



VILLA
LEONARDO
GAMBIN

VOLUNTEER INFORMATION HANDBOOK

Welcome to Villa Leonardo Gambin

We are pleased you have chosen to share your time and talents with our team and Residents at Villa Leonardo Gambin (VLG). We appreciate your interest in giving the most valuable gift you can give...yourself! During your initial tour you will be introduced to our residents, leadership team, team members, and our unique environment.

Volunteers are an integral part of resident life here at VLG as they can provide friendship on an individual basis, continued contact with the community, and increased opportunities for our residents to live fully every day.

We realize that in order for you to derive the utmost satisfaction from your experiences at our home, you need to become familiar with our community, our culture, some of its policies, and our expectations of you as a volunteer.

In addition, the *LTC Homes Act* has been enacted and requires that all long term care homes in the province be licensed and adhere to the regulations supporting this Act. There are requirements under the Act that will pertain to those working as volunteers in the care community.

Please see the attached information and policies pertaining to our residence and to the *LTC Homes Act*, which you must read and abide by.

We hope you will enjoy volunteering with us and that the information in our Volunteer Handbook will assist you in your volunteer experience here at VLG.

Sincerely,

Annette Zuccaro-Vanin, Administrator

Meet Our Management Team

We encourage volunteers to connect with the team members at Villa Leonardo Gambin. Our team members will support you in learning about different aspects of the work involved in caring for seniors in our care communities.

Administrator, Annette Zuccaro-Vanin Ext. 750

Director of Care, Vanessa Romero Ext. 753

Office Manager, Santina Boragina Ext. 751

Associate Director of Care, Jannet Brown Ext. 769

Director of Support Services, Umang Khare Ext. 757

Director of Resident and Family Services, Stephanie Romano Ext. 752

Manager of Recreation and Volunteer Services, Louise Facca Ext. 755

Manager of Maintenance and Building Services, Stephen Lowe Ext. 756

Nursing Care Coordinator, Amber Whitehead Ext. 771

Receptionist, Maria D'Angelo Ext. 758

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**VOLUNTEER INFORMATION
HANDBOOK:
SECTION I**

Our Vision, Mission, and Values:

Vision

The Villa Leonardo Gambin community is a caring environment where people come together to create & Celebrate a purposeful, exceptional, quality of life.

Mission

Create and Celebrate a Purposeful, Exceptional, Quality of Life.

Values:

Respect

Creating a trusting and supportive environment for residents, families, and team members.

Positive Attitude

Going the extra mile with a smile to enable us to excel and explore new possibilities in an environment of connection, communication, and growth.

Teamwork

Coming together to work hard and yield amazing results through providing individualized care for residents and one another

Community

Working together to support and look after on another and provide a sense of purpose

Continuous Improvement and Growth

To continually identify and take action on an incomplete or unrealized idea

Excellence

Working to go above and beyond to provide the best value to our customers and be best in class.

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Our Core Strategy

Together we embrace possibilities for respect & happiness

Who We Are:

The establishment of Villa Leonardo Gambin Charity would not have been possible without the presence of the Famèe Furlane Toronto. Friuli Long-Term Care (the precursor of Villa Leonardo Gambin Charity) was established by the Famèe Furlane Toronto in November 2000 in response to the Ontario Ministry of Health and Long-Term Care announcement of the 2001 Bed Allocations process, requesting applicants to submit proposals for the issuance of long-term care beds.

In May 2001, Friuli Long-Term Care entered into a formal agreement with the Ministry to develop a 168 bed long-term care residence on the Famèe Furlane Toronto campus in Woodbridge, ON. In August, Friuli Long-Term Care structured itself as a registered charity.

Between 2001 and 2003, the Charity's Board of Directors undertook three broad initiatives: architectural /construction planning; project financing; and capital campaign fundraising. The Honourable Frank Iacobucci, then a Justice of the Supreme Court of Canada, was named the Honorary Chair of the Charity. The \$3 million Building a Mosaic of Care Capital Fundraising Campaign was publicly launched at the Charity's inaugural gala held in October 2002.

