



Rangeview Private Nursing Home

Volunteer handbook

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Volunteer handbook

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Welcome

Thankyou for offering to become a volunteer at our facility. Volunteers are regarded by us as a valuable resource and asset, as they provide so much support to the residents socially, culturally, emotionally, physically and psychologically.

This information package provides valuable information to help you with your new position. We hope that you will enjoy being a part of our Rangeview family.

Contact details

Name: Rangeview Private Nursing Home

Address: Residential- 15-17 Mason Street Wangaratta 3677

Postal- P.O. Box 1209 Wangaratta 3677

Phone: (03) 57217111

Fax: (03) 57219049

Office hours: 8.30am-5pm Monday-Thursday

Office Administrator: Margaret Collins

Director of Nursing: Anita Dove

Proprietor: Lino Guglielmino

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Vision

To ensure all recipients receive quality service.

Values

Empathy, Integrity

Mission

To respect residents' choices determining optimum care by dedicated staff.

Philosophy

Rangeview Private Nursing Home provides care from high quality staff, according to social justice principles, in a community environment with full cooperation from other health providers.

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Residents Charter of Rights and Responsibilities

Each resident of a residential care service has the RIGHT:

- to full and effective use of his or her personal, civil, legal and consumer rights
- to quality care appropriate to his or her needs
- to full information about his or her own state of health and about available treatments
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- to live without discrimination or victimization, and without being obliged to feel grateful to those providing his or her care and accommodation
- to personal privacy
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect
- to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination
- to select and maintain social and personal relationship with anyone else without fear, criticism or restriction
- to freedom of speech
- to maintain his or her personal independence
- to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices
- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions

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Residents Charter of Residents' Rights and responsibilities (cont.)

Each resident of a residential care service has the RIGHT (cont.):

- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service
- to have access to services and activities available generally in the community
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service
- to have access to information about his or her rights, care, accommodation and any other information that relates to the resident personally
- to complain and to take action to resolve disputes
- to have access to advocates and other avenues of redress and
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights

Each resident of a residential care service has the RESPONSIBILITY:

- to respect the rights and needs of the other people within the residential care service, and to respect the needs of the residential care service community as a whole
- to respect the rights of staff and the proprietor to work in an environment free from harassment
- to care for his or her own health and well-being, as far as he or she is capable; and
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health

Charter reproduced from Commonwealth Dept. of Health and Family Services information.

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Privacy and Confidentiality concerns

Information taken from policy P6 Privacy and Dignity including Australian Privacy Principles policy–resident health and lifestyle policy manual and also, policy C7 Confidentiality-management systems policy manual

1. As residents are dependent on others for care needs it is vital to preserve residents' privacy and confidentiality.
2. The privacy and dignity of residents will be respected by all aged care staff and volunteers.
3. All sensitive information will be collected with written consent of the resident or legal representative in a private area to prevent others overhearing.
4. All staff and volunteers must be discrete in their comments at all times.
5. At all times knock on resident's door before entering.
6. Permission is to be gained from a resident regarding listing of resident's name or display of his/her photo if this is relevant in a public setting.
7. Permission is to be gained from a resident before celebration of his/her birthday in a communal setting.
8. Staff and volunteer details will be kept in a secure storage area and disposed of after 7 years, if not required, by security shredding.
9. Rangeview's information regarding internal management is to be respected as confidential.

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Volunteers

Volunteers are a vital part of Rangeview's organisation. The selection process and allocation of a volunteer to a resident or activity, as well as appropriate orientation, are important aspects in promoting a successful volunteer program.

It is important to have a satisfactory police certificate and references to apply as a volunteer. Past experience is useful and volunteer skills provide a valuable resource for the support of residents socially and emotionally.

Volunteers can assist in many ways: music, singing, talking individually, special morning/afternoon teas or meals, games, walks, cooking, crafts and gardening.

Volunteers should have an appraisal at intervals to assess the success of the program and ensure that the volunteer's aims are being met.

Rangeview has a policy relating to volunteers- see V1 in the management systems policy and procedure manual.

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Rights of Volunteers

1. To be assigned an activity of interest.
2. To have support and respect from nursing home staff.
3. To not feel exploited.
4. To training-initial and ongoing, as well as activity supervision. This includes awareness of role in an emergency.
5. To a safe working environment.
6. To be trusted with confidential information when it will help in carrying out an activity more effectively.
7. To know who to be accountable to and have clearly defined channels of communication open.
8. To discuss with the diversional therapist areas of activities that are uncomfortable.
9. To know how disabilities can affect some residents.
10. To be consulted on matters that directly or indirectly affect an activity or the volunteer personally.
11. To be covered by the nursing home's insurance policy.

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Responsibilities of Volunteers

1. To be willing to take training for activities to perform them more capably.
2. To be dependable and give the nursing home notice if unable to attend.
3. To have loyalty to the nursing home, respect its place in the community and uphold its policies.
4. To be patient and allow for independence of residents.
5. To respect the privacy and rights of residents, their families and the staff.
6. To remember that all personal information is strictly confidential.
7. To take direction from the diversional therapist or charge nurse or the director of nursing and to address conflict matters with him/her.
8. To communicate any personal limitations to the diversional therapist, charge nurse or the director of nursing and to consider feedback regarding performance.
9. To give feedback to staff communicating relevant information.
10. To not be involved with financial deals with residents- e.g. giving or receiving gifts.
11. To not witness legal documents on behalf of residents.
12. To acknowledge decisions made by staff.
13. To provide a satisfactory police check.
14. To report any incidents to management so an incident form can be written and any injuries treated.
15. To not provide information regarding resident, family, staff, incidents to the media. Any media enquiries are to be referred to management.
16. To keep safe and report any hazards to staff.

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Volunteer identification and dress code:

Volunteers are required to wear their volunteer badges when working in the role of volunteer for Rangeview. Appropriate dress is also expected as the volunteer represents the nursing home.

Lunch and rest periods:

Volunteers are entitled to take lunch and morning/afternoon tea breaks. Volunteers are invited to use the staff room facilities and if desired may access meals from the kitchen or to bring their own food. If a meal is required please arrange this with the kitchen staff.

Smoking:

There is a smoking area outside the staff room for volunteers who smoke. Please ensure that the external staff room door is closed so smoke does not enter the building.

Sun protection:

Volunteers, and also residents, are encouraged to wear a wide brimmed hat and sunscreen when outside in the sun.

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Alcohol:

While some residents may exercise their choice to drink alcohol (within the guidelines of their medical practitioner) it is recommended that visitors not consume alcohol on site if in a role as a volunteer.

Feedback from volunteers, residents, family and staff:

Positive and negative feedback is gained through surveys and the complaints process. The director of nursing may issue the survey forms, and green forms are available in the nursing home foyer for comments, complaints and suggestions. Please give these forms back to the director of nursing or place in the green suggestion box.

Confidentiality is respected and volunteers are encouraged to discuss any problems with the diversional therapist, charge nurse or director of nursing.

Inability to attend:

Please contact the nursing home by ringing 57217111 if unable to attend, as planned, and speak to the diversional therapist or director of nursing.

Gifts:

Under no circumstances should volunteers accept money or gifts even though residents may want to show their gratitude. If put in this situation please refer the matter to the director of nursing.

