



THE  
MOUNT

CONTINUING CARE COMMUNITY

# VOLUNTEER INFO & HANDBOOK 2023

**COMPASSION | RESPECT | HOSPITALITY**

141 Mount Edward Road, Charlottetown, PE C1A 5T1 | (902) 370-8888 | [themountcommunity.ca](http://themountcommunity.ca)

# Welcome to The Mount!



## History

The Mount Continuing Care Community is situated in the heart of Sherwood on Mount Edward Road. The facility is located on 16 acres of beautiful and well maintained grounds that connect directly to the historic Confederation Trail with breathtaking views of grazing horses, community gardens, and an orchard.

The Mount opened in 1964 to provide the Sisters of St. Martha a home for their congregation. A decision was made in 2012 to sell and renovate this magnificent building into a multipurpose private long-term care home which blends independent living, nursing care and community care in the three story building. The Mount Continuing Care Community opened to the general public in 2014 with many of the sisters remaining as residents of the newly renovated facility.

## Vision & Mission

The Mount Continuing Community strives to be a leader in providing care and hospitality. We are committed to providing each resident with the highest quality of living & hospitality in an environment that upholds the emotional, physical, social, and spiritual wellbeing of all of our residents. We would love to have you be a part of this mission!

## **Our Core Values**

### **Respect**

- Residents, families and staff will be treated with respect, fairness and dignity
- We support and respect the emotional, physical, mental, and spiritual needs of our resident
- We respect each resident's right to independence and privacy
- We respect and support the "Residents Bill of Rights"
- We are courteous and thoughtful in all interactions with our community, residents and staff

### **Compassion**

- Our community is committed to providing compassionate, quality care to our residents in an efficient, caring and ethical manner
- We will provide compassionate care that is individualized to meet our residents' varying needs
- Management and staff will be open, honest and transparent in all decision making
- Residents and families will be dealt with compassionately in an open and honest environment

### **Hospitality**

- We will foster caring relationships within a warm, friendly and hospitable environment
- We will exceed the expectations of the community in meeting the needs of our residents through integration, innovation and creativity
- We are committed to providing our employees with ongoing training, counseling and professional development to achieve excellence in caring for our residents
- We will listen to and collaborate with our residents to deliver the best possible care that effectively and safely meets their needs.

## Volunteers Make a Difference!

Our philosophy of care, the foundation on which our community at The Mount is built, is based on the three pillars of compassion, respect, and hospitality. A primary support in this foundation are our volunteers: the group of amazing individuals who offer the gift of their time to share their skills, experiences, and passions with our community.

If you are motivated, enjoy building relationships, and are seeking an opportunity to explore your talents, then consider joining our family here at The Mount!

The personal rewards that you receive in return for your gift of time will be plentiful and seemingly priceless.



**Application Process:** Volunteers may apply online or in person at The Mount Continuing Care Community. After going over applications, applicants will be interviewed. Following a successful interview, the volunteers will either attend a volunteer information session or have an individual orientation to go through The Mount's policies and procedures, including wheelchair handling, fire safety, and volunteer expectations specific to their role and personal volunteering goals. Before orientation, applicants must provide a criminal record check (letter of request will be provided by The Mount to waive the applicant's fee), and a piece of identification.

**High School Students:** Our organization is registered under the PEI Community Service Bursary Program. Come help pay for your tuition and have some fun, develop valuable skills, and do fulfilling and meaningful work along the way! The bursary program offers \$10 for each hour volunteered between the start of grade 10 and end of grade 12, and can be accumulated up to \$1500.

## What We Are Looking For:

At The Mount Continuing Care Community we are always looking for new volunteers to add to our team! We are looking for people who:

- Are compassionate and patient
  - Have a positive attitude and outlook on life
  - Are committed and reliable
  - Are personable and adaptable
  - Are willing to abide by our core values
  - Have an interest in the senior demographic, healthy aging, or long term care
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- Are of any age, background, occupation, etc. who would like to find a way to make a difference in the lives of our residents!

*If this sounds like you and you would like to learn more about a volunteer opportunity with us, contact us today to begin exploring what may be a good fit for you!*

**Hayley VanIderstine**

**Email:** [activities@themountcommunity.ca](mailto:activities@themountcommunity.ca)

**Office Phone:** (902) 370-5702



## ***Examples of Volunteer Opportunities:***

No matter what interests or skills you possess, we can find creative ways to put them to great use at The Mount. Whether you like leading a group, visiting 1:1, or doing behind-the-scenes work, we have opportunities for you!

