Hello!

Thank you for your interest in volunteering at Silver Maples of Chelsea!

Attached is the volunteer packet. It includes:

- Application
- Volunteer compliance/confidentiality statement
- Photo release form
- Employment Applicant Consent & Disclosure
- Tips for Working with Seniors
- Volunteer Activity Opportunities

At first, this might seem like a lot of paperwork, but please know that we have to be thorough with people working with seniors, who are sometimes considered a vulnerable population.

Please plan to complete this packet and then we can set up a time for a tour of Silver Maples and talk about what you'd like to do when you are volunteering at Silver Maples.

It's easiest to communicate via email (ckeiser@silvermaples.org), but you can also call me at 734.475.1490 Ext. #234

I hope to meet you soon. Thanks again!

Sincerely,

Cece Keiser

Cece Keiser
Volunteer Coordinator/Wellness Coordinator

Volunteer Information Form
Silver Maples of Chelsea
(This information is confidential)

Today's Date _____

Name _____ Address _____
City _____ State _____ Zip _____ Birthday _____
Telephone Numbers _____ Social Security # _____
Email Address _____
Marital Status _____ Spouse's Name _____
Are you available? AM____ PM ____ Weekend____ Summer ____ Winter___ Weekday(s) ___
Comments of availability: _____

Help us learn more about you and your preferences for placement:
How did you choose Silver Maples for Volunteer work?
Friend/Relative ____ Advertisement ____ Silver Maples Reputation ____ Brochure ____
Employee/Former Employee ____ Resident/Former Resident ____ Other ____
Comments: _____

Do you have specific talents, interests, and hobbies you would like to use at Silver Maples?
Yes ____ No ____ (e.g. musical, clerical, etc.)
If yes, please describe talent or hobby and how you would like to share it:

_____

_____

Have you completed any special training? Yes ___ No ____ (e.g. computer, woodwork, etc.)
If yes, please describe: _____

_____

Type of work you would be interested in: (check as many as are applicable)

Gathering Resident for In-House Activities	Assisting on Trips and Outings	Games, cards, puzzles,
Reading newsletters/calendars/mail	Orient New Residents	One-on-One Visits
Lead or Assist in Craft Classes	Interview Residents for Life Stories	Teaching Computer Classes
Cooking/Baking	Take Residents Walking	Personal Resident Assistance
Writing Cards/Letters for Residents	Clerical	Assist at In-House Events

If other, please explain:

_____

Do you have any special medical problems that may interfere with certain types of work?
Yes____ No _____ Can you lift at least 50 pounds? Yes____ No____
If yes, please explain: _____

_____

In case of emergency, notify:
Name _____
Relationship _____ Address _____
City _____ State _____ Zip _____ Phone _____

Work Information: Present or Former (please circle one)
Place of Employment _____ Phone _____
City _____ State _____ Zip _____
Your position _____
Can you be contacted there? Yes _____ No _____

Other information you would like to share: _____
_____
_____

Please list three references we may contact:

_____ _____
_____ _____
_____ _____
_____ _____

_____
_____
_____
_____

Signature _____ Date _____

FOR OFFICE USE ONLY

Date interviewed _____ Special Volunteer Training _____

Date assigned _____ Silver Maples Orientation _____

Interviewer Signature _____

SILVER MAPLES OF CHELSEA
VOLUNTEER COMPLIANCE AND CONFIDENTIALITY STATEMENT

As a volunteer of Silver Maples of Chelsea, I agree to abide by Silver Maples Code of Conduct, including all policies pertaining to confidential Resident and Community information.

I understand that:

1. I will have access only to Resident or confidential Community information required to perform my job.

2. Confidential information can be in any form, e.g., observed, verbal, written, or computer based.

3. The definition of breech of confidentiality is when someone receives or communicates any Resident or Community information without clinical need or a legal right to the information.

4. I cannot look up or access information on friends or family members unless I need the information to perform my job. If I believe that I must access the information, I must first inform my supervisor of my relationship with the Resident and obtain direction.

5. If I work with computers, I will not use another person's password or share my password.

I understand that it is my duty to report any activity that appears to violate the Code of Conduct or any law, rule, or regulation, and that I should report this to my Department Director, an Administrator, or Silver Maples' Executive Director.

I am aware that a violation of the Code of Conduct may result in disciplinary action, up to and including discharge from my position as a volunteer.

