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CHS VOLUNTEER PACKET





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2019

OUR MISSION... CARING WITH INTEGRITY

The mission of CHS Employment Services is to provide our residents with Exceptional care and treat them with the highest levels of dignity and respect. This demands a commitment to building and maintaining a reputation as a preferred provider of healthcare services, to hiring, training, and retaining quality healthcare professionals and being a leader in our chosen communities.

CUSTOMER SERVICE COMMITMENT

Our Customer Service Mission is to be a customer driven organization that identifies, anticipates, satisfies, and exceeds all perceived needs of each and every customer.



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VOLUNTEERING AND ITS BENEFITS

With busy lives, it can be hard to find time to volunteer. However, the benefits of volunteering are enormous to you, your family, and your community. Volunteering can help you connect with people, learn new skills and even advance your career. It can also help protect your mental and physical health

Benefits of volunteering #1: Volunteering allows you opportunities to connect with others

One of the better-known benefits of volunteering is the impact on the community. Unpaid volunteers are often the glue that holds a community together. Volunteering allows you to connect to your community and help make it a better place. Even helping out with the smallest tasks can make a real difference in the lives of people, animals, and organizations in need. Volunteering is a two-way street: it can benefit you and your family as much as the cause you choose to help. Dedicating your time as a volunteer helps you make new friends, expand your network, and boost your social skills.

Volunteering helps you make new friends and contacts

One of the best ways to make new friends and strengthen existing relationships is to commit to a shared activity together. Volunteering is a great way to meet new people, especially if you are new to an area. Volunteering also strengthens your ties to the community and broadens your support network, exposing you to people with common interests, neighborhood resources, and fun and fulfilling activities.

Volunteering increases your social and relationship skills

While some people are naturally outgoing and can make new friends with ease, others are shy and have a harder time when it comes to meeting new people. Volunteering gives you the opportunity to practice and develop your social skills, since you are meeting regularly with a group of people with common interests. Once you have momentum, it's easier to branch out and make more friends and contacts.

Benefits of volunteering #2: Volunteering is good for your mind and body

Volunteering provides any benefits to both mental and physical health.

- Volunteering increases self-confidence. Volunteering can provide a healthy boost to your self-confidence, self-esteem, and life satisfaction. You are doing good for others and the community, which provides a natural sense of accomplishment. Your role as a volunteer can also give you a sense of pride and identity. The better you feel about yourself, the more likely you are to have a positive view of your life and future goals.



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- Volunteering combats depression. Reducing the risk of depression is another important benefit of volunteering. A key risk factor for depression is social isolation. Volunteering keeps you in regular contact with others and helps you develop a solid support system, which in turn protects you against stress and depression when you're going through challenging times. Working with pets and other animals has also been shown to improve mood and reduce stress and anxiety.
- Volunteering helps you stay in physically healthy. Volunteering is good for your health at any age, but it's especially beneficial in older adults. Studies have found that those who volunteer have a lower mortality rate than those who do not, even when considering factors like the health of the participants. Volunteering has also been shown to lessen symptoms of chronic pain or heart disease.

Volunteering: The happiness effect

Helping others kindles happiness, as many studies have demonstrated. When researchers at the London School of Economics examined the relationship between volunteering and measures of happiness in a large group of American adults, they found the more people volunteered, the happier they were, according to a study in Social Science and Medicine. Compared with people who never volunteered, the odds of being "very happy" rose 7% among those who volunteer monthly and 12% for people who volunteer every two to four weeks. Among weekly volunteers, 16% felt very happy- a hike in happiness comparable to having an income of \$75,000-\$100,000 versus \$20,000, say the researchers.

Adapted with permission from Simple Changes, Big Rewards: A Practical, easy Guide for Healthy, Happy Living, a special health report published by Harvard Health Publications.

Benefits of volunteering #3: Volunteering can advance your career

If you're considering a new career, volunteering can help you get experience in your area of interest and meet people in the field. Even if you're not planning on changing careers, volunteering gives you the opportunity to practice important skills used in the workplace, such as teamwork, communication, problem solving, project planning, task management, and organization. You might feel more comfortable stretching your wings at work one you've honed this skills in a volunteer position first.

