



# HeatherWood

## Assisted Living and Memory Care

### Volunteer Program

This Community encourages participation of volunteers as part of the Life Enrichment program. Volunteers are a valuable part of the community and provide an additional resource for the residents and the Community. All regular volunteers must complete the application process before they begin volunteering at the Community.

#### Process

#### VOLUNTEER ORGANIZATIONS

There are many potential places from which you can obtain volunteers, including universities and community colleges. Continuing education departments may be willing to provide classes for residents, such as an exercise or art class, once or twice a week. Additionally, volunteers may be found through the following organizations, and others not listed.

American Diabetes Association	Optimists	Unions
AARP	Political candidates	Veterans of Foreign War
American Legion	Radio Amateurs	Youth Groups
Chamber of Commerce	Rebecca's	Churches
College Clubs (Art, History, Literary, Music, Science, etc.)	Retired educators	Boy Scouts
Community Action Groups	Retired professionals	Campfire
Community Centers	Rotary Clubs	4-H
Disabled American Veterans	Salvation Army	Girl Scouts
Eagles Lodge	Schools (students required to do internships or work study or volunteer work)	Rainbow girls
Elks Lodge	Senior Centers	Youth for Christ
Gray Panthers	Senior Social clubs	
Kiwanis Club	State Extension Offices	
Masons	Teachers or professors	
Odd Fellows	Toast Masters/Mistress	

## POINTS TO REMEMBER

1. Ask family members if they would like to volunteer or know others who do.
2. Be sure to show your appreciation. Thank your volunteers for their help
3. Do all you can to ensure that your volunteers have a positive experience.
4. Provide them with a name tag tee-shirt, a hat, or other item with your Community name.

## WHEN FILLING A VOLUNTEER POSITION

1. Position title – provide a nametag.
2. Duties, outcome: Give guidelines for the position, and state expected outcomes.
3. Benefits: A company tee shirt, a name tag, a quarterly recognition party? Brainstorm with your Administrator to identify some of the benefits.
4. Skills needed – list any skills or knowledge needed.
5. Training – make sure the volunteer receives training, supervision, and has a contact person for questions.
6. Duration – How many hours per week or month? Will they have special schedules?
7. Steps to be completed **before** a volunteer works at the Community:
  - a. Fill our Volunteer application
  - b. Complete the reference check.
  - c. Have the Volunteer Code of Conduct signed
  - d. Complete a criminal background check according to state regulations
8. After the volunteer is on board, complete the employee orientation.
  - a. Regular volunteers must attend orientation before they begin volunteering.
  - b. Occasional volunteers must attend the first available orientation.
9. Volunteer personnel files:
  - a. Must be maintained in a locked file cabinet.
  - b. Must be maintained separate from employee files.
  - c. Files contain
    - i. Application
    - ii. Letters of recommendation
    - iii. Signed Code of Contact agreement
    - iv. Reference check form
    - v. Criminal background check results (if applicable)
  - d. Keep inactive files for at least two years
10. Volunteers are not allowed to provide care for residents in place of care that is normally provided by staff members.

11. Volunteers are not assigned to provide Life Enrichment activities unsupervised in resident's apartments.
12. Volunteers are not allowed to drive community vehicles.
13. Volunteers may transport residents in their personal vehicles only when.
  - a. The resident is a family member of the volunteer
  - b. The volunteer is legally licensed and has shown proof of appropriate insurance coverage. (see policy on personal transporting of residents).