_____ _____

Volunteer Signature Date

SILVER MAPLES
of Chelsea
RETIREMENT NEIGHBORHOOD

PHOTO RELEASE FORM

I hereby give Silver Maples of Chelsea permission to take photographs of me or photographs in which I may be involved with others for the purpose of promoting the community in all of its publications, including website entries, without payment or any other consideration. I understand and agree that these materials will become property of Silver Maples of Chelsea.

I hereby irrevocably authorize Silver Maples of Chelsea to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing Silver Maple's community or programs. In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photograph.

I hereby hold harmless and release and forever discharge Silver Maples of Chelsea from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other person acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I am 21 years of age and am competent to contract in my own name. I have read this release before signing below and I fully understand the contents, meaning, and impact of this release.

_____ _____

(Signature of Resident/Authorized Representative) (Date)

_____

(Printed Name)

.....

If the person signing is under age 21, there must be consent by a parent or guardian, as follows:

I hereby certify that I am the parent/guardian of _____, named above, and do hereby give my consent without reservation to the foregoing on behalf of this person.

_____ _____

(Parent/Guardian's Signature) (Date)

_____

(Parent/Guardian's Printed Name)

TIPS FOR VOLUNTEERS WORKING WITH RESIDENTS

Thank you for volunteering at Silver Maples of Chelsea. Your time and energy plays a big role in helping us keep our residents engaged and active! Here are some tips and information that might be helpful as you work with our residents. And remember, we have wonderful residents with a wealth of history to share. Enjoy your time with them!

Working With Seniors

- Bring a cheerful attitude to the day. Instead of focusing on aging issues (immobility, illness, or frailty) focus on having a positive interaction with the seniors.
- Always approach the resident from the front and tell the person who you are (perhaps each time you meet).
- Be patient. Take your time communicating and try to use the senior's name frequently. Seniors may not move or talk as fast as they have in the past, so making eye contact, speaking clearly at a moderate level and maintaining a calm, positive attitude will help establish a pleasant atmosphere for interaction. Give them time to process the information and respond.
- Be a great listener. Encourage the senior to talk about their past. Topics such as families, work experiences and growing up years are often easier for seniors to remember since in many cases their long-term memories are clearer than their short-term memories.
- Communicate in a variety of ways. Remember that spending time with seniors is what is important. Even if the senior is having trouble communicating verbally, show them you care by using non-verbal communication, such as touching their back or holding their hand. The companionship and the impact of the volunteer's company are what really matter.
- Provide an opportunity for success through appropriate activities and interaction.

<u>Things to Avoid</u>

- Do not give direct care - such a toileting, feeding, transferring from wheelchair to regular chair. Call a staff person for help.
- Do not touch blood/body fluids
- Do not make phone calls for residents without permission
- Never purchase items for residents without permission
- Never borrow items or accept gifts from residents
- Never lend money to residents
- Do not leave the building with residents without permission
- Do not look at residents' medical charts
- Never give food/drink to a resident, unless it is an activity where food is being served
- Do not help a resident up when they have fallen down. Call staff to help
- Do not give physical therapy

TIPS FOR VOLUNTEERS WORKING WITH RESIDENTS (continued)

Wheelchair Hints

- When listening to a person in a wheelchair, try to stay at their eye level. Crouch down or kneel, or pull up a chair and sit for an extended conversation.
- If the senior is capable of wheeling their own chair, allow and encourage them to do so.
- Ask them if they are ready to go before you move the chair, and remind them where you are going.
- Don't "drive" too fast.

Before you move a wheelchair, make sure that:

- The senior's arms are placed inside the armrests and feet are securely placed on the wheelchair's foot pedals.
- The senior's clothing will not drag on the floor or get caught in the wheels.
- The hand brakes are in the unlocked position (or locked after you arrive at the destination).