Construction of the long-term care residence began in **early 2003** and was officially celebrated at a groundbreaking ceremony in May. Exterior construction (i.e., roof topping) was completed by October 2003. Construction at this point was directed towards interior rough-in and culminated in the FF&E (furniture, fixture and equipment) installation. Simultaneously, the pre-occupancy training process (i.e., hiring and training of staff) commenced to ensure that the care delivery function was fully operational by opening day.

In April 2004 the Charity announced that Luigi and Sergina Gambin would become its capital campaign major benefactors and name sake of the new residence. Going forward, the residence would be referred to as Villa Leonardo Gambin, in honour of Luigi Gambin's late father.

On Friday, October 22, 2004, Angela Orlando became Villa Leonardo Gambin's first resident. The official opening of the residence, attended by over 500 guests including many dignitaries, was held on Saturday, October 30, 2004.

There is no denying that the dedicated work of the Famèe Furlane members and the Villa Leonardo Gambin Charity's Board of Directors made the dream of providing healthcare services to seniors and adults with special needs a reality. But this would not have been possible without the financial support from community donations to help fund the construction and for that we are eternally thankful.

If you would like to know more about Famèe Furlane Toronto please visit www.fameefurlane.com

Volunteering with Us:

Goals of the Volunteer Program

- To enhance the quality of life and quality of service to the residents
- To provide enriching experiences for residents, volunteers, and team members
- To provide an essential link between the residents, the home, and the community
- To provide opportunities for residents to develop new friendships

Volunteers' Responsibilities

- Be familiar with and adhere to the Residents' Bill of Rights (attached)
- Adhere to the care communities's policies and procedures
- Adhere to the requirements under the LTC Homes Regulations
- Adhere to the mandatory reporting obligations under the LTC Homes Regulations regarding Zero Tolerance of Abuse
- Honour and respect confidential information
- Provide positive interaction with the residents under the guidance of the Volunteer Lead
- Fulfill volunteer assignments as scheduled and carry out responsibilities and duties promptly and reliably as outlined in each volunteer position description
- Maintain volunteer commitment and provide advance notice should availability change
- Be aware of and adhere to the care community's policies on smoking, fire, safety emergencies, and resident medical emergencies
- Communicate any issues of concern to the Volunteer Lead; if that person is not on duty, to the In Charge Person
- Be sincere in the offer of service and believe in the value of the job to be done
- Attend orientation and be willing to learn and participate in training programs
- Maintain appropriate lines of communication
- Be considerate, respectful of others, and work as a team member
- Provide feedback, suggestions, and recommendations that will increase the organization's effectiveness, as well as personal volunteer satisfaction
- Fulfill their commitment of time to the Care Community

Guidelines for Volunteers:

- Always sign in at the volunteer sign-in book behind the coffee bar in the front lobby.
- Establish a regular time for volunteering that meets the needs of the Resident(s) and you as a volunteer. Keep in mind that residents will come to count on you on a regular basis. If you need to cancel, please telephone so that, if possible, other arrangements can be made.
- If taking a resident outdoors or away from the Care Community, notify the Volunteer Lead, Charge Nurse, or In Charge Person.
- Dress neatly and comfortably. No bare midriffs or attire that may be offensive to residents. Non-skid, low-heeled, closed-toe shoes are the most appropriate footwear.
- Nametags are available and must be worn while assisting at the care community.
- Remember to knock and obtain permission before entering a resident's room.
- Address the residents as Miss, Mr., and Mrs. as appropriate, unless requested otherwise.
- A pleasant attitude is important. This helps residents recognize you as a friend.
- Be enthusiastic and sincere. If residents speak sharply to you or find fault with you, do not take it personally. Share this information with the Volunteer Lead.
- The provision of physical care is the responsibility of the care team. Residents must not be transferred to or from a wheelchair by volunteers.
- Report any concerns regarding Resident behaviour or your assignments to the Volunteer Lead or member of the staff. Please do not attempt to solve issues yourself.
- Volunteers are prohibited from purchasing items for residents.
- Liquor, medications, cigarettes, and matches/lighters cannot be purchased for or given to residents. This also applies to over-the-counter medicines.
- Do not accept money or gifts from residents.
- Always remember to treat others as you would like to be treated.

Dress Code:

First impressions make a difference. When you are in the care community, you should display a clean, well groomed, and professional appearance. All clothes should be clean and in good repair – no torn or ripped clothing. Always wear a volunteer name badge that will be provided to you.

Footwear is very important since you may be assisting someone by pushing their wheelchair or helping them walk. Shoes should be comfortable, closed toed and closed heel without a large high heel. Running shoes are recommended.

Techniques for Escorting Residents:

When escorting a resident (pushing wheelchairs or guiding residents with walkers) please remember:

- Ensure that you ask residents if they would like help before providing assistance
- If a resident would like assistance and they are in a wheelchair, ensure that brakes are off, footrests are on (if applicable) and residents hands are not near the wheels.
- If a resident is using a walker, ensure that brakes are on if resident needs to stand up, and then ensure brakes are off when walking. Encourage residents to walk close to their walkers and in an upright position. Never push a resident while they are seated on their walker.

When entering an elevator, it is best to bring a resident in a wheelchair into the elevator by pulling their chair backwards to avoid wheels becoming stuck and to allow for a smooth exit out of the elevator. When escorting multiple residents, it is best to use an elevator key that Recreation staff have available.

Providing Snacks to Residents:

Please check with the volunteer lead and/or the charge nurse before providing snacks or beverages to a resident. Some residents are on special diets and/or have allergies and cannot eat certain foods. Others may have difficulty swallowing. Be sure to ask prior to providing residents with anything to eat or drink. A dining service training and/or assisting with feeding training must be completed prior to assisting any residents with something to eat or drink.

Basic Human Crisis Response in Dementia Care:

- **Fight:** residents that may exhibit a responsive behaviour are typically responding to what they perceived as a crisis. For example, a resident walks into another residents' room; the resident perceived the other resident as an intruder by screaming or trying to push them away.
- **Flight:** exit seeking to get away from the stressor. Residents may exit seek due to environmental stressors such as lighting, too much noise, resident cannot find their room. Resident may be confused.
- **Paralysis:** resident may be withdrawn and unresponsive in response to a crisis.

Supporting Residents who Display Responsive Behaviours:

- It is important to remember all behaviour has meaning and is a symptom, not a reflection of the person
- A number of factors can affect behaviour
- There are triggers to the behaviour in the physical and social environment
- All residents have strengths
- Cognitive decline is frustrating/distressing for the resident
- Be patient – each repeated question is the 1st question for the resident
- Use a gentle, supportive approach; lower the tone of your voice, give the person space
- Try to divert attention to something else
- Remove nearby residents and call for help if needed

Basic Terminology:

Some terms are common to long term care communities. You will want to become familiar with their meaning.

Ambulatory:	Walking or the ability to walk.
Aphasia:	Loss of the ability to use language or speak, most often due to a stroke.
Call Bell:	Found in each bedroom and main area; to be used to alert staff of an emergency.
Clothing Protector:	An apron worn by residents to keep clothing free from unwanted debris (e.g. food and/or drink).
Confusion:	A disturbance in a person's ability to think clearly, remember, or concentrate. Symptom of another problem (i.e. an illness).
CVA:	Acronym for a Cerebral Vascular Accident. The common term for a CVA is stroke.
Dementia:	Dementia refers a person's loss of ability to make sense of the world around them and to tell their body what to do. Dementia is not normal aging; it is caused by a disease process (one of the more common forms is Alzheimer Disease). It is not reversible.
Incontinence:	Refers to the inability to control bowel and bladder function.
Long Term Care:	In legal terms, a nursing home or home for the aged.
Multi-disciplinary Team:	Also called the health care team. This refers to a group made up of the resident, his/her family, staff members, physician, and others involved with the resident's care.

