



THE MOUNT

CONTINUING CARE COMMUNITY

Volunteer Handbook

December 2017

COMPASSION | RESPECT | HOSPITALITY

141 Mount Edward Road, Charlottetown, PE C1A 5T1 (902) 370-8888 | TheMountCommunity.ca

History

The Mount Continuing Care Community is situated in the heart of Sherwood on Mount Edward Road. The 90,000 sq. foot 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 and community gardens this is a beautiful place to call home.

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.



Mission

The Mount Continuing Care Community is committed to providing each resident with the highest quality of living in an environment that upholds the emotional, physical, social, and hospitality to all of our residents.

Vision

The vision of The Mount Continuing Community is to be a leader in providing care and hospitality to all of our residents.

Our Core Values

Respect

- Residents, families and staff will be treated with respect, fairness and dignity
- We support and respect the emotional, physical and spiritual needs of our residents
- 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!

Welcome to The Mount! Our facility offers independent living, community care and nursing care. The Mount Continuing Care Community is committed to providing each resident with the highest quality of living in an environment that upholds the emotional, physical, social and spiritual well-being of all residents. We invite you to become part of The Mount family.

Our philosophy in care, the foundation on which our community at The Mount is built, is based on compassion, respect, and hospitality. A primary support in this foundation is the group of individuals who volunteer their time to share their conversation, experience, and passion for life with our community members.

If you are motivated, enjoy sharing the company of others, and have the ability to relate easily with a diverse and wonderful set of individuals, then consider joining our family here at The Mount and sharing your experiences with each and every one of us. The personal rewards that you receive in return for your gift of time will be plentiful and seemingly priceless.



All volunteers must apply in person to The Mount Continuing Care Community. All applicants must first provide a criminal record check (which must be renewed every two years) and properly filled out application forms. After going over applications, only qualified applicants will be interviewed.



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 energetic and enthusiastic
- Have a positive attitude and outlook on life
- Are committed and reliable
- Have great social skills
- Are willing to abide by our core values
- Have an interest in long term care

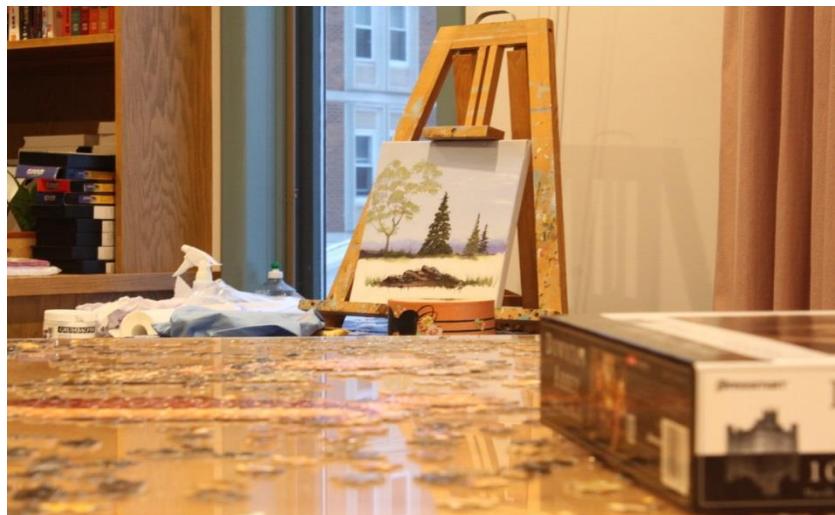
If you feel that this suits you, or you would like to learn more about a volunteer role with us, contact us today!

ADULT OPPORTUNITIES

- Working as a greeter at the front door
- Being a dining companion
- Reading and spending time with residents
- Joining the social committee and helping out with activities in our community
- Assisting residents with getting to the dining room at meal time

YOUTH OPPORTUNITIES

- Assisting nursing staff
- Being a dining companion
- Reading and spending time with the residents
- Participating in the activities in our community
- Delivering meals and picking up meal trays



POLICIES AND 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. All our employees are expected to report to work.

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 reduce and if possible 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 visible identified, by a name tag or badge. Name tags or badges must be worn while at The Mount.

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
- Recognize and respect cultural norms
- Maintain appropriate personal hygiene
- Present a professional appearance
- Create distinction and visibility
- Are appropriate to the activity

Signing In

Each volunteer must sign in when they commence work, and upon finishing their shift. Volunteers will report to Charmaine in the Activity Room to sign in.

Parking

Designated areas have been set out for staff parking in the West lot (parallel to the Confederation Trail). All staff must park in these areas to avoid any possible disruption to our resident, 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 residents' 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.

|

Conflict Resolution

In an effort to ensure a safe and comfortable work environment, an effort will be made to handle all conflicts in a timely manner. Any concerns or issues should be immediately brought to the attention of a supervisor or management.

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. If a volunteer needs to access an area that is only accessible with a key card, they may approach Charmaine, maintenance, or the front office.

Infection Control

Handwashing

Frequent hand washing is the single most important way to prevent the spread of germs and infections. Using soap, wash hands for at least 20 seconds using a good lather and vigorous scrubbing while being sure to wash front and back of hands, knuckles and tips of the nails and between fingers. Use paper towel to dry your hands well and shut off the water faucet using the paper towel.

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.

Incident Reports

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

Safety

To provide for your safety as well as the safety of others moving throughout the house, it is important that you observe a few safety rules:

- 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.

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.

Disaster

The Mount has a Disaster Plan in place to cope with emergencies. Some volunteers will be called to The Mount for specific assignments in the event of an emergency. If and when this occurs, only those volunteers called are required to be present.

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.

Reminders for Your Guidance

- Approach residents and members of the public with a smile and a “May I help you?” Volunteers should be friendly but not intrusive.
- Each resident has a care plan. You may get to know some of the care plans, and are expected to follow them.
- Introduce yourself as a volunteer.
- Engage in conversation with the patients. Deal with positive rather than negative issues. Make eye contact. Maintain a comfortable distance between yourself and the resident.
- Respect the privacy of all residents. Always knock on a resident’s door, whether open or closed. Allow sufficient time for the resident and staff to respond. Do not enter a room when a physician, nurse or other staff member is with the resident or if the resident has restricted visitation.
- Treat all persons with respect, dignity and compassion.

- If you are unsure of a resident's abilities or routines, ask a trained care staff member.
- 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 feed a resident food or drink without permission from nursing staff.
- Leave nursing procedures (i.e. lifting, bathing, handling of medication) to trained staff.
- Wash your hands before commencing and after completing your assignment and entering and exiting resident rooms.
- Do not sit on resident beds.
- Do not 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.
- Report incidents to your program supervisor.
- Be a friend to the patient but do not become personally involved with their medical and personal problem. Volunteers are here as listeners and concerned friends, leaving the advice giving to trained staff.
- Always be gracious and be discreet and you will be a wonderful volunteer for our community.

JOB DESCRIPTIONS

Sewing and Creativity with fabric, yarn and notions

Activity Room

Repairing resident clothing. Sewing labels on resident clothing. Sewing labels on resident clothing. Designing and creating sewing and yarn projects to benefit resident quality of enjoyment. Resident projects for example pillows and aprons for resident activities. Sewing book and puzzle bags. Sorting and grading the donated supplies for safety and suitability.

Challenge: Donations, storage and sorting

Duration: 2-6 hours per day, one to three days a week

Arm Chair Exercises

Activity Room

Scheduled time 2:00 – 2:30 pm Monday, Wednesday and Friday

Assist residents to activity room and have class ready to begin on time. Assist participation and encourage residents during class. Assist residents back to their room. Ensure that water is available.

Sign-in sheet.

Challenge: Volunteer needs to be aware of residents attending and function and range of motion. Sign sheet for class participation helps the volunteer to know who attends.

Duration: 1:30 – 3:00 pm, Monday, Wedr

Protestant Church

Service Activity Room

Tuesday

of Worship. Notice on Bulletin

Bring Protestant residents to

Room and assist in maint



Help With Lunch/Supper

Dining room: first floor, West Wing and East Wing dining rooms: second floor

Scheduled time: 11:45 am (Lunch), 4:45 pm (Supper)

Porter residents to and from the dining area and help them with setting tables, clothing protectors and ensuring residents feel comfortable at the table.

Challenge: Training for Safe Food Handling may be required.

Holiday and Special In House Decorating

Dining room, Lobby, Activity Room, entire House 1st and 2nd floors
Weekly updating and decorating to build interest for the occasion.

Challenge: Flexible volunteer times, lifting or stretching **Duration:** 3 hours to a full day, per occasion or holiday.

Card and Welcome Gift Packages

Holidays and birthday cards for each resident. Welcome gift packages, organize and deliver.

Challenge: This could be done at home or in house

Duration: 3 hours, weekly

Plant Care

Various location in The Mount.

Weekly care for house plants, seedlings require an in house assistant

Seedlings, designated growing area

Challenge: Moving plants and transplanting, heat, dryness and cold

Duration: 3 hours, weekly

Garden Care, Sowing, and Seedling

Skill set: work well with the residents, physical ability, access to tools and water supply.

Challenge: weather, seasonal cycles, more intense during spring, abundance of food.

Duration: Varies; Spring through Fall

Book Cart, Library

Location: library, resident rooms, reading area and common room

Tidy and organize book shelves on 1st and 2nd floor and Library. Keep magazines current. Learn book interests of residents. Speaking books. Reading Corner: guest reader. Large print

Challenge: Keeping books organized and current. Making opportunities to read to residents.

Duration: 2-3 hours per visit, 1-3 times a week

Reading, Writing and Reminisce

Reading to resident or group of residents. Writing a letter or addressing or sending emails. Having a meaningful conversation with residents or bringing a few together and engaging.

Duration: 2 hours per visit, daily

Games, Puzzles, Cards

Keep games organized and puzzle pieces together.

Challenge: New and interesting puzzles for every level of sight and dexterity.

Duration: 2-3 hours



Donations of new and used items

A sorter to keep donations organized and delivered to designated areas and volunteers.

Storing seasonal donations

Challenge: Sorting and communicating or logging of seasonal and ready to use items. Tracking donors to send a “thank you” note.

Tea and Crumpets (Tea Party)

Gather a group together to have tea and a snack. Coordinate with various groups of volunteers or for special events.

Birds and Dog

Bird feeder maintenance, clean and fill. Track bird feed supply. Walking The Mount's dog, Lady. Engage residents in bird watching/dog visits.

Music Entertainment and Ceilidh

Responsibilities as instructed by Charmaine
Volunteers to porter residents

Bingo

Organize and run bingo in dining room or activity room. Distribute materials to residents. Clean up after activity. *Duration:* 2-3 hours weekly

Special Meals

Serve food to residents and guests, clearing tables, serve water, coffee, and tea. Ensure residents and guests are satisfied with their meal.

Duration: 2-3 hours, as needed

Card Parties, Games, and Tournaments

Organize and run card games. Teach new card games to residents. Keep materials organized, and clean up once done.

Duration: 2 hours per week

Walking the Trails

Take residents for a short walk on Mount property or along the Trans Canada Trail. Ensure residents move at a safe and leisurely pace.

Duration: 1-2 hours per week

Baking and Kitchen Prep

Bake simple treats like cookies in the community kitchens. Lead residents in mixing and measuring ingredients, rolling and cutting dough. Or, lead residents in peeling veggies for the kitchen. Training for safe food handling may be required.

Duration: 2-3 hours per week

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.
- Free meal during shifts that occur during a meal service.
- Free access to all entertainment and events.

In addition, volunteers can:

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

Volunteers should feel encouraged to make use of these benefits. Again, we appreciate all of our volunteers' dedication and hard work!



COMPASSION | RESPECT | HOSPITALITY

Date: _____

To whom it may concern,

The Mount Continuing Care Community accepts volunteer assistance from the Charlottetown community. The nature of security in a long-care home warrants that each of our volunteers provide a background criminal record check.

This letter is to confirm that _____ (volunteer) will be providing his/her services as a volunteer at our facility, and that a criminal background check is required.

If there are any questions, you can contact The Mount administration at (902) 370-8888. We are located at 141 Mount Edward Rd., Charlottetown, PE.

Signed,

(Volunteer)

(Charmaine MacGregor – Activities Coordinator)