Common Disabilities

- After **STROKES**, residents are often weak. Certain parts of his/her body may only have partial or limited use. Speech could be impaired.
- Residents with severe **HEART** conditions will often need rest periods. Any pains in the neck, arm, or chest area should be reported to staff immediately.
- **DEMENTIA** is the pronounced and abnormal loss of mental and cognitive ability in the elderly. By age 70, many people will have some sort of normal age-related memory loss, but dementia and Alzheimer's—a kind of dementia—is pronounced and can range from mild to severe.
- Residents with **VISION** problems may need larger print and assistance when moving around. Offer your arm, rather than taking the resident's as this may startle them. Remember that residents who have lost their vision are often fully capable in other ways, including hearing, decision making, and cognitive abilities.
- When working with residents with **HEARING** loss, remember to speak only after you have attracted their attention. Residents with hearing loss will often take in many clues to help them communicate, including non-verbal communication, such as gestures. Avoid speaking rapidly or in a high pitched voice. In severe cases, it can be effective to use pen/paper and pictures.

Working with Seniors with Alzheimer's / Dementia

Seniors living with Alzheimer's and dementia sometimes need some extra attention and patience. When working with these populations please keep in mind:

- Call the person by name, it helps orient them and gets their attention.
- Enter their reality. Sometimes it's the past, sometimes it's the moment at hand.
- Avoid criticizing, correcting and arguing.
- Look for the feelings behind the words; sometimes the emotions being expressed are more important than what is being said.
- Always approach the person from the front and tell the person who you are.
- Use short, simple words and sentences. Talk slowly and clearly.
- Ask one question at a time.
- Limit choices to one or two specific choices. For example, "Would you like red ribbon or blue ribbon?" rather than "What color ribbon would you like?" or "Would you like, yellow, green, blue, red, or pink ribbon?"
- Repeat information and questions. If the person doesn't respond, wait a moment, and then ask again.
- Avoid quizzing. Reminiscing can be healthy, but avoid asking, "Do you remember when...?"
- Give simple explanations. Avoid using logic and reason at great length. Give a complete response in a clear and simple way.
- When a resident who is suffering from memory loss asks you what day it is, you may think it will stimulate their thinking to respond, "What day do you think it is?" However, anyone with severe memory loss often has lost the ability to reason and often cannot remember the days of the week or their spouses name and find their inability to answer frustrating. The best way is to respond is to give him the correct information promptly.

<u>Other Helpful Tips</u>

- Speak clearly and moderately, with an emphasis on lowering your voice. Higher pitches are harder for those with a hearing loss to hear.
- Hold hands, steady arms, etc. for unsteady residents
- Hold chairs when they are being seated
- Assist residents on and off the bus. Help fasten seatbelts
- Hold walker from the front when a resident is going down a ramp. Support from behind when going up.
- Never enter a residents room without knocking first and getting confirmation to enter.
- Safety first!
- Ask questions!
- Get to know our residents! They enjoy getting to know you!

SILVER MAPLES OF CHELSEA
"THE MEADOWS"
VOLUNTEER ACTIVITIES

We're looking for volunteers in The Meadows at Silver Maples! Below are some suggestions for activities with the Residents. If you have other ideas, please let us know! Thank you for your interest.

1) Assist Activities staff and RCAs in gathering Residents for activities.
2) Trips and Outings – assist Residents in wheelchairs and with walkers, direct Residents, steady them as they get into and out of the bus, etc.
3) Accompany Residents to "Band" at Chelsea Retirement Community on Thursday mornings.
4) Participate in dance and/or music related activities
5) Promote intergenerational activities for Residents
6) Help with nails and hand massages on Tuesday and Thursday mornings (9am-10:30am)
7) Work in the gardens with Residents
8) Games & jigsaw puzzles – play cards, board games, and put jigsaw puzzles together with Residents.
9) Reading – read weekly newsletters, books, mail, etc. to Residents individually or as a group
10) Writing – assist Residents in writing cards, letters, etc.
11) Personal Assistance – assist Residents with sorting seasonal clothing, papers, etc.
12) Orient New Residents – explain activities, programs, transportation, meal times, services, weekly newsletters and monthly calendars, etc., to Residents
13) One-on-One Visits with Residents
14) Exercise Class – Help residents with bands, exercises, standing/sitting transition (Monday through Saturday from 10:30am to 11:00am.
15) Crafts – lead and/or assist craft classes.
16) Complete activity surveys with Residents.
17) Copy and distribute newsletters and calendars
18) Interview and write Life Stories of Residents.
19) Cooking/Baking
20) Take Residents for walks
21) Help at Events (pour coffee, serve cookies, etc.)
22) Decorate for holidays/seasons
23) Push Residents to Dining Room (wheelchairs)