

Volunteer Services Handbook



*Don't ever underestimate
the impact that you may
have on someone else's life.*

Welcome to St. Patrick's Residence and the Department of Volunteer Services!

We are pleased to have you as a member of our volunteer team. Through the generous gift of your time, talent, and personal interests, you supplement the work of our care team in offering your services that are important to the health and wellbeing of our residents. The value of your work is immeasurable.

Please take the time to read this handbook. It has been prepared to acquaint you with volunteer program and policies. If you have any questions, please feel free to contact the Department of Volunteer Services.

We welcome you as a member of our dedicated team and thank you for choosing St. Patrick's Residence to volunteer and share your time.

Jill Whitledge
Communications & Volunteer Coordinator

About St. Patrick's Residence	4
The Carmelite Sisters for the Aged and Infirm	4
History of St. Patrick's Residence	4
Our Mission	5
Volunteering at St. Patrick's Residence	5
Who Are Our Volunteers?	5
Mission of Volunteer Services	5
About volunteering	5
Minimum Age.....	5
The Application Process	5
Orientation	6
Training	6
Background Check	6
Signing In & Out.....	6
Volunteer Name Badge	6
Dress Code	6
Attendance	7
Parking	7
Coffee Shop	7
Smoking	7
Telephone Usage	7
Bulletin Board	7
Volunteer Records	7
Visiting Residents Indoors and Outdoors	7
Photography	8
Gifts and Gratuities	8
Letters of Confirmation.....	8
Termination.....	8
Health and Safety	8
Using the Overhead Pager.....	8
Roam Alert Procedure.....	8
Wheelchair Safety	9
Resident Dietary Restrictions.....	10
Emergency Action Plan.....	10
Fire Procedure	10
Tornado Procedure	10
Missing Resident	10
Active Shooter	10
Infectious Disease Control.....	10
Hand Sanitation	11
Reporting Incidents	11

Resident Incident Report Procedure	11
Body Mechanics	12
Posture	12
Lifting.....	12
Sitting at a desk.....	12
Conduct and Confidentiality	12
Professional Behavior	12
Respect and Privacy	12
A Note of Gratitude	13
Notes:.....	13

ABOUT ST. PATRICK'S RESIDENCE

The Carmelite Sisters for the Aged and Infirm

Venerable Mother Angeline was born in the Townland of Clintycracken into a devout Irish Catholic family. She was baptized Brigid Teresa McCrory in The Chapel of St. Brigid at Brockagh near the ruins of Mountjoy Castle, in the County Tyrone, Northern Ireland. When she was seven years old, her family moved to Scotland. In 1912 at the age of nineteen, she left home to join the Little Sisters of the Poor. The Little Sisters congregation engaged in the care of the destitute aged. After her Profession, she was sent to the United States, arriving in 1915.

In 1926, now Mother Angeline was appointed Superior of a Home of the Little Sisters of the Poor in the Bronx, New York. During an annual retreat in 1927, she felt an urge to reach out to do more for the aged for whom she cared. She felt that the European way and many of the customs in France did not meet the needs or customs of America. She also felt that old age strikes all classes of people, leaving them alone and frightened. Being unable to effect any necessary changes in her present situation, Mother Angeline sought advice and counsel from Cardinal Patrick Hayes of New York. Not only did he encourage her, but he likewise felt more could be done for the aged people in the New York area.

To accomplish what she felt called to do, and with the blessing of the Cardinal, Mother Angeline and six other Sisters withdrew from the Congregation of the Little Sisters of the Poor. They were granted permission from Rome to begin a new Community to care for aged, incorporating Mother Angeline's ideals. In 1931, the new order became known as "Carmelite Sisters for the Aged and Infirm." The Carmelite Sisters for the Aged and Infirm was the first American Community of religious women founded solely to care for the aged. Today the Carmelite Sisters serve in fifteen elder-care facilities and provide care to thousands of elderly men and women each day.

History of St. Patrick's Residence

Our history began in 1964 when the Louis Joliet Hotel in Joliet, Illinois was purchased by the Carmelite Sisters and was renamed St. Patrick's Retirement Hotel. It opened one year later. After 35 years in Joliet, the need for extensive repairs caused the Sisters to consider renovation or relocation. In 1989, we relocated to Naperville, IL.

