and treasured guest and friend.

The Mission of Presbyterian Senior Living is to offer Christian understanding, compassion, and a sense of belonging, to promote the wholeness of body, mind, and spirit

While visiting, please remember the following...

- When arriving for your volunteering, check in with the volunteer supervisor.
- If you are leading a group, please ensure that all of your group members understand and follow our guidelines.
- Please wear a name tag while visiting. This helps identify you as a volunteer.
- To preserve resident and staff privacy, no photographs, video recordings, or audio recordings may be taken while on PSL premises
- Please seek out staff assistance for a resident if they ask for help.
- Confidentiality must be maintained.
- Please only go in areas approved by your volunteer supervisor.
- Please report any concerns immediately to your volunteer supervisor.

Thank you for all you do!!

Presbyterian Senior Living

Volunteer Guidelines (CCRC and PC)

Our Mission: The Mission of Presbyterian Senior Living is to offer Christian understanding, compassion, and a sense of belonging, to promote the wholeness of body, mind, and spirit.

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Cultural Diversity and Inclusion Statement

As a faith based organization, Presbyterian Senior Living is founded on the belief that every human being is of infinite worth as a unique creation of God. Based on this premise, Presbyterian Senior Living is committed to fully embracing the diversity of all persons served, so that together, we can foster a culture of inclusion in an environment free of all forms of discrimination where all people are treated with dignity and respect. Our goal is to cultivate awareness and understanding of personal differences and biases so that an environment of understanding, acceptance, respect and support is established.

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Volunteer Opportunities:

We have a number of opportunities available to provide that relationship so valuable to residents and to volunteers. Volunteer opportunities may include:

- Visiting one-to-one with a resident
- Assisting with games and activities
- Reading to residents
- Assisting in the library
- Escorting residents to rehabilitation services, activities and functions
- Assisting with day trips
- Gardening
- Writing letters for residents
- Sewing/mending
- Entertaining with your musical, drama, craft talents
- Leading a study group

The opportunities are many and we are certain we can find a volunteer activity that fits your interests and talents.

Volunteer Training:

Each volunteer position has different requirements and most volunteer positions require some training and instruction. A staff member will provide the instruction and be available to assist and support you and answer your questions.

Suggestions for a Positive Volunteer Experience:

When arriving for your volunteering, check in with the volunteer supervisor.

Establish eye contact with the resident. If the resident is seated or lying down you may need to be seated in order to interact with the resident face to face.

Please do not attempt to lift or move a non-ambulatory resident into or out of a bed or wheelchair. Falls are quite dangerous for the elderly. If you see that a resident needs or wants to move, ask a staff member to assist the resident.

Please do not offer a resident anything to eat or attempt to feed a resident without checking with a nurse. Some residents may have trouble swallowing and could possibly choke.

Residents will feel grateful for any assistance you offer them and may want to express their gratitude by offering you a gift. Please do not accept a tip or gift for your services except for the gift of friendship. Decline politely and explain the policy of Presbyterian Senior Living states that volunteers cannot accept gifts.

If you learn of matters of a confidential nature while you are working as a volunteer please keep that information to yourself. Residents have a right to privacy and certain laws prohibit sharing personal health information. This also includes not telling others the names and information of the residents you visit.

Photos, audio recordings, and videos of any kind are not permitted.

Respect the resident's home. Knock before entering the resident's room. Please do not sit on a resident's bed, whether empty or occupied. Do not use the resident's rest room or property.

Please do not wear perfume or cologne while working with residents; scents may cause physical reactions.

Safety and Sanitation:

The health and safety of volunteers, residents, visitors and staff is very important to us. We want your volunteer experience to be enjoyable and free from illness or injury. Therefore, we would like to remind you about a few common sense rules to follow:

Hand washing is the single most effective means of preventing the spread of infection. Wash your hands prior to and after contact with residents. Sanitizing hand gel is available in various areas but, washing with soap and water is preferred.

