

## Resident Services – Volunteer Policy & Procedures

Date Implemented:	3/19/2019	Date Reviewed/Revised:	1/19/2026	Reviewed/Revised By:	Volunteer Coordinator CQI
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## VOLUNTEER POLICY & PROCEDURE

*Volunteers are an important facet of the health care team. Their position is unique in that they are there because they want to be which often means they are able to form a better relationship with individuals on a one to one basis, and they are an important link to the greater community. Because of the benefit to the neighbors, it is the policy of this community to encourage the involvement of volunteers. In order to best utilize volunteers, it is the policy of this community that they will be involved with the neighbors in providing services that are not provided by team members to enrich the lives of the neighbors through individual attention. Volunteers may also be utilized in non-patient contact areas.*

Volunteers are supervised by the Community Outreach Manager/Volunteer Coordinator and assigned team members. Their input into how they desire to be utilized is encouraged with the use of applications and initial interviews in addition to open lines of communication. Volunteers are oriented according to the guidelines on file with the activity department, including fire, safety, and disaster procedures. Their involvement is also encouraged by the use of in-service to staff on the role of the volunteer as well as the value of the volunteer.

Recognition is given to the volunteers for their important contributions by an annual program honoring them. Volunteer documentation includes; applications, job descriptions, background check, time of orientation and dates completing TB tests (if required).

When you are a volunteer at Eben Ezer Lutheran Care Center, you may feel a little strange in your new surroundings. Your fellow volunteers, especially your volunteer coordinator, want to help you get off to a good start. Feel free to ask them for help.

### ***Absence and Lateness***

The positions volunteers fill is critical to this organization. If you fail to show up or show up, we are in trouble with our events or activities planned. If you are unable to report to volunteer, or if you will arrive late, please contact your volunteer coordinator immediately. Give him or her as much time as possible to arrange for someone else to cover your position until you arrive, Excessive absences may be cause for termination. If a volunteer is going to be absent consecutively for a week or more they should communicate that with the volunteer coordinator.

### ***Attendance***

Signing in is necessary for our program, in order for us to keep an accurate record of your contribution to Eben Ezer which you serve. Volunteers are required to sign in each time. There is a kiosk at the front entrance for signing in.

### ***Background Check***

In order to ensure a safe environment, all volunteers will be required to submit to a criminal history background check and a reference check prior to acceptance as a volunteer. Individuals who refuse to comply with these requests will not be accepted as a volunteer.

A signed consent for release of information must be obtained from the prospective volunteer prior to a request for a background check.

### ***Tuberculosis Testing Policy for Volunteers***

Eben Ezer Lutheran Care Center is served by a variety of volunteers in a number of activities within its campus. Many of these activities involve only brief or no actual contact with Eben Ezer Neighbors. In addition, many of the volunteers are serving Eben Ezer for only a short time, such as the Junior Volunteers who are here just for the summer months. Volunteers involved at this level (i.e., less than 4 hours per week spent in contact with neighbors) will not be required to go through TB testing. However, volunteers who spend extended periods of time with neighbors will be tested.

### ***Volunteer opportunities***

Outings of neighbors' choice, community singing, community dance, manicures, individual personal attention, lunch outings, movie and popcorn, bingo, church services, entertainment, Blessings in a Backpack, and neighborhood activities.

We are always involved with activities for our neighbors' enjoyment, physical and mental stimulation. The events listed above are those that consistently take place each week.

### **We also always need help with the following:**

- Special holiday activities (before, during and after)
- Parties
- Decorations (monthly bulletin boards and/or seasonal all around)
- Walks (one on ones)
- Guitar and piano players
- Singers
- Card games and Board games
- Reading aloud to neighbors (individually or small groups)
- Letter writing
- Tea parties or visiting over a cup of coffee
- Discussion on current events with Men's Group
- Story teller
- Animal therapy
- Flower garden / Horticulture
- Crafts or sewing
- AND – What can you add to this to brighten a neighbor's day?!
- The list is endless!