Volunteering can provide career experience

Volunteering offers you the chance to try out a new career without making a long-term commitment. It is also a great way to gain experience in a new field. In some fields, you can



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volunteer directly at an organization that does the kind of work you're interested in. For example, if you're interested in nursing, you could volunteer at a hospital or a nursing home. Your volunteer work might also expose you to professional organizations or internships that could be of benefit to your career.

Volunteering can teach you valuable job skills

Just because volunteer work is unpaid does not mean the skills you learn are basic. Many volunteering opportunities provide extensive training. For example, you could become an experienced crisis counselor while volunteering for a women's shelter or a knowledgeable art historian while donating your time as a museum docent.

Volunteering can also help you build upon skills you already have and use them to benefit the greater community. For instance, if you hold a successful sales position, you raise awareness for your favorite cause as a volunteer advocate, while further developing and improving your public speaking, communication, and marketing skills.

When it comes to volunteering, passion and positivity are the only requirements

Benefits of volunteering #4: Volunteering brings fun and fulfillment to your life.

Volunteering is a fun and easy way to explore your interests and passions. Doing volunteer work you find meaningful and interesting can be a relaxing, energizing escape from your day-to-day routine of work, school, or family commitments. Volunteering also provides you with renewed creativity, motivation, and vision that can carry over into your personal and professional life.

Many people volunteer in order to make time for hobbies outside of work as well. For instance, if you have a desk job and long to spend time outdoors, you might consider volunteering to help plant a community garden, walk dogs for an animal shelter, or help out at a children's camp.

Consider your goals and interests when volunteering. You will have a richer and more enjoyable volunteering experience if you take some time to identify your goals and interests. Start by thinking about why you want to volunteer. Also think about what you would enjoy doing. Volunteer opportunities that match both your goals and your interests are most likely to be fun and fulfilling for you.

Tips for Getting Started Volunteering:

First, ask yourself if there is something specific you want to do. For example, do I want...



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... to make it better around where I live

... to meet people who are different from me

... to try something new

... to do something with my spare time

... to see a different way of life and new places

... to have a go at the type of work I might want to do as a full-time job

... to do more with my interests and hobbies

... to do something I'm good at

The best way to volunteer is to match your personality and interests.

How to find the right volunteer opportunity

There are numerous volunteer opportunities available. The key is to find a volunteer position that you would enjoy and are capable of doing. It's also important to make sure that your commitment matches the organization's needs. The following questions can help you narrow your options:

- Would you like to work with adults, children, or animals, or remotely from home?
- Do you prefer to work alone or as part of a team?
- Are you better behind the scenes or do you prefer to take a more visible role?
- How much time are you willing to commit?
- How much responsibility are you ready to take on?
- What skills can you bring to a volunteer job?
- What causes are important to you?



Consider several volunteer possibilities

In your search for the right volunteer opportunity, don't limit yourself to just one organization or one specific type of job. Sometimes an opportunity looks great on paper, but the reality is quite different. Try to visit different organizations and get a feel for what they are like and if you click with their staff and other volunteers. The more satisfaction you have as a volunteer, the better your contributions and the more likely you'll continue.

Where I find volunteer Opportunities?

- Community theatres, museums, and monuments
- Libraries or senior centers
- Service organizations such as Lions Clubs or Rotary Clubs
- Local animal shelters, rescue organizations, or wildlife centers
- Youth organizations, sports team, and after-school programs
- Historical restorations, national parks, and conservation organizations
- Places of worship such as those contained in Resources section below

Getting the most out of volunteering

You're donating your valuable time, so it's important that you enjoy and benefit from your volunteering. It's important to make sure that your volunteer position is a good fit and to communicate with the people you're working with in the volunteer organization.

- Ask questions! You want to make sure that the experience is right for your skills, your goals, and the time you want to spend. If you have any questions, be sure to speak up. Sample questions to your volunteer coordinator might address your time commitment, if there is any training involved, who you will be working with, and what to do if you have questions during your experience.
- Make sure you know what's expected. Before starting, make sure you are comfortable with the organization, know what is expected, and understand the time commitment. Consider starting small so that you don't over commit yourself at first. Give yourself some flexibility to change your focus if needed.
- Don't be afraid to make a change. Speak up if your experience isn't what you expected. Don't force yourself into a bad fit. Talk to the organization about changing your focus or consider looking for another match.
- Enjoy yourself. Most importantly, make sure you're having fun! The best volunteer experiences benefit both the volunteer and the organization. If you're not enjoying yourself, ask yourself why. Is it the tasks you're performing? The people you're working



with? Or are you uncomfortable simply because the situation is new and familiar? Pinpoint what's bothering you can help you decide how to proceed.