Nonverbal:	An alternate form of communication from verbal (e.g. picture symbols and body language).
PSW:	Personal Support Worker
RN:	Registered Nurse
RPN:	Registered Practical Nurse
Sensory Loss:	A resident who cannot see or hear well may be easily startled by sudden or unexpected movement. They may have problems knowing who is nearby, if someone is speaking to them, or even identifying where they are. Sensory losses are common and are often not obvious. For example, you cannot always tell that a resident has trouble hearing.

Volunteering in a Safe Environment:

We value the health and safety of all residents, team members, visitors, and volunteers. The Executive Director is responsible to ensure the health and safety of volunteers while they are on the premises. We are committed to providing a safe and organized response to emergency situations.

Volunteers must immediately report any incident/accident to the Volunteer Lead or the In Charge Person. Any report of injury to a volunteer will be investigated. If First Aid is required, the In Charge Person will attend to the injury or call 911 or the local emergency number.

WHIMIS stands for Workplace Hazardous Materials Information System. It is a comprehensive system for providing information on the safe use of hazardous materials used in Canadian workplaces. There are Materials Safety Data Sheets (MSDS) located in the activity department for every chemical you may come in contact with while volunteering. Please ensure you read the MSDS binder prior to using any chemical.

As a volunteer, you may be asked to use a product listed with the WHIMIS. The Volunteer Lead or In Charge Person will instruct you on its use and will expect you to observe the precautions carefully.

As a volunteer you will also be asked to participate in the Accessibility for Ontarians with Disabilities Act, Human Rights Code, and Integrated Accessibility Standards Regulation (IASR) training. The volunteer lead will provide you with the tools necessary to complete this training. You will be given a certificate of completion at the end of the training.

What you need to know about Customer Service:

Customer service is everyone's responsibility. As a volunteer, you are a member of a team that works together to provide warm hospitality and compassionate care to Residents.

When you are volunteering, please remember to:

- Be resident-centred and “solutions oriented”. If you do not have an answer to something that has been asked of you, find the appropriate team member who does. Never say, “I don’t know”, without adding, “But, I’ll find out for you”.
- Provide care and services with a smile.
- Provide a warm, dignified greeting to all residents, families, and customers.
- Be aware of and support *{Insert Name of Care Community}*’s vision, mission, and values (as outlined in this handbook).
- Wear your name badge every day.
- If required to answer the phone, state: “Hello, this is How may I help you?”

Zero Lift Policy:

We have a zero lift policy, which means that Volunteers are to never reposition, transfer, or bear any of a resident’s weight in any way at any time. If you notice a resident is looking uncomfortable in their current position, please notify a team member right away.

Least Restraint Policy:

Restraint is any device or action that interferes with a resident’s ability to make a decision or which restricts their free movement. Restraint is a measure used to control a person’s physical or behavioural activity or to control a portion of a person’s body. A restraint may be physical, chemical, or environmental. In every case, we view restraints as a last resort. If restraint is deemed necessary, our goal is to use the least restrictive form of restraint for the shortest period of time. The Care team will try to determine the cause of the current situation and work with everyone to come up with alternatives.

- Never fasten a seatbelt or tray table without checking with a nurse first as these are considered restraints and are only used in very specific circumstances.

Communication:

Communication is an important part of customer service and your role as a volunteer. Communication with residents, families, and team members, as well as other volunteers, must be professional, caring, and considerate at all times.

Some communication tips include:

- Listen to how the person is speaking in addition to what the person is saying.
- Listen to the feelings behind the words.
- Eye contact.

- Look at the facial expression, hear the tone of voice, and observe the accompanying behaviour.
- Do not assume the resident understands you perfectly.
- As well as reading the body language of the resident, be aware that the resident will read your body language.
- Do not be afraid to ask the resident if what you have said has been understood.
- Choose your words carefully. Do not use words or phrases that are “childlike” or institutionalized, for example: say “clothing protector” instead of bib, “home” instead of facility.
- Speak English or the preferred language of the Resident, if you are able.
- While volunteering, do not speak to another team member or volunteer in a language the resident does not understand.

