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FORWARD

Welcome to Piatt County Nursing Home!

This Volunteer Handbook has come about because of the many questions asked by new volunteers. It is a ready reference for you. So, feel free to refer to it throughout your service. Any questions you have can be answered by the Social Services Director or the Volunteer Services Coordinator.

We hope you will find joy in your service as a volunteer and that you will encourage others to become volunteers for the Piatt County Nursing Home. We hope your volunteer experience with us will be enjoyable and rewarding.

OUR PHILOSOPHY

We at Piatt County Nursing Home believe that volunteers from the community have a great deal to offer in enhancing the quality of life and various health related services and the delivery of those services to residents. As a result, mental, physical and spiritual needs are met to an even higher degree when volunteers are a part of their health care program. We, therefore, recognize that volunteers are a valuable resource in the delivery of services to the residents at Piatt County Nursing Home.

PIATT COUNTY NURSING HOME

VOLUNTEER PROGRAM PHILOSOPHY

Everyone can benefit from the Volunteer Program in some way. It is our constant goal for the Volunteer Program at Piatt County Nursing Home to be an integral part of existing programs which strive to meet the needs of many people. Those people include not only the residents, but our dedicated staff and volunteers. Through the Volunteer Program at Piatt County Nursing Home, volunteers may choose how they wish to serve from a variety of activities.

Volunteers Serve Residents

A major emphasis of the Volunteer Program is to enhance the quality of life for those who make Piatt County Nursing Home their home. By establishing meaningful relationships with residents, volunteers help residents to maintain an interest in the community outside the facility as well as to stimulate their interest in activities within the facility.

Volunteers Help Staff

Personal relationships between people take time to develop and must be nurtured . . . and because of the demands placed on the staff, the luxury of time to nurture close personal relationships with residents is not always possible . . . and yet human closeness is not a luxury. It is a basic component of life. On this human level, volunteers help to relieve some of the pressure felt by both staff and residents.

Share your ideas with staff -- your suggestions are welcomed.

Volunteers Grow and Learn

As a volunteer, we feel that you too will benefit from your participation in our Volunteer Program. If you are seeking personal growth, you will grow. If you are interested in exploring a career in the health field, opportunities for experience are plentiful. Whatever your motive to volunteer, it is our deepest hope that as a part of our team, you will feel rewarded, you will be challenged and you will grow through your volunteer experience with us. Thank you for your commitment to us and again, welcome to Piatt County Nursing Home.

YOUR RELATIONSHIP WITH THE VOLUNTEER COORDINATOR

The Volunteer Coordinator is responsible for planning, guiding, and coordinating an effective program of volunteer service that contributes significantly to the achievement of the Home's objectives in patient care. The Volunteer Coordinator is not only concerned with the quality of the Volunteer Program, but also with your general well-being and satisfaction as a volunteer.

It is the responsibility of the Volunteer Coordinator to see that volunteer services are delivered in an appropriate manner. In any organization, problems related to the volunteer situation may occur. As a volunteer, you have the same privilege and responsibility as employees in reporting problems. If there is anything that disturbs you about your working conditions or facility policies, please speak with the Volunteer Coordinator as soon as possible.

YOUR RELATIONSHIP WITH RESIDENTS - DO'S AND DON'T'S

No matter what your role is as a volunteer, you will always be in contact with the residents in one way or another. Below are some helpful reminders of "do's and don't's":

Introduce yourself to the residents as a volunteer and give your name each time you interact with the resident. The resident wants very much to know you, but may not be able to remember your name.

Listen, but don't pry. The resident may be concerned with himself and his illness. Try to keep the conversation about events going on in the outside world. Help him/her to look out, not in. Good topics of conversation are your family, the activities in your neighborhood, club, or church, shopping, housework, children, gardening, cooking, and sports. Try to get residents to talk about what interests them.

Never enter a resident's room if the door is shut. If the door is open, knock and ask permission to come in.