Volunteer Program Policy

Welcome to the Continuing Healthcare Solutions (CHS) Volunteer Program. On behalf of the residents and staff, we are pleased to welcome you as an important addition to our team. Volunteers contribute immeasurable time to enriching the quality of life of our residents. Volunteers assist in making many of the programs and activities for our residents possible. Without a doubt, many such programs to enhance the residents' quality of life would not be possible without your helping hands.

A successful volunteer makes firm and reliable commitments to provide specified services. To carry through with your commitments, you will need to learn about the team you will be joining, the policies and procedures that govern our facility and the purpose of the Volunteer Program. This handbook will be your guide and resource. Thank you for showing an interest in our volunteer program.

The purpose of the CHS Volunteer Program is four-fold:

1. Human Support

The act of volunteering shows the resident that someone care about him/her.

2. Maintain Continuity with the Community:

Residing in a skilled nursing center does not necessitate cutting ties with the community. Volunteers help prevent isolation and provide a connection to the community.

3. Clearing Misconceptions:

Volunteers have the opportunity to experience the skilled nursing center setting and to become familiar with the philosophy of long-term care. Their first-hand experience will be shared with other community members, and can do a lot to dispel myths and misconceptions about the "nursing home" setting.

4. Enthusiasm and overall spirit:

The presence of volunteers encourages an atmosphere of involvement, purpose, and happiness. Residents cannot help but to be encouraged by the friendliness, patience, kindness, and optimism.



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Volunteer Application

Name: _____ Phone: (C) _____

Address: _____ Phone: (H) _____

City: _____ State: _____ Zip: _____

Emergency Contact: _____ Phone: _____

.....
1.) How did you hear about this facility? _____

2.) Why do you want to volunteer? _____

3.) Do you have any experience working with the elderly? _____

4.) Please list your skills, hobbies, and special interests. _____

5.) Do you speak any other language than English? _____

6.) When are you available to start? _____

7.) Please list one reference with name and contact information. _____

.....
Schedule Preferences:

Time: Mornings _____ Afternoon _____ Evening _____

Days: Sun _____ Mon _____ Tues _____ Wed _____ Th _____ Fri _____ Sat _____

Signature

Date



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Orientation/Training

The more volunteers know about the facility regulations and expectations, the more confident that they will feel about their work. Volunteers are under the direction / supervision of the facility's Activities Director. All interested volunteers must first complete an application, with reference checks, followed by an interview. During the interview, the applicant's volunteer skills, abilities, and interests will be discussed. Following the application process, you will be notified by the Activities Director about the volunteer opportunities. Finally, a formal registration will include reviewing the following:

- 1.) Job Description
- 2.) Rules and General Information
- 3.) Policies
 - a) Residents Rights
 - b) Abuse
 - c) Disaster Preparedness
 - d) Employee/Volunteer Resident Relations
 - e) HIPPA
 - f) Personal Conduct
 - g) Harassment
 - h) Dress Code
 - i) Hand Washing
- 4.) Health Requirements – Mantoux/TB Testing
- 5.) Procedures
 - a) Facility Tour
 - b) Staff introductions
 - c) Volunteer Signature Log
 - I. Example of log
- 6.) Guidelines for Volunteers
- 7.) Volunteer Agreement



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Volunteer Job Description

Title of Job: Volunteer

Job Description:

1. Assist in parties and special events.
2. Visit with residents.
3. Assist in day-to-day scheduled programs
4. Assist in the Activities office.
5. In-room activities
6. Assist in escorting residents to and from programs.
7. Assist with beauty shop transportation.
8. Assist the Activities Director as needed.
9. Assist with evening and weekend programs.

Hours/Days: Time and days vary according to the Activities Director's schedule and to the Volunteer's individual desire and time preference.

Length of Commitment: The length of commitment is not specified. Should you be unable to continue

to volunteer, please notify the Activities Director.