Educational and Committee Opportunities:

Volunteers are always encouraged and invited to participate in the multiple inservices that happen at the care community on a regular basis. Examples of inservices may include: presentations from the Alzheimer’s Society, Palliative Care, or wellness workshops. You will be notified by the Volunteer Coordinator about these educational opportunities for you to take part in.

Volunteers are also encouraged to participate in the Volunteer Coordination Committee at the care community, which meets twice a year. The goal of this committee is to determine if the goals of the volunteer program are being met, evaluate the effectiveness of the program, and determine if changes need to be made based on volunteer feedback. There are other committees at the care community (ex. Palliative or Spiritual Care) that volunteers are welcome to be a part of.

General Information for Volunteers:

Internet / Email: Volunteers may support residents in their use of the Internet. Volunteers wishing to use the Internet for any other reason should obtain permission to do so from the Volunteer Lead or In Charge Person.

Telephone: The use of telephones for personal use is not permitted unless staff phones are specifically provided. Incoming calls to volunteers should be kept to emergency situations only. The use of resident’s phones for personal use is strictly prohibited and using them will result in disciplinary action. The use of personal cell phones while on duty is also not allowed. You are authorized to use the PA/Intercom system in the event of an emergency.

Photocopiers/Fax: Photocopiers and fax machines are for the purpose of conducting **Villa Leonardo Gambin** business only.

Change of Personal Data: As a volunteer, you are responsible for providing us with your current contact information, including name, address, telephone number, and the name of a person to contact in case of an emergency. You should submit all changes, in writing, to the Volunteer Lead, who will ensure that your records are updated.

Feedback from Volunteers: Volunteers will receive feedback on their performance at times agreed to by the volunteer and Volunteer Lead.

Resignation/Leaving the Volunteer Program: Should you no longer be able to fulfill your volunteer commitment or if you will be unavailable for an extended period, please advise the Volunteer Lead in writing. Name tags must be returned at that time.

Internal Complaints/Suggestions & Feedback Procedure:

The Let's Connect Feedback program at Villa Leonardo Gambin encourages open and ongoing dialogue about any of our programs and services. Compliments, comments, suggestions, or concerns may be brought forward to a manager at any time.

When you have reasonable grounds to believe that another person(s) has committed a wrongdoing at the residence you are volunteering at, you have a responsibility to disclose this incident in an appropriate and timely manner to the In Charge person. Concerns or complaints relating to inappropriate activities will also be accepted on a confidential basis, without fear of reprisal.

The Internal Complaints Procedure and the Let's Connect Program poster are posted in the front lobby. Please refer to the posted procedure if you have a complaint and always report your complaint to the In Charge Person while on duty.

Conflict of Interest:

Villa Leonardo Gambin expects all volunteers to conduct themselves in accordance with high standards of business ethics when dealing with residents or VLG business contacts. All volunteers must discourage or avoid situations and internal or external relationships that might be construed, even by inference, as detrimental to the company's name, reputation and best interests. If you have a business or personal relationship with anyone else in the company, please disclose this to the Executive Director to be sure that you are not in conflict.

- A "conflict of interest" may occur if any employee of the Company, including a volunteer, is a party to a contract or transaction with the Company; or
- Is a director or officer of, or otherwise has an interest in, any company who is a party to a contract or transaction with the Company; or
- Is related by blood, marriage, or family relationship with anyone that is, or has an interest in, any company who is a party to a contract or transaction with the Company.

Confidentiality/Privacy:

Any information related to the residents of VLG is to remain confidential. You have obligations under federal privacy legislation and PHIPA (provincial legislation) and the VLG Privacy policy to protect the privacy of residents, employees, and our operations.

Do not discuss any resident's personal information outside of the residence. You will be asked to sign a confidentiality agreement with the care community, which will be included in your volunteer file. Any breach of confidentiality will result in disciplinary action.

Witnessing Documents:

As a volunteer, you **must not** act as a witness to the signing of any legal document or act as a Power of Attorney for a Resident.

Safety and Security

Smoking: This care community is smoke free. If you have any questions regarding the smoking policy, ask your Volunteer Lead.