Treat all residents alike. Avoid favoring one resident over another when working with a group. Some residents will come forward to make friends with you. Accept them, but do not forget the reticent resident. Those who come forward quickly are not always the ones who need you most. Those who are withdrawn and lonely need your attention also.

It is extremely important not to disappoint a resident; therefore, it is better not to make promises. If you do promise something, be sure that you can fulfill your promise.

Treat the resident as a person. Approach him with kindness, and friendliness as you would a person you have just met and hope to know better.

It is important for residents to be able to do things for themselves. You help residents to help themselves by doing with them, not for them.

POLICIES AND INFORMATION

BIKES: Bike rack by Oasis dining room.

PARKING: Parking is available for visitors and volunteers in the parking lot in front of the hospital/nursing home complex and in the South East parking area behind the building. (enter via the service drive). Please do not park in the circle drive. Employees of the Piatt County Nursing Home will park in the Southeast parking area, behind the building.

VISITING HOURS: Visitors are able to visit in the Piatt County Nursing Home any time from 10:00 A.M. to 9:00 P.M.

REPORTING IN: On behalf of your best interest and the interest of the residents and staff, the Volunteer Services Coordinator is responsible for knowing at all times the name of volunteers on duty, and their location. For these reasons, those who serve as volunteers at the Home are asked to:

- 1) Upon arrival at the Home, report to the Volunteer Room "Sign In", obtain identification badge, and smock.
- 2) Check in with Volunteer Coordinator or Social Services Director.
- 3) At the close of your day, "Sign Out" in the Volunteer Room and record your hours.
- 4) Be regular in attendance. Notify the Volunteer Services Coordinator of any anticipated absence at least one week in advance. If you find it necessary to terminate your duties as a volunteer, we would appreciate as much advance notice as possible.

VOLUNTEER SCHEDULE: Be dependable. Plan to arrive and depart as scheduled. If you cannot fulfill your commitment for any reason, please notify the Volunteer Services Coordinator.

ATTIRE: Clean and neat street clothes are appropriate. Sleeveless tops and capri pants are allowed. Shorts are allowed but must come to knees. No midriff tops allowed. Red smocks for volunteers are in Activity Room. Identification nametags should be worn by all volunteers. Obtain your nametag from the Volunteer Services Coordinator.

COATS AND HANDBAGS: Coats may be kept on the coat rack in the Volunteer Room. Handbags should be placed in the Volunteer Coordinators Office.

TELEPHONE: There is a phone located in each lounge for local calls. To get an outside line, dial 9, and then the number.

CELLULAR/CAMERA PHONES: Personal cell phones shall not be on or used during work hours unless approval obtained from Volunteer Services Coordinator. Photographs of residents or employees with a camera or camera phone are not allowed without the express permission of the resident or employee.

PUBLIC RESTROOMS: A public restroom is located across from the Main Dining room and adjacent to Nurse's Station B. A restroom for the handicapped is located in the Activity Room and in the Halcyon Unit.

ORIENTATION: You will be trained by the Volunteer Services Coordinator or her designee for activities you undertake. Please do not accept any responsibility you are not sure of.

CONFIDENTIALITY: Please refrain from talking about the personal affairs, physical or mental condition of any resident when outside the Nursing Home. Respect the resident's right to confidentiality. Please do not enter into personal planning for or with any resident if you are unaware of the full circumstances. If a situation concerns you, please report it to the Volunteer Service Coordinator.

RESIDENT IDENTIFICATION: Room numbers are on the door to resident's rooms. A nameplate with the resident's name is on the wall at the head of resident's bed. Resident's names are on arms of wheelchairs. Beds are numbered 1 by window, 2 by door, and in 3-bedroom, 1 by window, 2 in middle, and 3 by door.

INTERCOM AND SIGNAL LIGHT SYSTEM: In case of emergency, volunteers may have to use the intercom system. In the even of an emergency, pick up a telephone receiver, press PAGE 1 on the telephone and call for a Nurse to come to the room you are in; or call another staff member to assist you. Each resident room has a call light. In the event that a resident needs assistance, (to go to the bathroom, dress, etc.), please turn call light on and go inform a Nursing Assistant what is needed. Always be sure resident can access their call light.