St. Patrick's Residence is a not-for-profit, long-term care nursing home, and rehabilitation community, which is served by the Carmelite Sisters who, with their

staff and volunteers, care for their elders regardless of race, disability, or religious affiliation. Every aspect of care given to those who reside at St. Patrick's reflects the sanctity of life and the dignity of the human spirit.

Our Mission

"The Mission of the Carmelite Sisters for the Aged and Infirm is not only to staff and operate up-to-date homes for the aged, but to bring Christ to every elderly person in our care. Bringing Christ means giving them His compassion, His interest, His loving care, and His warmth. It means inspiring the lay people who work with them to give the same type of care." – Mother Angeline Teresa, O. Carm., Foundress

VOLUNTEERING AT ST. PATRICK'S RESIDENCE

Who Are Our Volunteers?

St. Patrick's volunteers come from all walks of life. They are people who provide weekly volunteer services or volunteer when they can. Many volunteers have been part of our volunteer program for several years, while others are just getting started with their volunteer work. Our flexible volunteer scheduling and varied assignments offer something for those working full-time or for those available during various daytime hours. We value and appreciate any time you can give in helping our community. We couldn't do the exceptional work we do without our dedicated volunteers.

Mission of Volunteer Services

The Volunteer Services department provides a diverse and inclusive environment that exists to enhance the services of St. Patrick's Residence in order to extend the best care possible to our residents, families, and visitors. Our mission is to enable, encourage, and engage the residents of St. Patrick's. Volunteers augment our quality professional services with caring support, respect, dignity, and friendship that comes from the heart.

ABOUT VOLUNTEERING

Minimum Age

The minimum age for volunteering at St. Patrick's is 13 unless accompanied at all times by an adult.

The Application Process

A volunteer must complete an application in its entirety to become a volunteer. This includes an assurance of confidentiality statement and code of ethics. Upon completion of their application, a prospective volunteer is then interviewed.

Orientation

Volunteer orientation is mandated to ensure that all who participate as volunteers have an understanding of Universal Precautions, fire safety, and patient confidentiality, as well as an overview of the rules and regulations of the volunteer program, and knowledge of community policies and procedures. Attendance at an orientation is required.

Training

Additional training is expected in all areas. All new volunteers shadow with an experienced volunteer before serving on their own. The amount of training time needed is determined on an individual basis, and some programs require additional classroom training by our care team.

Background Check

St. Patrick's reserves the right to conduct a background check at any time during the volunteer's tenure. By signing the Volunteer Application, you authorize St. Patrick's to run a check on your criminal record and to contact the references listed on your application.

Signing In & Out

Volunteers must sign in the log book located in the Volunteer Office and sign out when you leave. Volunteer activities and hours are maintained in a database from which all accountability and statistical reports are derived. It is very important that you help us maintain accurate records by signing in and out.

People volunteering as a group need only sign in on one line under the name of the group. Please be sure to include the number of volunteers in your group.

Volunteer Name Badge

While volunteering, you must always wear a volunteer badge. This allows our team and residents to identify you as a volunteer. Badges are in the Volunteer Office and are alphabetized according to your last name.

Dress Code

Volunteers are expected to dress in clothing and footwear that is appropriate for the working environment in which they are volunteering.

No short shorts, bare midriffs, or t-shirts with inappropriate verses or suggestive artwork.

Attendance

Both residents and team members depend on you to fulfill your commitment to your volunteer assignment. In the event you are unable to keep your appointment or fulfill an assignment, please notify the Volunteer Coordinator as soon as possible. You may also leave a message with the Receptionist.

If you are unable to continue volunteering, please inform the Volunteer Coordinator. Two weeks notification would be most appreciated.

Parking

Volunteers are requested to use the visitor parking areas.

Coffee Shop

Volunteers are invited to a free lunch in the Coffee Shop while volunteering. Coffee Shop hours are 11:00 a.m.-3:00 p.m. Volunteer lunch tickets can be picked up at the reception desk.

Smoking

St. Patrick's Residence is a smoke-free community. Smoking is not permitted anywhere on the property, including the parking lot.

Telephone Usage

Please do not use your cell phone while escorting any resident.