Qualifications: The ability to coordinate and work well with people. Have creativity and a desire to help people.

Orientation/Training: The volunteer will complete an application and interview. Orientation will be coordinated by the Activities Director.

Activities Director Signature

Date

Volunteer Signature

Date



Volunteer Rules and General Information:

1. Volunteers report directly to the Activities Director. Please sign in and out on the volunteer log.
2. If you can no longer be a volunteer, please notify the Activities Director.
3. If you cannot come in at a previously scheduled time, please notify the Activities Director.
4. Volunteers can be dismissed for cause. Violation of any policy or procedure will result in immediate separation.
5. All Volunteers must review the Volunteer Handbook, and sign any necessary paperwork prior to becoming a registered volunteer.
6. Direct all questions to the Activities Director/
7. We ask that you do NOT perform any nursing care for the Residents. Please find a STNA or nurse to help the resident when needed.
8. Always wear your volunteer name badge when volunteering.
9. Please remember that all information about the residents is confidential.
10. Please wash your hands thoroughly before and after doing anything for a resident.
11. All volunteers must be free from skin lesions, upper respiratory infections or other communicable diseases. If you have any of these conditions, please notify the supervisor in the area that you are assigned. Stay home until the infection is resolved.
12. All volunteers must stay out of isolation rooms and areas. Under no circumstances are you permitted in these areas.
13. Please remember to knock on the door prior to entering the resident's room. If you hear the staff say, "Resident Care", do not enter until the staff member exits the room and gives permission for you to enter.
14. Please do not give any food items to the residents without staff approval. Some of the residents have special diets for multiple reasons, including but not limited to choking, swallowing issues, and lack of healthy teeth.
15. Under no circumstances are you allowed to accept any form of gift from the residents. This includes, but is not limited to money, jewelry, food items, drinks, clothing, etc.



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Policies: (1).

Resident Rights

The Resident has a right to:

1. Exercise his/her rights as a patient and as a citizen, and to voice grievances;
2. Be informed of all rights, rules, and regulations governing patient conduct and responsibility.
3. Be informed of all services available in the facility, and of the related charges not covered by the facility's rate;
4. Be informed of his/her medical condition, and has the opportunity to participate in, and refuse treatment;
5. Be notified of transfers and discharges;
6. Be free from restraint, interference, coercion, discrimination, or reprisal;
7. Manage his/her personal financial affairs;
8. Be free from mental and physical abuse, and free from chemical and physical restraints;
9. Confidential treatment and access to his/her personal and medical records;
10. Be treated with consideration, respect, and full recognition of his/her dignity and individuality including privacy in treatment;
11. Not be required to perform services for the facility that are not included in the plan of care;
12. Associate and communicate privately with persons of his/her choice through visits, mail, and telephone conversations;
13. Participate in social, religious, and community activities;
14. Retain and use his/her personal possessions;
15. Be assured privacy for visits by his/her spouse;
16. Choose a personal attending;
17. Review facility survey results.



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Policies: (2.)

Abuse

Types of Abuse

Patient/resident abuse may take several forms not limited to: assault, battery, mistreatment by the means of social isolation, misuse of restraints or medication, neglect, and material abuse.

With any such violation of a law there are legal penalties such as fine and/or a prison term for patient/resident abuse.

Legal Definitions

Assault: Placing another person in fear of immediate physical harm. This can be done by gestures or verbally through foul, abusive or threatening language.

Battery: Touching another person without their consent. This includes such actions as striking or handling a patient or resident in an unnecessarily rough manner.

Mistreatment: Use of any medical or physical procedures which will cause or is likely to cause harm to the resident. There are several forms of mistreatment.

Social Isolation Ignoring the patient's or resident's needs for social interaction. For example, if a disruptive patient/resident is removed from association with other people for an unreasonable length of time, it is termed social isolation. Another form of social isolation is avoiding patients/residents because they are unpleasant to be with.

Improper Use of Physical Restraints Use of physical restraints without a doctor's order is a form of mistreatment. Even when restraints have been properly ordered, but are applied too tightly or the patient/resident is not repositioned or toileted approximately every 2 hours, it is considered mistreatment.

Neglect Failing to provide the treatment and services necessary to maintain a patient's or resident's health and safety.

Material Abuse Theft or misuse of a patient's or resident's money, clothing or personal property is also considered abuse.



Abuse Prohibition Protocol

Prevention

Residents and families will be provided information on how and to whom they may report concerns, incidents, and grievances regarding their care and services upon admission. The grievance process and abuse reporting will also be reviewed with the residents at the annual grievance committee.

The facility via the continuous quality improvement process will provide monitoring of physical environment, appropriate staffing, staff behavior, and delivering of care and services.

The interdisciplinary team will develop care planning and interventions for residents with aggressive behaviors, wandering, self-injurious behaviors, and residents with communication disorders and those that require heavy nursing care and/or are totally dependent upon staff.

The staff will be trained on any special care requirements or behavior techniques noted on the care plans.

Facility management makes routine rounds to identify concerns with staff related to stress and to identify signs or symptoms of abuse of residents.

Identification

Any allegations of abuse or injuries of unknown origin will be investigated/reported immediately. All allegations of abuse and the results of the investigation will be reported as per state law. A review of any allegation or suspicious incidents will be reviewed on an ongoing basis by facility's quality assurance committee for trends or patterns.

Investigation

An investigation will be conducted by the facility administrator, Director of Nursing or designee. The investigation will include interviews or statements from staff, visitors, residents, or families with first-hand knowledge of the allegation or incident. The administrator will conduct a final review of all investigation results and ensure reporting of results to the proper authorities has occurred. Evidence of investigation will be maintained at the facility and reported accordingly.



Abuse Prohibition Protocol (continued)

Based on investigation findings, the facility will take appropriate corrective measures. After each incident, the facility will analyze the occurrence to determine if changes to protocol are require or additional in-servicing for all staff is necessary.

Protection

Upon knowledge of any concern regarding: abuse, neglect, or misappropriation of resident property, the facility will take measures to protect the involved resident during an investigation. As per facility discretion and based on the nature of the complaint, a staff member will be suspended pending the results of the investigation.

Reporting

The results of all investigations will be reported to the appropriate state authorities within five working days of knowledge of the incident. If the alleged violation is verified, the facility will implement appropriate corrective action immediately. If an individual is found guilty of neglect, abuse or misappropriation, their name will be entered into the nurse aide abuse registry or to the respective licensing board

Volunteer Staff:** You must report any suspicions of abuse to the Activities Director **IMMEDIATELY**. If the Activities Director is unavailable, you must report it to the charge nurse, administrator, director of nursing or any manager **IMMEDIATELY



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Policies: (3)

Disasters Preparedness Policy

WATCH Advisory issued by an official meteorological department to warn citizens that conditions are favorable for the development of dangerous weather patterns, although the dangerous weather conditions themselves are not currently present.

WARNING Advisory issued by an official meteorological department to warn citizens of approaching dangerous weather.

TORNADOES (During the Watch)

- Close all drapes, shades, and curtains.
- Move all patients/residents away from the windows. Provide covering protection for them.
- Move patients/residents into central hallways to prevent them from being injured by glass from broken windows.
- Completely cover patients/residents who are unable to be moved quickly to prevent them from being injured by glass from broken windows and flying objects.
- Put all loose objects in drawers so they will not blow around and cause an injury.
- Obtain flashlights for use in the event of electrical and generator failure.
- Assist in accounting for all patients/residents.

FLOODS

- Use the stairwells, never an elevator. The elevator can malfunction if water gets into the electrical equipment.
- Obtain flashlights for us in the event of electrical and generator failure.
- If necessary and possible, move patients/residents to a higher floor.
- Collect and fill large, clean containers with water for drinking as usual water supplies may become contaminated.
- Fill bathtubs and other containers with water for nondrinking purposes.
- Assist in accounting for all patients/residents.



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HURRICANES

- Close all drapes, shades, and curtains.
- Move all patients/residents away from the windows. Provide covering protection for them.
- Obtain flashlights for us in the event of electrical and generator failure.
- If flooding occurs due to the hurricane, follow the flood disaster procedures.
- Assist in accounting for all patients/residents.

EARTHQUAKE

- Get as many people as possible under doorways or other areas that have additional strength.
- Watch for and report signs of fire due to broken gas and electrical lines.
- Obtain flashlights for us in the event of electrical and generator failure.
- Collect and fill large, clean containers with water for drinking as usual water supplies may become contaminated.
- Fill bathtubs and other containers with water for nondrinking purposes.
- Assist in accounting for all patients/residents.

EVACUATION OF THE FACILITY

- The decision to evacuate is made by the Facility Administrator.
- Evacuate those in most danger first.
- Follow prescribed evacuation routes.
- Provide all patients/residents with adequate covering.
- Make certain that someone stays with the evacuated patients/residents.

KNOW WHAT YOUR DEPARTMENT RESPONSIBILITIES ARE

- **DIETARY** Check kitchen, gather carts with snacks and juices to safe area.
- **HOUSEKEEPING** Move carts out of the hallway.
- **LAUNDRY** Clear folding area so residents can be moved in.
- **MAINTENANCE** Check outside.
- **NURSING** Report to charge nurse.
- **OFFICE** Secure records, report to charge nurse.



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Policies: (4)

FIRE POLICY

IN CASE OF A FIRE IN YOUR DEPARTMENT

1. Remove patients/residents from danger in the immediate vicinity of the fire.
2. Isolate the fire by closing interior doors exposed to the area involved in the fire.
3. (I) Call 911 (II) Designate exact location of the fire (III) Sound the building fire alarm.
4. Place a pillow in the hall of the area of the fire.
5. Using good judgement, attempt to extinguish the fire by using the nearest and proper type of fire extinguisher.
6. Close all doors, fire doors, and windows.
7. Immediately disconnect all electrical appliances and oxygen (where possible).
8. Assign or personally meet the fire department at the door and direct them to the exact location of the fire. Inform them of any staff or patients/residents remaining.

IN CASE OF A FIRE OUTSIDE OF YOUR AREA

1. Close all doors, fire doors, and windows.
2. Immediately disconnect all electrical appliances and oxygen (where possible).
3. Stay in your department and await further orders.

EVACUATION

1. Evacuate as directed, using designated exits unless they are involved in a fire.

There are four essential steps to follow when a fire is noted:

1. **Rescue**- persons in immediate danger (the room with the fire).
2. **Alarm**- pull the closest fire alarm to summon help.
3. **Contain**- the fire (close doors to room where the fire is located).
4. **Evacuate/Extinguish**

***These steps are not always in the order listed. In each incident the person discovering the fire will need to decide which steps take priority. Example: A staff member standing by a pull station alarm sees a fire down the hallway. Pull alarm, then rescue the person(s) in immediate danger, then contain the fire.**



Policies: (5)

Employee/Resident Relations

1. Except as provided below, off-duty employees are prohibited from the following activities relating to residents (This list is not all inclusive):
 - a. Transporting residents to off-site activities;
 - b. Taking residents to employees' homes;
 - c. Participating in activities with residents that are not associated with and/or sponsored by CHS.
 - d. Contacting residents or their family members; and/or
 - e. Visiting residents in the facility unless the resident specifically requests that you visit him or her. Note that if you visit a resident while you are off-duty the rules applicable to the visitors of the facility will apply to you, in addition to facility policies protecting the care, privacy, or security of residents.

2. Except as provided below, at all times employees are prohibited from the following activities relating to residents (this list is not all inclusive) or resident family members:
 - a. Romantic and/or sexual relationships with resident's (even if the resident consents to such relationships); or resident family members.
 - b. Personal employment by a resident or a resident's family member;
 - c. Soliciting residents, their families or visitors for gifts or loans, or otherwise requesting the transfer of anything of value.
 - d. Accepting gifts from residents, their family member or visitors, other than gifts of nominal value (i.e. baked goods) that can be shared with other staff.
 - e. Proposing marriage to and/or accepting marriage from a resident; and/or
 - f. "Friending" or forming comparable relationship with a resident and/or a resident's family member on a social media site.

3. Exceptions to certain of the above protocols may be made in cases where a resident and an employee are members of the same family.