If resident room doors have signs on them, please read the information carefully. Some residents may require specific isolation precautions.

Many residents use wheelchairs or other mobility devices to move about their home; safety is key in the use of assistive devices. Devices are an extension of the person's body and should be treated as such.

Speak to the resident and make sure she/he knows you are going to move the wheelchair before you begin any movement. Do not surprise a person by coming up from behind and moving the device without first asking permission.

Always lock the wheels when parking a wheelchair and inform the resident of the action.

Make sure resident's feet are securely on the foot rests.

Make sure the residents arms and hands are within the chair.

Report any unsafe or broken wheelchairs to the supervisor.

Go slowly. Never tip the chair backward or forward. Roll backward into and out of elevators. The center of gravity is over the rear wheels.

If, in the course of your volunteer duties, you are injured, please report the injury immediately to a staff member. You will be asked to help complete an incident report form.

If a severe weather warning or other hazard is eminent, you can get instructions from a supervising staff member.

Please be cautious of "wet floor" signs. They are placed there for your safety.

If you are aware of any hazard, report it to a supervising staff member immediately.

Do not handle any chemicals.

Resident privacy and confidentiality:

Residents have the right to personal privacy and confidentiality of personal medical information. In fact there is federal legislation that covers how confidential medical information can be used. There are very limited circumstances for the disclosure of medical information. Those are limited to information needed for treatment and for payment and operations.

It is possible that during your volunteering time you might overhear or otherwise acquire resident information that is personal and confidential. It is very important that you respect the resident's rights to confidentiality and not share this with anyone that does not have a need to know the information.

Residents consider the campus their home. While in their home you are not permitted to take photos, audio recordings, or videos of any type. It may be best to leave your cell phone secured in your car.

Zero Tolerance for Any Form of Abuse:

Residents have the right to be free from verbal, sexual, physical and mental abuse, corporal punishment and involuntary seclusion. Presbyterian Senior Living maintains zero tolerance for any form of abuse.

Persons will report reasonable suspicion of abuse, neglect or misappropriation of resident property to authorities. The Older Adults Protective Services Law mandates that persons working or volunteering with seniors report all suspicions of abuse.

Abuse is defined as the willful infliction of injury; unreasonable confinement; intimidation; punishment with resulting physical harm, pain or mental anguish; or deprivation by an individual, including a caretaker of goods or services that are necessary to attain or maintain physical, mental and psychological well-being. Abuse may occur in various forms: verbal, physical, sexual, mental, emotional / psycho-social and may involve humiliation, harassment, threats, coercion.

Neglect is defined as a failure to provide goods and services necessary to avoid physical harm, mental anguish or mental illness.

Misappropriation of Property is defined as the deliberate misplacement, exploitation or wrongful, temporary or permanent use of a resident's belongings or money without the resident consent.

A volunteer must report abuse, neglect, or misappropriation that he/she suspects or witnesses to the volunteer supervisor, executive director or to the hotline number at 1- (800) 382-1385

Expectations of volunteers:

I will-

- Support the Mission of Presbyterian Senior Living.
- Keep the health, safety and benefit of the resident foremost in all my actions.
- Be dependable. Provide as much notice as possible if I am unable to attend a scheduled volunteer placement.
- Provide my time and service without expectation of remuneration.
- Maintain strict confidentiality; promote dignity.
- Participate in designated training sessions when provided to help in my volunteer assignment.
- Treat each individual with courtesy and respect.
- Bring my best skills and abilities to my volunteer service.

Volunteer Orientation booklet

By signing below, I indicate that I have been oriented to Presbyterian Senior Living, the campus, department, and duties in order to successfully perform my duties as a volunteer. I agree to uphold resident dignity, worth, and privacy/confidentiality at all times and report concerns immediately to my supervisor or the campus Executive Director.

Name (Printed)

Date

Signature

Signature of Volunteer Director/Coordinator