- Performing or entertaining
  - o Music, storytelling, dance, etc.
- Leading/facilitating group activities, lessons, or clubs, such as:
  - o Knitting group
  - o Leading a choir or sing-alongs
  - o Prayer / Bible Study group
  - o Hosting trivia, Jeopardy, or other games
  - o Men's group
  - o Exercise, yoga, dance classes
  - o Book club / Reading group
  - o Mindfulness/ Stress relief
  - o Coffee & tea socials
  - o Baking group
  - o Teaching an instrument, language, topic, or skill-- either ongoing or just once!
  - o ...*Whatever there is interest in!*
- Behind-the-Scenes tasks such as...
  - o Seasonal decorating and/or window painting
  - o Garden maintenance
- Companionship visits
  - o Spending time visiting, chatting, or doing 1:1 activities with residents
- Assisting with special in-house events and outings

*And countless more! Volunteering at The Mount is very customizable, and we wish to provide each volunteer with an individualized experience that draws on their unique strengths, background, and interests.*

*Upon application, our Activities / Volunteer Coordinator works closely with each volunteer to develop a plan that ensures they are getting as much out of their time here as possible, and that their placement provides an opportunity to grow toward their own personal goals.*





## Volunteer Benefits

The Mount Continuing Care Community is committed to providing a comfortable and inviting environment for our volunteers to work in. In addition, we aim to provide volunteers with a few benefits to show our appreciation for all the hard work and dedication.

Volunteers at The Mount are entitled to:

- A 20% discount at Synergy Fitness and Nutrition; located in The Mount's lower level. If you are interested, ask your supervisor for details.
- Free meal during shifts that occur during a meal service.
- Free admission to all entertainment, events, and outings that you volunteer for.

In addition, volunteers can:

- Gain valuable skills working in community & long-term care
- Gain contacts and references (both professional and character)
- Learn about employment opportunities, both in-house and with our community partners
- Qualify to gain certification in food safety, CPR, and WHMIS training
- Become more familiar with their community
- Develop new interests and hobbies

If you have questions or are interested in becoming a volunteer at The Mount, please contact our Activities Coordinator, Hayley, at [activities@themountcommunity.ca](mailto:activities@themountcommunity.ca).

# **Policies & Procedures**

## ***Hours of Operation***

The Mount Continuing Care Community operates to provide full-time care, 24 hours a day, 7 days a week, every day of the year. Operations will not close, aside from extenuating circumstances such as evacuation.

## ***Inclement Weather***

The Mount Continuing Care Community provides primary care to our residents. As a result, we will not close, even in severe weather conditions. However, our volunteers are not expected to come in for shifts on days when schools are cancelled due to weather.

## ***Dress Code and Scents***

As part of our promise to provide a safe and comfortable environment for our residents and community we maintain a scent reduced facility. We ask that staff and volunteers refrain from using or wearing scented products while in the building.

It is our policy that all employees and volunteers present themselves in a professional way. Everyone is required to be clean and neat and wear the appropriate uniform for their department. Everyone must also be visibly identified, by a name tag or badge.

At The Mount, we require our volunteers to dress in a way as to:

- Prevent the spread of infection
- Have the ability to complete work efficiently, safely and properly according to the activity
- Maintain appropriate personal hygiene
- Present a professional appearance
- Create distinction and visibility

## ***Signing In and Out***

Volunteers will sign in and retrieve their name badge from the Activity Room at the beginning of each shift, and sign out at the end of their shift by documenting their hours in the volunteer binder in the Activity Room. Always put your name tag away in the volunteer basket until your next shift.



## ***Parking***

Designated areas have been set out for staff and volunteer parking in the West lot (the gravel area parallel to the Confederation Trail and apple orchard). All staff and volunteers must park in these areas to avoid any possible disruption to our residents, their families or any visitors.

## ***Confidentiality***

Due to the nature of work at The Mount Continuing Care Community, employees/volunteers will come across information that is confidential. This may include information regarding residents' finances and health care status. It may also include information related to the business operations of The Mount.

Information observed during employment/volunteering cannot be discussed or disclosed except as required in the course of performing job responsibilities.

Confidential information includes written, verbal and electronic information. The requirement to keep information confidential continues even when your employment/volunteering with The Mount Continuing Care Community has ended. All volunteers must sign a Confidentiality Agreement and make all efforts to uphold residents' dignity through their work and interactions.

## ***Conflict Resolution***

In an effort to ensure a safe and comfortable environment, effort will be made to handle all conflicts in a timely manner. Any concerns or issues should be immediately brought to the Activities/Volunteer Coordinator.

