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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 Activities and Social Services departments are 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 Activity and Social Service departments 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 Activity and Social Service department 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 Activity Director or the Social Service Director as soon as possible.

YOUR RELATIONSHIP WITH RESIDENTS - DO'S AND DON'Ts

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'ts":

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, 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 quieter 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 is located in the south east parking area.

PARKING: Parking is available for visitors and volunteers in the parking lot in front of the nursing home complex and in the South East parking area behind the building. (enter via the service drive).

VISITING HOURS: Visitors are able to visit in the Piatt County Nursing Home any time from 8:00 A.M. to 9:00 P.M. Please use our sign in book.

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

- 1) Upon arrival, report to the Volunteer Room "Sign In" and obtain identification badge.
- 2) Check in with our Activity or Social Service departments.
- 3) At the close of your day, "Sign Out" in the Volunteer Room and record your hours.
- 4) Be regular in attendance. Notify someone in Activities or Social Services 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.
- 5) Be dependable. Plan to arrive and depart as scheduled. If you cannot fulfill your commitment for any reason, please notify the Activity or Social Service department.

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. Identification nametags should be worn by all volunteers. Obtain your nametag from the Social Service office.

COATS AND HANDBAGS: Coats may be kept on the coat rack in the Volunteer Room. Handbags should be placed in the Social Service or Activity 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 by Activity or Social Service Directors. Photographs of residents or employees with a camera or camera phone are NOT allowed.

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 Activity or Social Service Directors or his/her designee for activities you undertake. Please do not accept any responsibility you are not sure of.

CONFIDENTIALITY: You must 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 Activity or Social Service Director.

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 CALL LIGHT SYSTEM: In case of emergency, volunteers may have to use the intercom system. In the event 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 Activity or Social Service Directors. 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/GUEST MEALS: May be served to volunteers, friends and relatives of residents in the Main Dining Room or other small dining areas. Guest meal charges may be paid in the Billing Office. Arrangements for guest meals should be made in advance by notifying Dietary Department

SNACKS: Vending machines are located in the employee lounge.

Meals may not be charged on a resident's bill. Staff members of the Piatt County Nursing Home will be given priority in the serving line to accommodate their thirty (30) minute lunch break.

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

"Dr. Heart" – Cardiac or Respiratory Emergency

"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

"Code Silver" – Active Shooter

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

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

Visiting

Read letters and write letters

Take around book and magazine cart

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. Be kind, but not overly sympathetic. Avoid showing pity for the resident; it may cause him to feel sorry for himself.
6. Never treat or talk to him/her like a child. Remember, he/she has had a lifetime of experience.
7. Ask if the resident would like to do something with you (e.g.: go outside, take a walk inside or outside, etc). Residents should not be left outside by themselves unless permission has been given.
8. Suggested topics for conversation -- family or neighborhood, activities, clubs, church, sports, weather or day-to-day happenings.
9. 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.
10. 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.
11. Never show signs of disagreement or rudeness to the resident, his/her visitors or nursing home personnel. Be courteous and respect the rights of one another.
12. 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.
13. Don't become impatient when you hear a story repeated by a resident more than once.
14. 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.

15. 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 Activity and Social Service Director is interested in any such change brought about during your relationship and time spent with the resident. Please mention such changes to her.
16. Never give scissors or other sharp instruments without consulting the Activity Director or designee.
17. Check with the Charge Nurse or Activity Director before taking a resident outdoors for "friendly visiting".
18. Ask Nurse or CNA's to transfer all residents to wheelchairs for you!

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 Activity Director 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 are 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 staff 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. 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.
3. 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.
4. Never hurry with a resident in a wheelchair. Always walk.
5. Never wheel a resident outside of the facility or away from immediate grounds without consent of the Charge Nurse.
6. Never leave a resident outside alone unless permitted to do so.
7. Always **BACK** over an elevated level or door entry. This procedure will prevent a resident from tipping forward and out of the wheelchair.
8. **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. Give clear directions, including distance, weather conditions and physical obstacles that may hinder the wheelchair user's travel.
6. Don't discourage children from asking questions about the wheelchair. Open communication helps overcome fear and misleading attitudes.
7. When a wheelchair user transfers out of the wheelchair to a chair, car or bed, do not move the wheelchair out of reaching distance.
8. Don't classify people who use wheelchairs as sick. Wheelchairs are used for a variety of disabilities. They also provide freedom and allow the user to move about independently.

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

PIATT COUNTY NURSING HOME TUBERCULOSIS POLICY

Tuberculosis (TB) is caused by a bacterium called *Mycobacterium tuberculosis*. The bacteria usually attack the lungs, but TB bacteria can attack any part of the body such as the kidney, spine, and brain. Not everyone infected with TB bacteria becomes sick. As a result, two TB-related conditions exist: latent TB infection (LTBI) and TB disease. If not treated properly, TB disease can be fatal.

Policy

TB screening will be performed to reduce the risk of transmission of TB- related conditions to residents, staff, volunteers, and visitors.

Procedure

TB Risk Assessment Worksheet is to be completed annually and as needed by the Infection Control Nurse or designee. This policy will be modified as needed based on the results of each risk assessment. Piatt County Nursing Home is currently considered to be at low risk. According to CDC guidelines Two Step Tuberculin Skin Testing (TST) only needs to be done with new admissions, new employees and new volunteers.

1. Volunteers:

- a. All new volunteers are to be screened. Anyone under the age of 18 must have parental consent prior to TST.
 - i. Complete the Piatt County TB Screening Tool for Volunteers.
 - ii. Begin Two Step TST
 1. The first step of the TST is administered intradermally using 0.1 ml of tuberculin purified protein derivative (PPD) into the inner surface of the forearm, creating a wheal.
 2. The first step TST will be read within 48-72 hours after administration.
 - a. Any induration (palpable, raised, hardened area or swelling) will be measured.
 - i. Less than 10 mm induration is a negative result.
 - ii. Greater than 10 mm induration is a positive result.
 1. Any new volunteer that has a positive TST or those who have signs or symptoms of TB will be referred to their healthcare provider. Documentation from the healthcare provider attesting to the non-infectious nature of the new volunteer will be required before returning to the facility.
 3. In 1-3 weeks, if the first step TST result is negative, the second step TST will be administered into the opposite forearm using the same technique as the first step.
 4. The second step TST will be read within 48-72 hours after administration in the same manner as the first step TST.
 - iii. Documentation of both steps including location given, lot number, expiration date, and results will be completed on the Piatt County Screening Tool for Volunteers.

- b. Complete the Piatt County Screening Tool for Volunteers every year and as needed.
- 2. **Individuals with a history of a positive TST or who are receiving current treatment for latent TB:**
 - a. Will not undergo TST
 - b. Will be expected to provide documentation from their healthcare provider attesting to the current non-infectious nature of the individual
 - c. A signs and symptoms checklist will be completed
- 3. **Miscellaneous:**
 - a. It is safe to perform TST on pregnant women and nursing mothers.
 - b. Individuals who have received the BCG vaccine are not excluded from TST unless they have documentation of a previous positive reaction.

Appv. Med. Adv. _____

Appv. Gov. Bd. _____

Appv. Infect. Control _____

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