**Volunteer expectations:**

**All Activities:**

- Volunteers may help invite neighbors to the event/activity.
- You may push a wheel chair or walk with someone to and from the event/activity
- Help set up and clean up after an activity, if snacks are being served help serve snacks
- Engage in active activity going on such as dancing please invite neighbors to dance (push their w/c around in tune to the music.)
- Crafts or baking, help with what the team member assigns you to do.
- Reading or visiting please sit close enough for them to hear and understand what you are reading or saying. There are listening devices available if the neighbor may need to use them. These are located in the Activity office; please ask for assistance in getting them.
- Arrive 30 minutes prior to activity.

**Off Campus:**

- Arrive 30 minutes prior to an activity or outing. (Within that time you will help invite neighbors to the bus, push wheel chairs out to the bus if the activity is an outing.) After all neighbors are on the bus then you will get on the bus.
- Sit on the bus with neighbors to and from the location, while on the bus engage in conversation with neighbors (try to engage all neighbors who are on the bus in conversation).
- During outings you are going to be assisting the team member in whatever he/she may assign you to do.
- Shopping outing:
  - a. Meet at the front of the store or location whatever time the team member asks you to.
  - b. You will help the neighbor shop by getting items off the shelves, holding items up for them to get an adequate look at them, push them around as needed if they are in a w/c. You will be with the neighbor at all times. Please confirm with staff the items being purchased are appropriate.
  - c. Help the neighbor carry bags or items back to the bus.
  - d. Help get others on the bus as needed.
  - e. If a neighbor needs assistance opening items please help them do so.
  - f. You are there to visit and help with neighbors at all times while on an outing.
- Dining
  - a. If possible sit between two neighbors during a meal
  - b. Help the neighbors read the menu, if they have questions in regards to anything on the menu try and get the information they may need from a wait staff.

- c. Help cut up food, be sure drinks and utensils are easy to reach, ask if they may need salt/pepper, ketchup or any other seasonings to make their meal enjoyable.
- d. Engage in meaningful conversations
- e. Ensure neighbors have what they need before enjoying your meal..

It is very important to keep communication lines open with your supervisor (Community Outreach Manager/ Volunteer Coordinator) if you have any concerns or questions.

While volunteering if you are unsure of a task please ask team members for expectations and guidance.

**Remember we are here for the neighbors and it is vital that whatever we are doing they are our main focus.**

#### ***Eben Ezer Volunteer Policy on Safety and Security***

Maintaining the safety and security of our neighbors is a top priority.

If a volunteer is visiting a neighbor and they want to leave the area where they are, the volunteer must check with team members or charge nurse before relocating with a neighbor. The volunteer must also let team members know where they will be going.

Only CNA's and nurses may transfer, assist moving or lifting of any neighbor. Volunteers are not certified to do this and must never attempt to do this for their safety as well as the safety of the neighbor's.

If the neighbor ask for any favors whether it be a walk outside, a wheel chair ride, food or drink or anything other than just visiting or reading the volunteer must report to team members and get an ok from them.

If a volunteer violates any Eben Ezer guidelines or policy for safety, that person may be subject to discipline, up to, and including immediate discharge.

#### ***Termination of a Volunteer***

Eben Ezer has the right to terminate a volunteer if he/she fails to adhere to Eben Ezer policies and guidelines.

Eben Ezer has the right to ask a volunteer to leave the campus immediately.

Grounds for immediate dismissal may include, but are not limited to:

1. Gross misconduct or error in judgment
2. Reporting for volunteer assignment under the influence of alcohol or drugs.
3. Theft of property or misuse of Eben Ezer funds, equipment or materials.
4. Falsifying statements on the application or during the interview process.

5. Illegal, violent or unsafe acts.
6. Abuse or mistreatment of neighbors or fellow workers.
7. Releasing confidential information
8. Unwillingness to support and further Eben Ezer's mission and care of the neighbors.