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Communication:

1. Strategies for memory impaired or confused residents.
 - Show respect and preserve dignity of the resident
 - Give tasks/instructions one step at a time, slowly, and allow time for resident to respond
 - Understand if resident follows instructions or answers incorrectly as he/she may not be able to identify certain words
 - Provide close supervision
 - Do not argue with resident or pressure into answering or doing what they do not want to do
 - Remain patient and gentle
 - Try to talk about things relevant to resident according to his/her background/history.
2. Strategies for residents with hearing difficulties:
 - Gain resident's attention by making eye contact and/or touching on arm or shoulder
 - Talk slowly and clearly (without shouting) where resident can read lips to assist understanding
 - Avoid high levels of background noise
 - Repeat and/or rephrase sentences if messages not understood
 - Be patient

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Communication (continued)

3. Strategies for residents with vision impairment:

- When approaching resident introduce yourself and speak to him/her by name
- Tell the resident when you are leaving
- At meal time describe the food to resident so he/she knows what they are about to eat. Do not overfill cups with drinks
- Physically direct the person when they are walking
- Ensure environment is free of clutter and do not leave vision impaired resident alone in unfamiliar surroundings

4. Strategies for residents with speech impairment:

- Do not interrupt when resident is trying to speak
- Do not discuss speech difficulties in resident's presence
- Treat resident as an intelligent adult and with respect
- Use simple requests to prompt short answer from resident
- Understand associated problems- e.g. inappropriate crying, laughing, swearing, repetition of words

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Witnessing legal documents or involvement in resident financial matters:

It is not appropriate for volunteers or staff to be involved in witnessing legal documents (e.g. wills, powers of attorney) or assisting with residents' banking or account details.

Media enquiries:

Information regarding residents, relatives, family, staff, incidents, accidents is not to be given to the media (television, radio, newspapers). Any media enquiries are to be referred to the director of nursing.

Safety and emergencies:

As part of the orientation process you will receive familiarization with emergency procedures. It is important to

- Know the location of the break glass alarms
- Report to the nurse's station in the event of a fire and await instructions from the fire controller
- Report incidents, accidents, near misses and hazards to staff for follow up
- Ensure your personal safety, and that of the residents and staff, without putting yourself at risk

Incidents and accidents:

All incidents/accidents to either a volunteer or a resident must be reported to the charge nurse or director of nursing.

In the event of a resident having an incident/accident do not attempt to assist the resident but call for staff assistance and stay with the resident until help arrives.

If witnessing an incident/accident, or if a volunteer is injured, assistance will be required by staff to fill in an incident form.

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Volunteer Agreement

1. I have read and accepted my "Rights and Responsibilities" as a volunteer at Rangeview Private Nursing Home.
2. I accept responsibility for transportation to and from the nursing home.
3. I will notify the diversional therapist or charge nurse if I am unable to attend on my assigned day.
4. I agree to wear a volunteer name badge at all times when in the nursing home and to leave it in the designated area when I have completed my session. I also agree to never wear this badge outside the nursing home when not in the role of volunteer.
5. I agree to sign the attendance book at each visit.
6. I will advise and report any incident/accident that may occur to a resident or myself, by immediately notifying the diversional therapist and/or the charge nurse.
7. I agree to abide by the established rules to respect CONFIDENTIAL information.
8. I will notify the director of nursing of my resignation.
9. I accept that transferring and toileting residents is not my responsibility.
10. I understand that should an accident occur whilst in my capacity as a volunteer at Rangeview Private Nursing Home I am covered by insurance.
11. I agree to a probation period of four visits where I work under supervision and after which time continuation of volunteer services will be by mutual agreement.
12. I understand the following to be the correct lines of communication regarding any difficulties encountered:

Volunteer → diversional therapist → charge nurse → director of nursing

Volunteer signature

Date

Director of nursing

Date

Volunteer commencement date: _____



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Volunteer Agreement cont'

Contact details for those wanting to make enquiries:

Title Mr Ms Mrs Miss (please circle)

First name: _____

Last Name: _____

Home address: _____

Email address: _____

Telephone: _____ **Mobile:** _____

Preferred contact method : (please circle)

Phone

Email

Comments / enquiries: _____

Please submit to Rangeview Private Nursing Home:

Address: P.O. Box 1209 Wangaratta 3677

Email: Office Administration: admin@rangeviewnursing.com.au

Director of Nursing: don@rangeviewnursing.com.au