

Volunteer Service

Carmel Hills Retirement Community

"Serve the Lord with gladness."

Psalm 100:2

Why Volunteer?

Volunteering your time and service provides a real sense of personal satisfaction.

While wanting to help others, you will be the one encouraged and helped.

Even though you will receive no financial reimbursement, the joy of helping others will be a blessing and fulfillment to yourself. It is also a way to gain supervised work experience that can be used for job references, if needed.

Purpose

The purpose of our volunteer service is to provide help to the residents and to the Carmel Hills facility.

Guidelines/Applicability

There are guidelines that are to be followed by each volunteer. Our volunteer services and programs apply equally to all volunteer personnel without regard to race, color, national origin, age, sex, or handicap.

Objectives

1. To provide services and activities to our residents.
2. To provide services to the Carmel Hills facility - inside and outside.
3. To appreciate the residents and their needs, their talents, and abilities.
4. To appreciate the work of Carmel Hills.
5. To serve the Lord.

Delegation of Authority

Volunteers and the volunteer service program are under the authority of the Director of Volunteers. The Director of Volunteers is under the authority of the Administrator of Carmel Hills.

Changes in Policy

Any suggestions or recommendations that would be beneficial to the residents and/or facility will be welcome. Suggestions or recommendations should be in writing, signed and dated, and submitted to the Director of Volunteers. A review of submitted material will be made by the Director of Volunteers and the Administrator, who will, in turn, respond to the person making the recommendation.

Requirements for Volunteers

1. Volunteers must be at least 12 years of age. Younger children may help if supervised by a parent who is volunteering.
2. Volunteers 12 through 15 years of age must work under close supervision at all times.
3. Volunteers must present themselves in a godly manner in speech, appearance and conduct.
4. No person is to be on the property of Carmel Hills serving in a volunteer capacity unless the Director of Volunteers or the Administrator has scheduled that person to be there.
5. Volunteers must treat residents with much respect, dignity and kindness.
6. Volunteers are not to do a job unless noted by the Director of Volunteers.
7. Volunteers are not to be involved in direct patient care unless specifically trained by Carmel Hills personnel.
8. Volunteers may not perform any service which they are not physically, emotionally, or otherwise qualified to perform.
9. Volunteers are not to accept any form of gratuity from residents or residents' families for services performed. Personal gratuity (money, jewelry, or any other expensive gifts) is not to be received. However, if small kindnesses, such as candy, cake or cookies are offered, they can be accepted.
10. Volunteers are not to be in the kitchen area unless given permission.
11. All articles found on the premises must be turned in to the business office within 24 hours.
12. Volunteers should be punctual, as well as dependable, when reporting in for service.
13. Read and review 'Resident's Rights.'

Careful Considerations While Working as a Volunteer

- Dress neatly, cleanly and appropriately.
- Knock before entering a resident's room, and wait for an answer for you to enter.
- Be considerate of the 'hard of hearing.' Wave 'hello' and make eye contact.
- Identify yourself, giving your name and reason for being there.
- Shake hands with the resident; however, be careful of hands that are arthritic.
- Speak loudly, slowly, and clearly.
- Ask the resident about him/her and/or about the family, hometown, and meaningful past experiences.
- Be ready to listen and be patient as a person speaks and answers questions.
- Sit or stand at eye level as much as possible.
- When you are leaving a resident, let him know you are leaving.
- Do not give a resident food without checking with the Care Center staff, to make sure that resident is not on a special diet.
- Walk slowly with a resident.
- Treat residents with respect.

Telephones

Telephones in the Carmel Hills facility are limited to official business only. If it becomes necessary for a volunteer to use the phone for his/her personal use, permission must be given by the Administrator or Director of Volunteers. If a volunteer is asked to answer the phone, he/she must be courteous to the caller. Give the name of Carmel Hills and then your name. Write down all messages promptly and give them to the appropriate person. If the message is for a Care Center resident, give the message to the supervisor-in-charge.

Media Relations

The Administrator has been selected as the media spokesperson to field media inquiries and to respond to media interview requests. All employees and volunteers are to refer ALL media inquiries and interview requests to the Administrator. We will communicate news when we know it -- bad as well as the good. If we do not have certain information requested, we will attempt to obtain it and get back to the person asking the questions.

Accidents and/or Incidents

1. Volunteers must report any accidents/incidents to the Director of Volunteers or the Administrator.
2. Report all accidents, no matter how minor the injury or incident may seem to be.
3. If a volunteer witnesses an accident or incident, give assistance as needed that you are capable of giving, and then report it as quickly as possible.

Complaints

1. Report all patient complaints to the Director of Care Services or the Supervisor in charge on that shift.
2. Report all volunteer complaints to the Director of Volunteers.

Emergencies

1. DO NOT PANIC!
2. If an emergency or sudden illness occurs to a resident, report it immediately to the nearest staff member. Do not attempt to treat the situation yourself.
3. Remain calm if a fire or other emergency occurs while you are serving as a volunteer. Follow Carmel Hills' established procedures as directed by the person in charge.
4. Unless otherwise instructed by your supervisor or the Administrator, leave the building and gather with the residents at the gazebo in front of the main building.

Areas of Service for Volunteers

- Take people shopping to stores they don't normally go to for special items
- Shop one-on-one with a resident who needs individual help
- Shop for residents
- Walk with residents who can't and shouldn't walk alone - or push them in a wheelchair
- Help with special resident activities
- Read to residents
- Help with crafts
- Help with yard work: weeding, clearing debris, trimming, raking, etc.
- Help clean areas that are not normally serviced by housekeeping
- Set-up and clean-up of activity areas
- Serve refreshments
- Write letters for residents
- Visit and talk with residents
- Show movies, slides, or videos to residents
- Have musical programs and sing-a-longs
- Take residents to special activities/programs, etc. outside of Carmel Hills
- Mend clothes

Declaration of Resident's Rights

Every resident shall have the following rights:

1. To be treated with respect, consideration, dignity, and full recognition of his or her individuality and right to privacy.
2. To receive care and services which are adequate, appropriate, and in compliance with relevant federal and state laws and rules and regulations.
3. To receive upon admission and during his or her stay a written statement of the services provided by the facility and the charges for these services.
4. To be free of mental and physical abuse, neglect and exploitation.
5. Except in emergencies, to be free from chemical and physical restraint unless authorized for a specified period of time by a physician according to clear and indicated medical need.
6. To have his or her personal and medical records kept confidential and not disclosed without the written consent of the individual or guardian, which consent shall specify to whom the disclosure may be made, except as required by applicable state or federal statute or regulation or by third party contract. It is not the intent of this section to prohibit access to medical records by the treating physician except when the individual objects in writing. Records may also be disclosed with the written consent of the individual to agencies, institutions or individuals which are providing emergency medical services to the individual. Disclosure of information shall be limited to that which is necessary to meet the emergency.
7. To receive a reasonable response to his or her requests from the facility administrator and staff.
8. To associate and communicate privately and without restriction with people and groups of his or her own choice on his or her own or at their initiative at any reasonable hour.
9. To have access at any reasonable hour to a telephone where he or she may speak privately.
10. To send and receive mail promptly and unopened, unless the resident requests that someone open and read mail, and to have access at his or her expense to writing instruments, stationary, and postage.
11. To be encouraged to exercise his or her rights as a resident and citizen, and to be permitted to make complaints and suggestions without fear of coercion or retaliation.
12. To have and use his or her own possessions where reasonable and have an accessible, lockable space provided for security of personal valuables. This space shall be accessible only to the resident, the administrator, or supervisor-in-charge.
13. To manage his or her personal need funds unless such authority has been delegated to another. If authority to manage personal need funds has been delegated to the facility, the resident has the right to examine the account at any time.
14. To be notified when the facility is issued a provisional license or notice of revocation of license by the North Carolina Department of Human Resources and the basis on which the provisional license or notice of revocation of license was issued. The resident's responsible family member or guardian shall also be notified.
15. To have freedom to participate by choice in accessible and community activities and in social, political, medical, and religious resources and to have freedom to refuse such participation.
16. To receive upon admission to the facility a copy of this section.
17. To not be transferred or discharged from a facility except for medical reason, the resident's welfare, nonpayment for the stay, or when the transfer is mandated under state or federal law. The resident shall be given at least 30 days' advance notice to ensure orderly transfer or discharge, except in the case of jeopardy to the health or safety of the resident or others in the home. The resident has the right to appeal a facility's attempt to transfer or discharge the resident pursuant to rules adopted by the medical care commission, and the resident shall be allowed to remain in the facility until resolution of the appeal unless otherwise provided by law. The medical care commission shall adopt rules pertaining to the transfer and discharge of residents that offer at least the same protections to residents as state and federal rules and regulations governing the transfer or discharge of residents from nursing homes.