Emergency Response System: Residents' rooms are equipped with an emergency call system located in both the bedroom and bathroom.

Emergency Procedures: Emergency Code procedures will be reviewed during your orientation and there is a listing of the codes located in Section III of this handbook.

Visitors to our Building: In the interest of security, we ask that you sign in and out in the Volunteer Sign-In Book located **<Insert specific place book is located>**.

Fire and Emergency:

Fire Procedures: VLG is safely equipped with smoke detectors, sprinklers, fire alarm pull-stations, fire extinguishers, fire doors, and fire zones. During your orientation we will provide you with the location of the closest fire exits and pull stations. We conduct regular fire drills to monitor the response from employees and to ensure proper functioning of all alarm systems.

All volunteers are:

- Provided with fire safety training; we recommend attending fire drills once per year;
- Expected to take part in fire drills, if they are volunteering during a drill; and
- Expected to know the location of the fire exits.

Fire drills and in-services are held on a regular basis in order to ensure fire emergency preparedness. If there is a fire drill, do not resume regular activity until after the "all clear" has sounded.

REACT is the acronym that guides employees should fire or smoke be discovered. In the event of fire or smoke:

- R** Remove Residents from Immediate Danger
- E** Ensure doors and windows are closed to confine the fire/smoke
- A** Activate the fire alarm system using the nearest pull station
- C** Call 911 or Fire Department
- T** Take appropriate action: concentrate on further evacuation or try to extinguish the fire

Fire Doors: Fire Doors act as barriers and are located on all floors. Fire doors automatically close when the fire alarm sounds. The closure of the fire doors creates Fire Zones. If an area must be evacuated, move toward an exit behind the fire doors. Please stay clear of the fire doors during a fire drill or whenever the fire alarm is activated.

DO NOT USE THE ELEVATORS UNLESS DIRECTED BY THE FIRE DEPARTMENT.

Fire Drills

VLG conducts three fire drills per month.

- These are to be held on different days and at various times to ensure that all team members, on all shifts, participate in a minimum of two drills per year.
- The fire alert signals are loud and we apologize for this minimal inconvenience.

When the Fire Alert sounds, the Fire Doors on the main floor close automatically. They are opened by team members when the fire drill has been completed.

Fire Safety System

This building is equipped with smoke detectors, sprinklers, fire alarm pull-stations, fire extinguishers, and fire doors. Resident rooms contain automatic sprinklers. Please read the fire instructions below and carefully review them from time to time.

In general, we provide you information on:

- The alarm pull stations are located and how they work
- The exits are located
- The building address
- If special assistance is needed to evacuate, be sure to tell us when you first begin volunteering or as soon as the condition arises
- How to report any condition which may be a fire hazard

Every volunteer must be well versed in the fire safety plan of the care community for which you are volunteering in. During your tour of the care community you will be guided to important locations of pull stations, emergency boxes, safe zones, and the first aid station.



Emergency codes

- Red=Fire
- White = Violent Situation
- Yellow = Missing Resident
- Black = Bomb Threat
- Brown = Chemical Spill
- Orange = Community Disaster
- Green = Evacuation
- Grey = External Air Exclusion

**We treat all drills as the real thing*

Elevator Emergency Phone / Elevator Emergency Alarm (site specific):

There is an emergency alarm bell button situated on the panel in the elevator marked "Alarm". Pushing the button will cause a bell to ring. Please continue to push it until assistance arrives. Please stay calm. Help is on the way.

Power Outages:

Occasional power outages may occur due to circumstances beyond our control. Emergency lighting in public areas, corridors, and stairwells is provided through the back-up generator, as well as operation of the elevators.

VOLUNTEER INFORMATION

HANDBOOK: SECTION II

Policies & Procedures as required by the Long Term Care Home Regulations, 2010 (LTCHA), make up Section III of this manual in their entirety.

RESIDENTS' BILL OF RIGHTS

Fundamental Principles:

The long term care home is primarily the home of its' residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.

Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
 - iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,
 - v. the Residents' Council,
 - vi. the Family Council,
 - vii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
 - viii. staff members,
 - ix. government officials,
 - x. any other person inside or outside the long-term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
19. Every resident has the right to have his or her lifestyle and choices respected.
20. Every resident has the right to participate in the Residents' Council.
21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home.

Resident Abuse and Neglect – Zero Tolerance:

Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's dignity and individuality and to be free from mental and physical abuse and neglect. The policy of Sienna Senior Living regarding abuse and neglect is Zero Tolerance and it applies directly to all employees and volunteers of the care community. The LTC Homes Act requires all abuse, including suspected abuse, be reported immediately. The mandatory reporting guidelines are posted in the front lobby with the The Ministry of Health and Long Term Care Action Line phone number is: 1-866-434-0144.

Please refer to the Resident Abuse and Neglect – Zero Tolerance policy in its entirety (Section III).

Whistle Blower Protection:

Every person will receive Whistle Blower protection. We will ensure that staff do not do anything that will discourage, aim at discouraging, and/or threaten or retaliate against anyone from withholding any information from an inspector or the Registrar. *Please refer to the Whistle Blower Protection policy in its entirety (Section III).*

Infection Prevention & Control:

Residents are at high risk for acquiring infections. Hand washing is the #1 method to prevent infections. Please follow the guidelines in your orientation package regarding hand washing and the use of hand sanitizers. Wash your hands before you begin your volunteer session, between resident visits or activities, and at the end of your volunteer session.

Volunteers must follow infection prevention and control principles. If you have a cold, flu, or any type of communicable illness, please refrain from visiting until you are feeling well again. If we are experiencing an outbreak at *{Name of Care Community}*, there will be restrictions on visitors. We will contact you when the outbreak is declared over.

Please refer to the Infection Control Program policy in its entirety (Section III).

Immunization:

To protect residents, and in keeping with Public Health Department best practice recommendations, we recommend volunteers receive an annual flu shot. If you have received an annual flu shot, please provide confirmation of it to the Volunteer Lead.

In the event of an outbreak or illness, the community will endeavour to maintain life as "normal" for residents to the extent that we are able. We will request and require the

participation of volunteers in the infection prevention and control measures required within the community in order to protect the health and safety of all persons.

Please refer to the Infection Control Program policy in its entirety (Section III).

TB skin tests (2 step) must also be completed prior to volunteering at our home.

Criminal Record Check/Vulnerable Screening:

A criminal record check with the vulnerable screening section completed will be required prior to starting your volunteering with us. These can be obtained at your local police department. Please talk to the Volunteer Coordinator if you have any questions.

Please read policies provided to you in Section III and sign and return acknowledgement form to Louise Facca

Policies for Review:

- Resident Abuse and Neglect – Zero Tolerance Policies
- Definitions of Abuse and Neglect
- The Duty to make Mandatory Reports – LTCHA
- Whistle Blowing Protection Policy
- Behaviour Management Policies
- Infection Control Program Policy
- Disaster and Emergency Preparedness Policy and Procedures
- Emergency Codes
- Privacy and Disclosure of Personal Health Information

VOLUNTEER INFORMATION HANDBOOK: SECTION III

**Policies and Procedures as required by Long Term Care Homes Regulations,
2010 (LTCHA)**

*The Volunteer Lead will provide policies as a separate package, to be attached to this
handbook.*

Acknowledgement Form

Review of Policies and Orientation is Completed

I acknowledge that I have reviewed the Volunteer Handbook and policies included in the handbook as stated below:

- Resident Abuse and Neglect – Zero Tolerance Policies
- Definitions of Abuse and Neglect
- The Duty to Make Mandatory Reports under section 24– LTCHA
- Whistle Blowing Protection Policy
- Behaviour Management Policies
- Infection Control Program Policy
- Disaster and Emergency Preparedness Policy and Procedures
- Emergency Codes
- Privacy and Disclosure of Personal Health Information

I acknowledge that I have received an Orientation and understand my roles and responsibilities.

Name of Volunteer:

Signature of Volunteer:

Signature of Residence Representative:

Date Received:
