

***Mt. Grant General Hospital
Lefa L. Seran Skilled Nursing Facility
Volunteer Policy Handbook***



Mission Statement

***It is the mission of Lefa L. Seran SNF is to provide the highest quality of care to residents.
We desire to meet the psychosocial, spiritual, and physical needs of all our residents.***

The purpose of the volunteer program is to enrich the lives of the residents by providing services that supplement and augment activity programs. Volunteers are the consistent community connection and volunteer service is encouraged to maintain the quality of life and enhance the quality of activity programs.

Facility Information

***Lefa L. Seran Skilled Nursing Facility is apart of
Mt. Grant General Hospital***

Our mailing address is PO Box 1510, Hawthorne, NV 89415
We are located at 200 S. A Street in Hawthorne

Our telephone number is 775-945-2461
Activities Director's extension is 274
Unit Secretary's extension is 300
Director of Nursing's (DON) extension is 276

Application

Persons interested in volunteering shall complete and submit an application. Applications can be obtained at the front office of the hospital or from the Unit Secretary. **References may be contacted and a background check may be conducted.** The application must be approved by the Administrator and DON. The Activity Director will contact you to set up a face-to-face interview. Volunteers must be at least 18 years old. The facility does not accommodate community service hours.

Requirements and Training

Once accepted into the volunteer program, you will receive orientation and training by Human Resources Manager. The following, provided free of charge, will be required before a volunteer can begin volunteering:

- TB testing: a two-step process PPD and visual check prior to volunteering and then annually
- Seasonal flu immunization offered September through March
- Prior to volunteering and required annually, volunteers will receive training on:
 - Resident Rights
 - Privacy Policies
 - Abuse Prevention and Reporting
 - Infection Control
 - Communication
 - Emergency Response

Directions from the Charge Nurse or administrative personnel must be followed.

Recognition

Mt. Grant Hospital hosts an annual volunteer recognition barbeque each spring. Volunteers are invited and given awards recognition certificates and/or pins.

Opportunities for Volunteers to Provide Service

- Adopt a grandparent and visiting residents
- Pushing residents in wheel chairs on walks after obtaining permission from the charge nurse
- Reading to residents individually and in groups
- Writing letters or diaries for residents
- Playing music and singing
- Assist with scheduled activities
 - Birthday parties
 - Trivia games
 - Bingo

Other Regularly Scheduled Activity Programs

Exercise program(s)
Reading and discussing current events
Evening programs daily
Each Sunday one non-church related program
Field trips when staffing and weather allows
Activities calendars in the common area and in each room
Monthly resident council meetings
Intergenerational programs
Reading programs
Community activities that residents wish and are able to attend

Resident Needs and Behaviors

Residents may have a variety of medical diagnosis that requires special interventions. Utilize the Activity Director, Director of Nursing (DON), or Charge Nurse for information. Do not interrupt the Charge Nurse while he/she is dispensing medication.

- Diabetes mellitus: may require a restriction of concentrated sweets
- Dementia: altered personality, communication, behavior, attention span require specialized interaction
- Depression: often residents have experienced many losses. Do not offer trivial reassurance such as 'it will be ok.' Listen and show empathy. Residents have lost control over many aspects of their lives. Provide residents with every opportunity for autonomy
- Visually impaired: may need items placed in specific spots, more explicit explanations of events and/or special lighting
- Hearing impaired: resident may appear to understand what is being said, watching the person's face and obtaining appropriate feedback helps to determine if you are being understood
 - Always speak as clearly as possible
 - Face resident and position yourself at their level, i.e., sit if they are sitting
 - Talk at moderate pace
 - Keep your voice at about the same volume and low pitched
 - Ask if they hear better from one ear and then direct your voice to that ear

Interaction and Communication Skills

If a resident becomes anxious, do not get anxious yourself. Allow silence, listen, and offer reassurance. Provide instructions slowly and repeat as necessary. Do not challenge the resident.

Instead of asking a resident 'can you do this' you might say 'help me do this.'

Be a good listener; avoid verbalizing your medical or personal opinions.

Avoid making promises you can not keep.

Give your attention equally to residents when involved in group situations.

Be patient, give simple explicit instructions and repeat as need.

Contact the Charge Nurse immediately if a resident falls or is in trouble.

Respect a resident's privacy and belongings.

When in doubt ask a staff person.

Encourage resident's participation in activities regardless of the quality of their work. Praise work does wonders for a resident's self esteem but be careful not to be insincere.

Obtain permission from the Activity Director or Director of Nursing before entering the resident's room.

Always knock before entering a resident's room and leave the resident's room if a staff person enters to provide them with privacy.

Obtain permission from the Charge Nurse before taking a resident out of his/her room, the day room or facility.

Wheelchair protocol: Obtain permission from a resident and staff before moving their wheelchair. Avoid moving too quickly when pushing a resident in a wheelchair. Be careful that the resident's arm will clear what you are passing. Keep the resident's feet on the foot rests. Lock the brakes on the wheelchair after stopping. Do not leave a resident unattended without prior permission from the Charge Nurse.

Responsibilities of Volunteers

- Sign in when you arrive and sign out when you leave (see Volunteer Timesheet)
- Volunteers may provide service between 8:00 a.m. and 5:00 p.m.
- Volunteers are asked to wear vest with their name on it provided by the facility
- Wash your hands upon arrival and between each resident contact, follow guidelines in the hand washing training book provided. There is a sink in the education room and public rest rooms.
- Avoid listening to private conversations of staff
- Do not read resident information
- Do not talk about the residents with others
- Do not answer the telephone unless instructed to answer it by a staff person
- Remain at home if you have an infectious disease or illness
- Eat and smoke only in designated areas. Staff dining area is for staff. Volunteers are expected to eat away from the facility unless working long shifts. Coffee, tea, and water are available for volunteers outside the staff dining/break room.
- You must kindly refuse gifts and money from residents and report the incident to the Activities Director or the Charge Nurse.
- Proper attire is expected which includes being clean and odor free. Attire includes shoes and clothes that are not revealing as well as being free of controversial messages.
- Notify the facility (preferably the Activity Director) at the earliest opportunity if you are not going to be able to keep a commitment with residents or staff at the facility.
- The facility is the resident's home and you are a guest. Please act accordingly.

Evacuation, Fire, and Safety

In the event of an evacuation, fire, or drill, we ask that all volunteers evacuate the building to the evacuation zone as directed. In the event of an emergency, please check out with the Charge Nurse, Activities Director or Director of Nursing before leaving the facility.

Termination

- The Hospital reserves the right to term volunteer services at any time.
- Please notify the Activity Director if you must terminate your services.
- Causes for mandatory termination include:
 - Violation of any Mt. Grant General Hospital Policy including but not limited to the Volunteer Handbook, the Abuse Suspected & Unwitnessed Injuries – Prevention & Reporting Policy, and the Confidentiality Agreement
 - Being under the influence of alcohol or illegal or inappropriate use of drugs/medication
 - Selling or soliciting without prior approval
 - Disruptive and/or inappropriate behavior

In Closing

On behalf of Mt. Grant General Hospital and the Lefa L. Seran Skilled Nursing Facility residents, staff and administration, we thank you for your participation in our Volunteer Program. Any questions or concerns should be addressed to the Director of Nursing or Charge Nurse.

ACKNOWLEDGMENT AND RECEIPT

This is to acknowledge that I have received a copy of Mt. Grant General Hospital **Volunteer Handbook** which was adopted March 5, 2014.

I acknowledge that I am expected to read, understand, and adhere to this policy and that I am governed by the contents of this policy. I understand that my failure to comply with this policy may result in me being released from volunteering. If I have questions concerning this policy, I will bring it to the attention of my supervisor, human resources, or the Administrator.

I also understand that Mt. Grant General Hospital may change, rescind, or add to this policy from time to time and without prior notice, at the sole and absolute discretion of Mt. Grant General Hospital, provided such changes, rescissions and/or additions are not prohibited by law. I will be responsible to maintain this policy, inserting all updates issued.

Employee's Signature

Employee's Name (Printed)

Date