## ***Smoking***

We recognize the hazards and health concerns related to the exposure of environmental tobacco smoke; therefore, we have developed a smoke free policy for all residents and visitors. We ask that anyone wishing to smoke to please do so in the designated smoking areas outside the building. Smoking inside the building is strictly prohibited.

All policies and procedures related to smoking must be followed and adhered to in compliance with the Smoke Free Act.

## ***Security***

The Mount is under 24-hour CCTV surveillance. This is done to better ensure the safety of The Mount's residents, staff, volunteers, and visitors. In the case of incident or theft, CCTV recordings may be referred to.

Many of the doors at The Mount remain locked. Some of these are accessible via a passcode; others are accessible only with a key card. Volunteers will be given further information on door codes when they begin at The Mount.



## ***Infection Control***

### *COVID Protocol*

Currently, all volunteers must complete the COVID screening questionnaire on the tablet in the lobby, sanitize their hands, and change into a medical mask (provided by The Mount) **before** beginning their shift or interacting with any residents.

All staff, volunteers, and visitors are required to wear a medical mask at all times, including when visiting inside a resident's room, singing, or performing. Masks may be removed to eat **if** you are not with any residents and are at least 6 feet away from other staff or volunteers.

Additional restrictions or protocol may be in place at different times, such as during an in-house outbreak or following new public health guidelines. Please follow posted signage and ask a supervisor if you are unsure about current protocol.

### *Handwashing*

Frequent hand washing is the single most important way to prevent the spread of germs and infections. Hands must be washed:

- Before and after your shift
- Before and after contact with a resident
- After handling items used by a resident
- Before and after handling food
- After coughing, sneezing or blowing your nose
- After using the washroom; and/or
- After handling money and/or newspapers.

## ***Liability Insurance***

Volunteers receive liability insurance coverage through The Mount Continuing Care Community's liability insurance policy. Volunteers need to know and understand their duties and the parameters of their volunteer assignment and work within those parameters. Please ask your supervisor at any time if you require clarification on the limits of your role, and do not proceed with any work that feels unsafe.

## ***Incident Reports and Safety***

If a volunteer is involved in an incident (a fall, injury that draws blood, incident that involves a resident, etc.) he/she must notify the Activities Coordinator (or RN if the Activities Coordinator is not available).

To provide for your safety as well as the safety of others moving throughout the house, it is important that you immediately report any spills to a staff person. Report anything out of the ordinary to the Activities Coordinator or the RN on duty.

## ***Emergency Measures***

### *Fire*

It is the responsibility of The Mount to provide a safe environment for our residents, visitors, volunteers and staff. Please make yourself familiar with fire drill procedures at orientation and by reviewing the Building Fire Manual in the office. Fire plans for each floor are posted throughout the building, and show the locations of fire escapes and safe zones.

In case of fire, volunteers will:

1. Remove residents from immediate danger.
2. Close doors and windows in fire area
3. Escort residents to pre-assigned Safe refuge area.
4. Stay close to residents to provide reassurance and provide comfort measures.
5. Assist with resident movement in coordination with Nurse Supervisor
6. Secure wheel chairs, stretchers and other devices to move a resident if an evacuation is ordered.

### *Threats*

Should you receive a threat by phone or in person, make note of as much information as you can, (i.e., age, sex, manner of speech, location of caller). Report the threat immediately to the person in charge of the area or to security.



## Key Points to Remember:

- Respect the privacy of all residents—this is their home! Always knock on a resident's door and introduce yourself, whether open or closed.
- Treat all persons with respect, dignity and compassion, with your words and actions.
- Each resident has a care plan. Depending on your role, you may be oriented to these and other resident documents that are related to your duties. If you are unsure of a resident's abilities or routines, ask your supervisor.
- Use Person-Centred Language (overview will be provided during orientation)
- Engage in conversation with residents you encounter and offer a warm greeting and smile.
- Be a friend to the resident but do not become personally involved with their medical and personal problems.
- Never take a resident outside their neighborhood or outside the building without permission from staff. Staff must know where residents are at all times.
- Do not give a resident food or drink without permission from nursing staff.
- Leave nursing procedures (i.e. feeding, lifting, bathing, handling of medication) to trained staff.
- Under no circumstances should a volunteer lift or transfer residents to/from wheelchairs, beds, chairs, etc.
- If you find a situation that should be corrected or if you have a suggestion, please report it to your supervisor.
- Report all incidents, big or small, to your program supervisor.
- When in doubt, ASK!
- You play an extremely important role in our residents' lives and this community, and the impact of your time and interactions is much bigger than you may realize.