Policies: (6)

HIPPA

Confidentiality of Information: CHS volunteers must comply with HIPPA policies. All information pertaining to our residents, particularly medical records, is confidential and must be retained in the strictest of confidence and may not be discussed with other employee(s) except if that employee(s) has the need know the resident information in the course of their duty. Even then, do not discuss these matters where resident's visitors may overhear your conversation. In no event is any employee permitted to release or disclose resident medical records to persons not employed by CHS. If an employee is requested to release or disclose resident medical records, to a person not employed by CHS, the person requesting the records should be directed to the facility business office.

Policies: (7)

Personal Conduct Policy

Personal Conduct Policy: CHS's prestigious reputation in the community will be determined by the quality of care and services we offer and by the employees who represent us. We are proud of those who work for us and employees can be proud of the positions of trust they hold. We must continue to earn that trust in everything we do. We expect that employees will maintain the highest degree of integrity and honesty. The community will judge CHS by the actions of its employees.

We have established certain policies that we feel are important; some pertain to personal conduct and integrity. Others are about how we present ourselves to the public. All of these are important to our success and must be a commitment that will be shared by all employees.



Policies: (8)

Harassment

Each employee/volunteer of CHS is responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Furthermore, employees/volunteers are responsible for respecting the rights of the residents, visitors, and coworkers.

Harassment based on race, color, religion, gender, national origin, age, or disability constitutes discrimination in the terms, conditions, and privileges of employment, and is prohibited by CHS. Harassment is verbal or physical conduct that denigrates or shows hostility or aversion towards and individual because of this or her race, color, religion, gender, nationality, age, or disability of that of his or her relatives, friends, or associates, and that:

- Has the purpose or effect of creating and intimidation, hostile or offensive work environment;
- Has the purpose or effect of unreasonable interfering with an individual's work performance;
- Otherwise adversely affects an individual's employment opportunities.

If you experience any job-related harassment based race, color, religion, sex, nationality, age, disability, or any other factor, or believe that you have been treated in an unlawful, discriminatory manner, promptly report the incident to your supervisor, who will investigate that matter and take appropriate action, including reporting it to the Administrator or the Human Resources Department, who will undertake the investigation. Your complaint will be kept confidential to the maximum extent possible. For questions regarding the full details of our Harassment Policy, please contact the Human Resources Department.

Harassment will not be tolerated and, if founded, may be grounds for disciplinary action up to and including termination.



Policies: (9)

Personal Appearance and Dress Code

Volunteers must comply with company dress code, and must be neat and clean at all times. For your safety as well as the patients/residents' safety, uniforms with holes or that are torn/tattered are not to be worn. Employees that wear uniforms should keep hair worn off the collar; Dietary employees are required to wear hairnets. Uniform pants are to be full-length. Each department must adhere to the specific uniform code, including name badges, which are to be worn at all times.

Proper shoes must be worn at all time. Specialized non-slip shoes are available and wear is encouraged to maintain a safe work environment. Shoes must be clean, neat and must not have any holes. Toeless shoes are not permitted to be worn by floor staff.

Use common sense. Take a look in the mirror before you leave for work.

It is recognized that employees and visitors to our offices may have sensitivity and/or allergies pertaining to various fragrant products. Therefore, personal fragrant products that are perceptible to others not to be worn by employees/volunteers. For the safety of our employees and residents, jewelry should be limited to simple rings, earrings (posts/small hoops), and watches. If you have a smart watch/apple watch, you may not use this as anything other than a watch while working on the floor.

In the interest of providing a professional environment, the following list is a sample of unacceptable appearance and dress.

- NO blue jeans, cut-offs, biker pants, shorts, capris or T-shirts will be permitted.
- Flip-flops, clogs and crocs are not permitted to be worn.
- Brightly colored, spiked or extreme hairstyles are not acceptable.



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Policies: (10)

Handwashing

Hands will be washed or decontaminated, using approved alcohol-based hand sanitizer:

1. Before and after work shift.
2. Before and after resident care.
3. Before dispensing medication.
4. After handling contaminated items.
5. After using the restroom, blowing nose, etc.
6. Before and after using PPE.
7. Before eating, drinking and handling food.
8. Whenever hands are visibly soiled, they must be washed.

Soap and Water Procedure:

1. Turn on water.
2. Wet Hands.
3. Apply liquid soap to hands.
4. Rub hands together using friction for 10-15 seconds (sing "Happy Birthday" in your head two times)
5. Interlace fingers pointing downward.
6. Wash all surfaces of hands and wrists with liquid soap.
7. Rinse hands thoroughly under running water with fingers pointing downward. Leave water running and dry hands on clean paper towel.
8. Turn off faucet with a second clean and dry paper towel.
9. Discard paper towel in proper trash receptacle.

Waterless alcohol hand sanitizers may be used as a substitute for handwashing unless hands or gloves are visibly soiled.

Alcohol-based hand decontamination procedure:

1. Expel sanitizing gel onto hands in sufficient quantity to cover all surfaces.
2. Rub gel over all hand surfaces and beneath rings and fingernails, until gel is no longer able to be seen or until hands no longer feel wet.



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Health Requirements:

Mantoux/TB Testing for resident/employee policy:

Any volunteer who works 10 hours or less in a given 30-day period will be exempt from the above testing requirements, but will undergo a symptom review, which will be placed in their personnel file.

Any volunteer who exceeds the above hours will be required to follow the TB requirements.



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Volunteer Procedures

1. Facility tour:
 - a. The Activities Director will coordinate a date and time to conduct a facility tour with all volunteers.
 - b. Designated break areas, offices, sign in logs, and door codes will be provided during the facility tour.
2. Staff Introductions:
 - a. The Activities Director will be responsible for introducing volunteers to staff and residents.
3. Volunteer Sign-In Record
 - a. Volunteers will be responsible for signing in and out on the sign-in record. The Activities Director will show the volunteer where the log is kept.
4. Guide for Wheelchair Safety
 1. See attached guide.

Guide for Wheelchair Safety:

Before moving a resident, authorization from a supervisor in charge is required. Always be aware of the resident's comfort and safety by following the general rules listed below.

1. Always introduce yourself by name in a friendly tone of voice. Approach the resident face-to-face, do not approach from behind or the side.
2. Kindly ask the resident if he/she would like to go with you to the location of the activity.
3. Always check resident's hands, arms, and feet before moving the wheelchair. Hands should be off the wheels and resting either in their lap or on the arm rests. Feet should be resting comfortably on the feet rests.
4. The wheelchair should always be propelled forward unless entering/exiting an elevator. In this case you want to pull the resident in backwards, with you located behind it, to prevent the resident from tipping forward if there is a bump.
5. Always notify the nurse when taking the resident off the unit.
6. Avoid abrupt stops.
7. Never lift a resident out of the wheelchair, always call for assistance.
8. Stay alert, unhurried.



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9. While walking, engage in conversation with the resident.

Guidelines for Volunteers:

Before arriving:

1. Call the Activities Director if you are ill or unable to volunteer as scheduled.
2. Keep the facility up-to-date with any change of address or phone numbers.
3. Wear clean, modest clothes and comfortable shoes.

When arriving:

1. Sign in and out for each visit.
2. Wear your name tag at all times.
3. Let the Activities Director know that you have arrived.
4. Wash your hands before visiting a resident.
5. Leave valuables in a safe, designated area or in your locked vehicle.
6. Personal cell phone must be turned off during time in the facility.

With the residents:

1. Respect the privacy of our residents. Their room is their home. ALWAYS knock before entering and request permission. Only entered the resident's room once they have given the okay.
2. Identify yourself as a volunteer.
3. Address the resident by their formal name or name they have requested you to use.
4. For best communication, speak at eye level, in a clear low tone voice.
5. Refrain from sitting the residents' beds.
6. Wash your hands between visits.
7. Be sure to report any and all concerns or problems the residents may share with you. Report the concerns to the Activities Director.
8. Politely refuse ALL gifts from residents and family members.

**REMEMBER TO HAVE FUN AND EMBRACE
THE OPPORTUNITY YOU HAVE TO IMPACT
A HUMAN LIFE!!**



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Acknowledgement and Receipt

I understand that I am responsible for reading this Volunteer Handbook and familiarizing myself with its content. I promise to adhere to all of the policies and procedures of Continuing Healthcare Solutions, whether set forth in this handbook or elsewhere. I understand that this handbook is designated to familiarize me with the Company's major policies and this handbook is not all inclusive.

I understand that if I have questions or concerns about the handbook, I will consult my immediate supervisor for further clarification.

Printed Name

Date

Signature

Date