ILLNESS: Due to the importance of the residents' health, please refrain from visiting when you have a cold, flu, fever or any other contagious disease.

INJURIES: If you witness an accident involving a resident, report the accident to the Nurses Station immediately. If you are injured or become ill while on duty, report directly to the Volunteer Services Coordinator. All accidents should be reported regardless of how minor.

INFECTION CONTROL: Volunteers will be notified of any residents who are confined to their room or any other activities due to residents' conditions.

HAND WASHING: Please follow hand washing instructions posted in restrooms. If you are volunteering for a food activity, please check with activity personnel about the correct handling of food.

FOOD: Because many residents are on special diets and for other reasons concerning the best interests of the residents' care, bringing food to residents without the consent of the Charge Nurse is prohibited.

VOLUNTEER MEALS: Any volunteers who volunteer all day may have a free meal at lunch time in the dining room. Complimentary coffee and ice tea is available in the Main Dining Room.

SNACKS: Vending machines are located in the employee lounge.

SMOKING PRIVILEGES: Piatt County Nursing Home is a smoke-free environment with the exception of designated areas. We request family members and visitors to observe the following smoking regulations:

Smoking Areas – Shelter behind garage in back parking lot.

EMERGENCY PROCEDURES FOR VOLUNTEERS

If you hear any of the following on the intercom, report immediately to the Volunteer Coordinator or Director of Social Services for further instructions.

"Dr. Red" - Fire situation

"Code Orange" - Evacuation of the building

"Code Blue" - Tornado or severe storm watch – (severe weather could develop)

"Code Black" - Tornado or severe storm warning – (severe weather is occurring in the area)

"Code Yellow" – Missing Resident

ADULT VOLUNTEER JOBS

We need volunteers to assist residents and families with the following:

Garden

Help with crafts

Sponsor activities for male residents - - supper, discussion, etc.

Help in beauty shop – take residents to and from shop & visit while getting hair done

Song leader

Prepare and serve small group luncheons here

Take around candy cart – regulars and subs – needs to be done weekly

Make sheet cake to serve 40-50 for birthday party

Help file and polish resident nails – (no special skills needed)

Visiting

Read letters and write letters

Take around book and magazine cart

Drive residents in your personal car for shopping or appointments

Mending

Label clothing

Sponsor a special event such as a party

Take residents for a walk indoors or outdoors

Help prepare for special holidays – such as decorate at Christmas

Play piano – before a meal, for sing-alongs, for church, etc.

Group activity – lead or help with reading hour, Bible study, current events, bingo, crafts, etc.

Walks to DQ, Hardees, parades

Make door decorations (50)

Make food such as cookies, breads, etc.

Do activity board monthly

Put activity calendar in residents' rooms

Provide entertainment – sing, instrumental, juggling, magic, dancing

Share your hobbies - collections, crafts or travel experiences

"FRIENDLY VISITING"

You are a new face to the resident. The following are suggestions for meeting, getting acquainted and helping to brighten the day for our residents.

1. Always knock before entering a room.
2. Do not enter if a doctor, nurse, minister or priest is present.
3. Never bring food into the facility, unless previously approved by the Nursing staff.
4. Introduce yourself each time you interact with the residents! Remember the resident's name (they are posted above each bed) and use it.
5. Refrain from saying "How are you today?" The resident's health should not be a topic of conversation.
6. Be kind, but not overly sympathetic. Avoid showing pity for the resident; it may cause him to feel sorry for himself.
7. Never treat or talk to him like a child. Remember, he has had a lifetime of experience.
8. Ask if the resident would like to do something with you, the volunteer, (e.g.: go outside, take a walk inside or outside, etc). Residents should not be left outside by themselves unless permission has been given.
9. Suggested topics for conversation -- family or neighborhood, activities, clubs, church, sports, weather or day-to-day happenings.
10. Please do not let the condition of the resident disturb you. Be calm and reassuring. Ask the Nurse in charge if you have questions on the behavior or physical appearance of a resident.
11. Many elderly people have a hearing impairment. Adjust your tone of voice to their needs, but avoid shouting. Speak directly to them. Eye contact is important.
12. Never show signs of disagreement or rudeness to the resident, his visitors or nursing home personnel. Be courteous and respect the rights of one another.
13. Be a good listener. Never discuss your own personal problems or the problems of one resident with another resident. Information regarding residents is confidential and should not leave this facility.
14. Don't become impatient when you hear a story repeated by a resident more than once.
15. If you promise to do anything (even a small favor or errand) for a resident, by all means, keep your promise. They will feel they can trust and depend on you.

16. Many times a resident will cooperate with young people and not with an adult. Residents may refuse to eat, feed themselves, or speak a word. A lack of interest in activities, previously shown, may be overcome by your encouragement or companionship. The Volunteer Services Coordinator is interested in any such change brought about during your relationship and time spent with the resident. Please mention such changes to her.
17. Never give scissors or other sharp instruments without consulting the Charge Nurse or Volunteer Services Coordinator.
18. Check with the Charge Nurse or Volunteer Services Coordinator before taking a resident outdoors for "friendly visiting".
19. Look resident in the eye and talk clearly.
20. Ask Nurse or CNA's to transfer all residents to wheelchair for you!

PROCEDURES FOR BOOK CART

Hours: Tuesday 1:00-3:00 P.M.

1. Volunteers will "Sign-In" and check with Volunteer Services Coordinator for any changes concerning book cart before going on the floor.
2. Obtain book cart list and book cart from the Social Services office.
3. Volunteers will circulate the book cart through the halls except Halcyon Unit. Take cart into the rooms. Allow the resident to choose which book they wish to check out.
4. Volunteers will check with each resident that has previously checked out a book indicated on their personal library card to see if they have completed that particular book. If so, check the book off on their library card and return the book to the cart.
5. Volunteers must indicate on index cards in the back of library card box, any books not found in resident's room. Volunteer Services Coordinator will then be responsible for looking for the book.
6. After completing your rounds, volunteers will return the book cart and library card box to the Social Services office.

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PROCEDURES FOR COURTESY CART

Hours: Tuesdays - 1:00 - 3:00 P.M. All items shall be sold through the "punched card system".

No items will be sold for cash.

1. The courtesy cart must not go on the floor before 1:00 P.M.
2. Volunteers will "Sign In" and check with Volunteer Services Coordinator for any changes or pertinent information concerning the residents before going to the floor.
3. Volunteers will obtain the courtesy cart card file, courtesy cart list, key and notecard box from the Volunteer Coordinators office.
4. Volunteers will obtain courtesy cart merchandise from Volunteer coordinators office. Place items on the cart. Take items to the residents.
5. Obtain bananas from the kitchen (approximately 10).
6. Volunteers must read the information at the bottom of each courtesy card before selling anything to the residents!!!
7. Volunteers will dispense merchandise to residents and see that the courtesy cart cards are punched to insure accurate record keeping.
8. Volunteers must write down date and article purchased by each resident on index card for that resident.
9. Diabetics can have only 1-2 bananas or one diabetic snack, unless notified otherwise on their card. Some residents are on a counted calorie diet. They are not diabetics. Snacks for these residents will be the same snacks given to diabetics.
10. Volunteers should record any merchandise or resident courtesy cards needed on the notecards in the notecard box.
11. Staff, volunteers and families may purchase from the cart by purchasing a courtesy card from the Volunteer Services Coordinator.
12. No one except volunteers should handle the merchandise on the cart.
13. The resident's needs come first. You can sell to anyone else with a card when you are not busy with a resident.
14. Please return courtesy cart merchandise to Volunteer Coordinators office.
15. Return cart to Volunteer Coordinators office. Place courtesy card file and notecard box, and courtesy card list on Volunteer Services Coordinator's desk.
16. When selling items please take cart into resident room to view.

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PIATT COUNTY NURSING HOME
VOLUNTEERING IN THE HALCYON UNIT

The Piatt County Nursing Home Halcyon Unit also offers volunteer opportunities for

interested individuals. This can be arranged through the Volunteer Services Coordinator and Halcyon Unit Coordinator. The Halcyon Unit provides a safe, relaxed environment to meet the special needs of residents with Alzheimer's Disease and Related Disorders. The primary goal of the Halcyon Program is to support and enhance the resident's individuality, dignity and self-esteem in a warm, accepting environment that allows sheltered freedom.

The Nursing Home Volunteer Policies set forth in this handbook also apply in the Halcyon Unit. In addition, volunteers will be instructed on the philosophy and objectives of the Halcyon Unit.

Program areas where volunteers may assist include exercise, games, and socials. The following guidelines are followed when planning, implementing or assisting with activities.

- Keep activities simple.
- Because the person with Alzheimer's Disease has a reduced attention span, the optimum time for any activity is from twenty to thirty minutes.
- If the resident becomes frustrated or upset, discontinue or switch to another activity.
- Creativity and flexibility is the key in approaches.
- Choose activities that have relevance to the residents.
- Choose activities that offer the resident a reasonable chance for success.
- Activities should have a clear purpose.

Opportunities for one-to-one interaction with residents are also available. They may include, but are not limited to, taking a walk, looking at photos, giving a manicure, listening to music, looking through a scrapbook, sharing a homemade goodie and reminiscing.

Volunteering in Halcyon can be a rewarding experience because the simple pleasures you, as a volunteer, provide truly enhance the resident's quality of life.

OPERATIONS OF A WHEELCHAIR

1. Only the Nursing Home Personnel members are to assist the residents in and/or out of the chair if they need to be helped. **AS A VOLUNTEER, NEVER TRY TO DO THIS.**
2. If the resident has been secured by a safety device to the wheelchair, **NEVER RELEASE HIM/HER.** Only lock wheelchair wheels when resident is transferring.
3. Be observant. If a resident attempts to stand on the foot pedals, the chair will tip forward; if he tries to stand before the locks are engaged, the chair will roll back causing a loss of balance.
4. Tuck clothing and covering around the resident, making sure it does not come in contact with the wheels. Any treatment apparatus such as irrigation tubing, etc., should not hang in the area of the wheels.
5. Never hurry with a resident in a wheelchair. Always walk.
6. Never wheel resident outside of facility or away from immediate grounds without consent of the Charge Nurse or Volunteer Services Coordinator.
7. Never leave resident outside alone unless permitted to do so.
8. Always **BACK** over an elevator level or door entry. This procedure will prevent a resident from tipping forward and out of the wheelchair.
9. **WHEELCHAIRS ARE DANGEROUS EQUIPMENT. NEVER AT ANY TIME, PLAY OR PUSH ONE ANOTHER IN A WHEELCHAIR JUST FOR FUN.**

WHEELCHAIR ETIQUETTE

1. Always ask the wheelchair user if he or she would like assistance before you help. Your help may not be needed or wanted.
2. Don't hang or lean on a person's wheelchair. It is part of the wheelchair user's personal body space.
3. Speak directly to the person in the wheelchair, not to someone nearby, as if the wheelchair user does not exist.
4. If the conversation lasts more than a few minutes, consider sitting down or kneeling to get yourself on the same level as the wheelchair user.
5. Don't demean or patronize the wheelchair user by patting him or her on the head.
6. Give clear directions, including distance, weather conditions and physical obstacles that may hinder the wheelchair user's travel.
7. Don't discourage children from asking questions about the wheelchair. Open communication helps overcome fear and misleading attitudes.
8. When a wheelchair user transfers out of the wheelchair to a chair, toilet, car or bed, do not move the wheelchair out of reaching distance.
9. Residents should be transferred to and from wheelchairs by Piatt County Nursing Home staff only.
10. Don't classify people who use wheelchairs as sick. Wheelchairs are used for a variety of disabilities.
11. Don't assume that using a wheelchair is in itself a tragedy. It provides freedom and allows the user to move about independently.

Excerpt from "what do I do when I meet a person in a wheelchair?" (National Easter Seal Society)

RESIDENTS' RIGHTS POLICY

1. No resident shall be deprived of any legal rights solely on account of his/her residency in a long-term care facility.
2. The resident shall be permitted to manage his/her own financial affairs if the resident wishes. The resident shall be permitted to deposit up to \$100 in Personal Funds with the facility for safekeeping in a safe in Administration, upon written authorization to the facility from the resident or "Financial Responsible Party". The facility shall provide a monthly-itemized statement to the resident or resident's representative listing all Personal Funds transactions. Deposit and withdrawal slips, which support the monthly statement, shall be maintained on file in the facility for a period of two years. Upon death, the balance of Personal Funds shall be forwarded to the Executor of the Estate or Resident's Representative with a final statement of transactions. The facility and/or its employees shall not be held responsible for Personal Funds kept in the resident's room.
3. A resident shall be permitted to retain and wear his/her personal clothing unless ordered not to do so by a physician. If clothing is provided to the resident by the facility, it shall be of proper fit.
4. The resident shall be permitted to retain and use his/her personal possessions within limits established by the facility.
5. The facility shall provide adequate storage space for clothing and personal possessions.
6. The facility shall provide a means of safeguarding the resident's valuables, such as watches, rings, etc., in a safe in Administration for a maximum period of thirty (30) days, after which time, the resident or guardian shall assume responsibility for removing the valuables from the facility. The facility and/or its employees shall not be held responsible for valuables kept in the resident's room.
7. The resident shall be permitted to retain the services of his/her own physician.
8. Every resident shall be allowed to obtain information concerning his/her diagnosis, medical treatment and prognosis, and shall be allowed to participate in planning his/her medical treatment to the extent his/her condition permits.
9. No resident shall be subjected to experimental research/treatment or behavior modification program utilizing restraints or adverse stimuli without informed consent of resident or guardian.
10. Every resident shall be permitted to refuse medical treatment unless to do so would be

harmful to others. The resident's refusal shall free the facility from the obligations to provide the treatment.

11. The facility shall immediately notify the resident's physician, next of kin and resident's representative upon the resident's death or imminent death. The facility shall also notify the physician, next of kin, and resident's representative of any accident or sudden illness.

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12. Upon twenty-four (24) hours notice to the facility each resident shall be allowed to inspect and copy his/her clinical records.
13. Each resident shall be permitted respect privacy, and confidentiality in his/her medical care and clinical records. The resident's clinical records shall generally be released only upon written authorization from the resident. However, the clinical record shall be automatically released to another health care facility, to which the resident is being transferred.
14. Restraints and confinements shall be employed only to prevent resident from injuring self or others, as ordered by attending physician. Physician's order shall specify time periods and conditions in which restraints are employed. No physical restraints or confinements shall be used as punishment or for the convenience of facility personnel.
15. No chemical, medication or tranquilizer shall be employed as a restraint. Chemicals, medications or tranquilizers are employed only as part of therapeutic medical treatment ordered by physician.
16. No resident shall be abused or neglected. A resident, resident's representative or facility employee shall report any incident of abuse or neglect immediately to the Administrator, without fear of reprisal.
17. Every resident shall be permitted unimpeded and uncensored communication by mail. Correspondence, including governmental correspondence, shall be conveniently received and mailed. Mail may be reasonably restricted by orders of the attending physician for the protection of the resident's best interests.
18. Telephones shall be reasonably accessible to residents.
19. Residents may have private visits at reasonable hours.
20. Facility personnel shall knock before entering a resident's room except under emergency conditions.
21. Married residents shall be allowed to reside in the same room within a facility, unless no room is available, or if the attending physician has ordered otherwise.

22. Community organizations, social service groups, legal advocates and members of the general public shall be allowed to contact residents at reasonable hours for the purposes of:
- (1) Making personal, social, and legal services available to all residents;
 - (2) Informing residents of rights and obligations under state and federal law;
 - (3) Assisting residents in asserting their legal rights regarding claims.

Such contacts may be reasonably restricted if deemed medically inadvisable.

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23. Each resident shall be permitted freedom of religion.
24. A resident may be discharged from a facility after he/she gives the facility written notice of his/her desire to be discharged. If the resident is a minor or has a legal guardian, the written consent of the parent(s) or legal guardian is required. In such cases, the facility is relieved from any responsibility for the resident's care and safety.
25. A resident shall be permitted to present grievances, without fear of reprisal, to the Administrator, the Resident Advisory Council, the Illinois Department of Public Health Long Term Care Advisory Board or other appropriate persons. The facility shall provide each resident with the name, address, and telephone numbers of the persons and agencies where complaints may be made.
26. A resident may refuse to perform labor for a facility.
27. Each resident shall have the right to participate in the Resident Advisory Council.
28. Each resident shall have full rights as established under the Illinois Election Code as it pertains to absentee voting for residents of long term care facilities.
29. Each resident shall have the right to private right of action against a facility as defined in Illinois Public Health Regulations, Division 16.

INCOME TAX INFORMATION:

Certain items are allowed for deductions on income tax returns. An example is mileage for trips to and from the facility. A tax guide or preparer can inform you on the various deductions allowed.

Volunteers can deduct unreimbursed expenses incurred while doing volunteer work for certain groups approved by the Internal Revenue Service. Volunteers can deduct:

- automobile mileage at standard rate or actual expense of gas and oil
- bus and cab transportation expenses
- parking and tolls
- special uniforms related to organizational activities
- telephone bills – only long distance made on behalf of organization
- costs of meals and lodging if away overnight
- travel expenses above per diem allowance
- postage and duplicating costs
- tickets to charity benefits (excess value)
- direct gifts of money

Volunteers cannot deduct:

- value of volunteer time donated
- dependent care expenses
- meal expenses incurred on the job
- car expenses for maintenance, repair insurance or depreciation
- volunteer's entertainment expense

The federal government approved an increase to 14 cents per mile for volunteer drivers, effective 2004. IRS publication No. 526 gives complete information on federal tax deduction for volunteers.

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- 1) Upon arrival at the Home, report to the Activity Room to “Sign In”, obtain identification badge, and smock.
- 2) Check in with Volunteer Coordinator or Social Services Director.
- 3) At the close of your day, "Sign Out" in the Activity Room and record your hours. It is each teen’s responsibility to record hours. The Volunteer Coordinator does not record your hours, so if you need this information for school, please be accurate.

VOLUNTEER SCHEDULE: Be dependable. Plan to arrive and depart as scheduled. If you cannot fulfill your commitment for any reason, please notify the Volunteer Services Coordinator.

ATTIRE: Clean and neat street clothes are appropriate. Sleeveless tops and Capri pants are allowed. Shorts are allowed but must come to knees. No midriff tops allowed. Red smocks for volunteers are in Activity Room. Nametags should be worn by all volunteers.

COATS AND HANDBAGS: Coats may be kept on the coat rack in the Activity Room. Handbags should be placed in the Social Service Office.

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PUBLIC RESTROOMS: A public restroom is located across from the Main Dining room and adjacent to Nurse’s Station B. A restroom for the handicapped is located in the Activity Room and in the Halcyon Unit.

ORIENTATION: You will be trained by the Volunteer Services Coordinator or her designee for activities you undertake. Please do not accept any responsibility you are not sure of.

MANNERS –Enjoy your time here but remember this is a healthcare facility.

Don't interfere with any care being given. Staff is happy to have you, but is very busy.

Be respectful of residents, their belongings, staff and the Nursing Home in general, and also of other teens.

Don't run or yell.

Always walk when pushing a wheelchair.