Bulletin Board

The bulletin board located in the Volunteer Office is to keep you informed of new policies, events, and current information pertinent to St. Patrick's.

Volunteer Records

Please advise the Volunteer Coordinator of any changes in your home address, telephone number, email, or persons to notify in case of an emergency.

Visiting Residents Indoors and Outdoors

Our residents enjoy the great outdoors and visiting with volunteers. Please notify the attending nurse before taking any resident from their unit for a visit. Never leave a resident unattended. You are responsible for getting the resident back to their unit.

You must get permission from the nurse before taking any resident off the property. The volunteer is required to sign the resident out at the front reception desk and upon returning sign the resident back in.

Photography

Photography, including cell phone photography and video, and audio recordings of our residents are strictly prohibited unless approved by the Director of Marketing and Development.

Gifts and Gratuities

The exchange of money between any resident and volunteer is prohibited. Volunteers are also asked not to accept gifts from residents unless first cleared with the Volunteer Coordinator.

Letters of Confirmation

If you need to show proof of hours or length of service time (for school or employment), a letter of confirmation or recommendation can be requested from the Volunteer Coordinator. You must complete 20 volunteer service hours before requesting a letter. Please request the letter one week prior to the date you will need your letter.

Termination

Volunteers who do not adhere to the rules of our community or who fail to satisfactorily perform their volunteer assignment are subject to immediate dismissal.

HEALTH AND SAFETY

The resident is the most important person at St. Patrick's Residence. If you see anything that raises a question, please see a team member immediately.

Using the Overhead Pager

As a volunteer, you are part of a team responsible for the safety of our residents. If a situation calls for an immediate response from our nursing team, pick up any phone and dial "80", and announce that a nurse is needed immediately to the specified location of where the emergency assistance is needed.

For any other questions that require attention, please ask a nurse or dial "0" on a phone, and the receptionist will locate someone to assist you.

Roam Alert Procedure

Several of our residents wear roam alert bracelets. The bracelet allows the residents to be mobile, but protects them by sounding an alarm if they should happen to wander from their floor or try to leave the building. The alarm can be disabled with the following procedure.

Elevator Numeric Pad Procedure:

Bring the resident with the alarm bracelet onto the elevator. Enter 4178# into the numeric pad located inside the elevator. The system will automatically reset when you leave the elevator with the resident.

Wheelchair Safety

Wheelchairs come in a variety of styles and sizes.

- Notify the nurse that you are taking a resident off their unit and where you are taking them.
- Always introduce yourself to the resident and ask them if they would like assistance before you begin to push their wheelchair.
- Don't help a resident in or out of a wheelchair. Ask our care team for assistance.
- Make sure the resident's feet are elevated before transporting.
- Keep the resident's elbows and hands within the wheelchair when transporting.
- Watch hands and fingers when pushing the resident up to a table.
- Go slowly and allow adequate space between you and the other volunteers escorting residents.
- Allow other people to get off the elevator before entering.
- Back the wheelchair into the elevator.
- Only push one wheelchair at a time.
- Both of your hands must remain on the handles of the wheelchair until you come to a complete stop.
- Always lock the wheelchair brakes before leaving the resident.
- Let the resident know that you are leaving them.
- Never leave residents alone or unattended.
- Never park wheelchairs so that the doorway is blocked.
- Report any incidents to the appropriate nurse.

Resident Dietary Restrictions

Our residents are on a variety of diets including diabetic diets. It is very important that residents do not receive any food items that may be putting them at risk. Before giving residents anything to eat or drink, please check with our care team to ensure that the resident is not on a special diet.

Emergency Action Plan

All businesses and organizations should have an emergency action plan (EAP). Preparing for an emergency begins with having a clearly defined set of steps, a process whereby everyone involved knows exactly what they need to do and in what order.

By law, we are required to have fire and tornado drills. Occasionally, they are not drills; therefore, all alarms must be addressed. Please ask anyone from our team what procedure to follow, as they vary throughout the building. Stay calm, and do not leave the building.

Fire Procedure

“Code Red” is a fire announcement followed by the location of the fire and a loud alarm. You must remain in the designated safe zones until the “Code Red All Clear” has been announced.

Tornado Procedure

Three loud alarm bursts followed by an announcement of “Tornado Warning” will be announced three times and repeated. You must remain in the designated safe zone until the “Tornado Warning All Clear” has been announced.

Missing Resident

“Code Green” is for a missing resident. If you know where the resident is, please notify a team member immediately.

Active Shooter

“Code Black” is for an active shooter on the property. We use the Active Shooter training system called A-L-I-C-E, using the acronym for Alert, Lockdown, Inform, Counter, and Evacuate (ALICE).

Infectious Disease Control

Any volunteer experiencing respiratory or flu-like systems should remain at home.

Hand Sanitation

Most infections and diseases are transmitted by the hands. Volunteers must wear gloves while serving any food to the residents. Everyone should wash their hands before and after working with a resident to reduce the spread of germs. Hand sanitizers are located at the elevators in the hallway.

Reporting Incidents

St. Patrick's makes every effort to ensure the safety of residents, team members, volunteers, and guests. Nevertheless, you are urged to be on the alert for and report any and all unsafe working conditions and practices. Should you be involved in an accident or receive an injury while on duty, you must file an incident report with the Volunteer Coordinator. Additionally, when an injury occurs to a resident – no matter how seemingly insignificant – or other events take place that are unusual, an incident report should also be filed.

Resident Incident Report Procedure

If a resident is injured at a volunteer-led activity, example: a fall or is unresponsive, **DO NOT MOVE THE RESIDENT AND CALL A NURSE IMMEDIATELY.**

1. Use the overhead paging system by dialing "80" on the nearest phone.
2. Speak clearly over the paging system, "Nurse to (specify your location), stat!" **REPEAT TWICE.**
3. **Example:** "Nurse to activity room, stat. Nurse to activity room, stat." **Remember to specify your location.**
4. Remain there until a nurse arrives. You must provide the nurse with a statement of what occurred.

With a non-emergency incident, regardless of whether an incident was witnessed or not, a volunteer who was at the activity must take the resident to the nurses' station on the resident's designated unit and provide a statement to the nurse that the resident was injured. **DO NOT LEAVE THE LOCATION UNATTENDED.** If necessary, call for assistance from our care team.

If a resident asks to be taken back to their unit because they are not feeling well, take them back to their unit and be sure to tell a nurse that the resident is not feeling well so the nurse can attend to the resident.

Body Mechanics

Body mechanics refers to the way we move during everyday activities. Good body mechanics may be able to prevent or correct problems with posture (the way you stand, sit, or lie.) Good body mechanics may also protect your body, especially your back, from pain and injury. Using good body mechanics is important for everyone.

Posture

- Wear shoes. They protect your feet from injury, give you a firm foundation, and keep you from slipping.
- Keep your back straight as you stand or walk.

Lifting

- Bend from your hips and knees. DO NOT bend at the waist.
- When turning, rotate your whole body, not just your back.
- Keeping your knees bent and your back straight, lift the object using your arm and leg muscles. Do not use your back muscles.
- If the object is too heavy, ask another person to help you.

Sitting at a desk

- Sit in your chair with your back straight and with support in your lower back.
- Do not sit for long periods of time. Get up and change positions.

CONDUCT AND CONFIDENTIALITY

Professional Behavior

You are expected to conduct yourself in a professional manner while volunteering. You are to act and work only within the scope of your volunteer assignment, as agreed upon between you and the supervisor and as outlined in your job description.

Seek the assistance of your supervisor in any situation requiring special guidance.

Respect and Privacy

While interacting with the residents, please remember this is their Home. Please knock and ask permission before you enter any resident's room. Their right to dignity, including privacy and independence, must always be preserved in the administration of care and other services.

The Health Insurance Portability and Accountability Act (HIPAA) is a federal regulation followed by all healthcare providers. Personal and confidential information about our residents is to be discussed only with appropriate persons on a need-to-know basis.

A NOTE OF GRATITUDE

St. Patrick's Residence is most grateful to you for volunteering your time to our Home. Volunteering is a fundamental act of citizenship and giving back to the community. The cumulative actions of hundreds of volunteers who have assisted St. Patrick's have had a profound positive impact on every aspect of what we do for our residents. We welcome and value your feedback. You help us do a better job.

NOTES:
