



VOLUNTEER HANDBOOK FOR AUGUSTANA OPEN CIRCLE ADULT DAY SERVICES



*OPEN CIRCLE Adult Day Services
34 10TH AVE SO
HOPKINS, MN 55343
952-935-8143*

*Volunteer Coordinator: LAURA HERMAN
Direct number: 952-697-5373
E-mail: ljherman@augustanacare.org*

AUGUSTANA OPEN CIRCLE Adult Day Services VOLUNTEER SERVICE

Welcome to OPEN CIRCLE ADULT DAY SERVICES. We are happy that you are offering your time and talents to our members. Volunteering takes effort, commitment and dedication. We know you will enjoy being a part of our volunteer team.

Volunteers provide a broad range of services for our members and supplement those provided by the staff for the members care. Each participant is a unique individual with special gifts, talents and histories. As a volunteer you are encouraged to nourish their human spirits, affirm their worth, ask their opinions and draw on their wisdom. They want to be treated with dignity and respect and feel worthwhile.

Our members have experienced many changes in their lives. Many are separated from their family and friends and are experiencing the loss of possessions, control, independence and decision-making. Please be aware of this and be patient, tolerant and understanding.

This handbook will provide you with information and guidelines for volunteering. Please read it carefully. Along with your training and orientation, this handbook will provide you with the necessary tools for your volunteer position. If you have any questions or concerns, don't hesitate to ask your site's Volunteer Coordinator

When you report for volunteer duties, please ***remember to wear your name badge***. *Remember to sign-in when you arrive and sign out when you leave.*

Any questions, concerns or scheduling needs regarding your volunteer work should be directed to **Laura Herman at 952-697-5373**.

Again, thank you for volunteering at OPEN CIRCLE ADULT DAY SERVICES. We truly appreciate your desire and commitment to give of your time and talents to help improve the quality of life of our members.



The mission of Augustana Care Corporation (ACC) is to serve God by fostering fullness of life for the elderly and other people in need through the provision of healthcare, housing and other services in a Christian environment.

GETTING TO KNOW AUGUSTANA

HISTORY

Augustana Health Care Center of Minneapolis celebrated its 100th anniversary in 1996. It had its beginnings as a Mission Colony, serving working women, the poor, children and the elderly. Since 1960 its focus has been primarily on serving older adults.

Augustana Health Care Center of Minneapolis began as a mission of Augustana Lutheran Church in downtown Minneapolis. The deaconesses were the founding sisters of Augustana Health Care, and were responsible for the social ministry of the church, particularly caring for the sick.

The original cottage was a rented house at 1307 8th Street South in Minneapolis and rented for \$10.00 per month in 1896. A larger house, Shaw House, was bought in 1908. The house was used for caring, meetings and socializing. The mission expanded to a separated building for the Children's Home, Young Women's Home and a Home for the Aged, on lots acquired between 10th and 11th Avenues and 14th and 15th Streets. There was also an Augustana Mission Camp on Lake Minnetonka.

In the 1960's the Minneapolis nursing home greatly expanded and in the 1980's the apartments for independent living were built. Chapel View Care Center and Open Circle Adult Day Center located in Hopkins, joined the Augustana family in 1990. In 1998 Augustana Home of Hastings came on board. In addition to Minneapolis, Hopkins and Hastings, Augustana added skilled nursing facilities in Dassel, and Apple Valley. Augustana also owns and manages dozens of other entities.

Throughout its history, Augustana and its affiliates have been characterized by a caring, non-profit Christian atmosphere. To maintain this atmosphere it is essential for us to have industrious employees and volunteers who serve with patience and kindness, in a spirit of love.

Since its inception Augustana has reached out to the community to meet its changing needs. In the early days, the community supported Augustana's social ministry through church and volunteer groups. The tradition of community support continues today with more than 1,000 individuals, businesses and churches contributing time and money each year. Contributed revenue from charitable giving helps fund a range of activities, programs and projects for the campus that foster the connections necessary for older adults to live full and vital lives.

Volunteers and the time and talent they donate have always been integral to Augustana's mission to serve older adults and others in need in a Christian environment. We look forward to you joining the mission of Augustana Care Corporation and Augustana Open Circle Adult Day Services.

LIVING OUR CARING SPIRIT AUGUSTANA VOLUNTEER VISION STATEMENT

Augustana relies on volunteers as partners in serving older adults and depends on the involvement of volunteers in all aspects of its operations. A strong culture of volunteerism within Augustana and the communities it serves supports vital aging and enriches the lives of individuals. Volunteers are essential to the growth of our mission and bring critical energy, ideas and innovation as new dynamic roles are created for volunteers of all ages.

AUGUSTANA OPEN CIRCLE ADULT DAY SERVICES

VOLUNTEER INFORMATION

The Program Director and Assistant Program Director are responsible for organizing and coordinating volunteer activities. If you are unsure of your duties or uncomfortable with your volunteer assignment, please notify immediately. Our directors are always available to assist you in any way. Our goal for volunteering is to create a good experience for both you and the facility. The Directors' office is located in the staff offices, at the back of the dining room.

Volunteers are expected to conform to the policies of Augustana Corporate and Open Circle Adult Day Services. This includes, but is not limited to: Safety rules, Health Regulation, Infection Control, Confidentiality, Orientation and Visiting Hours. Do not accept gifts from members. The facility's policy is that employees and volunteers do not accept gifts from members. If a participant is insistent, please see the Program or Assistant Director.

Volunteers who are under the influence of alcohol or illegal drugs will not be allowed to volunteer. Augustana bans guns and knives on the premises.

As a volunteer at Augustana you are expected to contribute to the fulfillment of the mission statement in promoting fullness of life. You are required to follow the policies of Augustana Care Corporation concerning appropriate, non-discriminatory treatment of all members, staff, visitors and volunteers. Volunteers are required to adhere to Minnesota laws regarding vulnerable adults defined during your orientation.

You are expected to perform as a professional. Courtesy, respect and integrity in your relationships with residents, staff, visitors and other volunteers are essential. As members of the Augustana Volunteer family you are encouraged to work together as a team, sharing ideas and communicating problems and concerns. Your ministry is very important to Augustana and the volunteer hours you contribute are greatly appreciated.

The benefits and rewards of volunteering are many. It is our hope that your experience as a volunteer at Augustana will be a positive one, and that you receive a sense of joy and satisfaction in knowing you have provided residents, their families and guests with your desire and commitment to give and help improve the quality of life of our residents.

OPEN CIRCLE currently offers the following Areas of Care: Activities, Personal Cares, Therapies, Social Services and Nursing Services.

DAILY OPERATIONS

SIGNING IN

Sign in and out on the Volunteer Sign-In iPad located at the front desk. This form will help us record the number of hours you volunteer. It is important for our records. It helps us realize the hours volunteers spend enriching lives here at the facility. This record can also serve as verification for those volunteers completed school or college internship hours.

NAME BADGES

As a volunteer, you will be given a name badge. **It is important to wear that badge when you are performing your duties as a volunteer at Augustana.** This is for the protection of our members, their families and our staff. The facility is subject to a fine by the Minnesota Department of Health if our volunteers are not identifiable. You can keep the name badge with you or in the accordion file on the counter in the Front Office. If you cannot find your badge, please ask a staff person for a temporary Volunteer badge until your permanent badge can be replaced.

LUNCH

If you are volunteering over the lunch period, you may also enjoy a hot meal. Please notify the Program Director that you will be interested in partaking the days lunch prior to arrival.

DRESS CODE

Volunteers must follow the dress code set forth in the Augustana Care Corporation's Employee Handbook.

- A. Shorts may be worn at the discretion of the facility's administrator. Shorts/skirts/dresses must be mid-thigh or longer.
- B. Volunteers are allowed to wear jeans that are in good repair and fit appropriately.
- C. Accessory items that could present a safety hazard (such as long, dangling earrings, long necklaces, or scarves) should not be worn per departmental dress codes. Piercing (eyebrow rings, etc.) could pose a safety hazard to the employee or volunteer.
- D. Fingernails must be clean and of reasonable length. All personnel with resident contact must trim fingernails to a length that will avoid scratching or tearing fragile skin.
- E. All staff are expected to be clean and well groomed at all times, including the use of body deodorant. Staff shall avoid the use of strong perfumes, colognes, after-shaves, etc., that participant and other staff may find offensive.
- F. Closed toed shoes are required when working with wheelchairs.
- G. No hats, caps or veils are allowed. Scarves are allowed if they are tucked into the shirt and wrapped at the neck.

CALLING IN IF UNABLE TO REPORT

If you are unable to report on time or need to be absent please call the Volunteer Coordinator at 952-697-5373 or e-mail at ljherman@augustanacare.org. If the Volunteer Coordinator is unavailable please leave a message. Please call as far in advance as possible if you know you will be unable to fulfill your volunteer responsibility; daily activities can be affected by an unplanned absence of a volunteer.

If your address or telephone number changes please notify the Volunteer Coordinator as soon as possible.

PARKING

Volunteers may park on the street or in the nearby parking garage (located on both 10th and 11th avenue); parking is always 3 hours.

USE OF TELEPHONE, FAX MACHINE, COPY MACHINE ETC.

You may use the center phones when necessary. Once you lift the receiver you may begin to dial. If you carry a cell phone, please refrain from making or taking calls while you are volunteering. Please, do not take any pictures of members with your cellular phone as it is against privacy policies. Please be sure you are properly trained prior to using the fax machine or copy machine for assigned volunteer duties. Always ask for assistance if you are uncertain.

POLICIES AND PROCEDURES PARTICIPANTS' BILL OF RIGHTS

Every Participant in the Facility has the right:

- To considerate and respectful care
- To be free from discrimination
- To be given information about his/her diagnosis, treatment
- To know the name of his/her physician
- To every consideration of privacy and individuality
- To have confidentiality regarding his/her medical records
- To expect a reasonable response to requests
- To expect reasonable continuity of care
- To be informed of services available and costs of services
- To participate in planning of his/her medical treatment
- To manage his/her own financial affairs if competent
- To exercise his/her rights as a citizen
- To refuse treatment
- To be free from mental or physical abuse
- To send and receive mail unopened
- To participate in religious activities of choice
- To use personal clothing and possessions as time permits
- To be assured privacy when visited by spouse
- To be informed before transfer or discharge
- To organize participant advisory and family councils
- To have assistance in filing grievances or complaints

“Excerpts from Complete Bill of Rights”

CONFIDENTIALITY

**WHAT YOU SEE HERE, WHAT YOU HEAR HERE, LET IT STAY HERE,
WHEN YOU LEAVE HERE!**

All information about participants' is confidential. You should never question participants or the staff about a participant's illness or care. The only exceptions are suicidal or homicidal behavior – if the participant seriously intends to harm themselves or others.

HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that includes protection of the privacy of client protected health information (PHI). PHI generally is information that relates to the physical, mental health or condition and must be kept confidential.

In the process of performing duties, volunteers may overhear statements or become aware of confidential information regarding residents, fellow employees, or the agency. To protect the rights of all involved, no employee or volunteer shall, either during volunteer service or any time following termination of service, discuss or reveal confidential information outside of the facility unless there is a written "Authorization of Disclosure" from the individual involved.

Violations of this policy will result in corrective action. In addition, legal action may be taken when allowed by law. Employees and volunteers shall recognize that they may be individually liable to residents and to Augustana for damages resulting from a breach of the Confidentiality section.

Any request of volunteers for work-related information from the press, radio or television is to be referred to the Administrator of the facility.

PROTECTION OF RESIDENTS AND RESPECT FOR VULNERABLE ADULTS

To ensure the protection of participants and provide a safe environment for all participants the facility will comply with Minnesota law, which prohibits "Abuse or Neglect of Vulnerable Adults." This law requires that known or suspected incidents of maltreatment of vulnerable adults be reported and investigated and that protective services be offered to victims of maltreatment. This law went into effect in 1981 and was amended in 1995. A vulnerable adult is any resident or in-patient of a licensed facility.

Abuse is any non-therapeutic conduct which produces or could reasonably be expected to produce pain or injury and is not accidental, or any repeated conduct which produces mental or emotional distress, any sexual contact; or any illegal use of a resident's person or property through the use of undue influence, harassment, threat, dishonesty or fraud.

Neglect is failure of the facility, family or caretaker to supply the vulnerable adult with necessary food, clothing, shelter, health care, supervision or failure to intervene or protect a resident from abuse or mistreatment by another resident or staff member.

If at any time while volunteering you see any signs of abuse or neglect report to Volunteer Coordinator, Social Worker, or Charge Nurse immediately.

ISSUE & CONCERN FORMS

REPORTING ACCIDENTS & INCIDENTS

As a volunteer you are expected to:

1. Report unsafe conditions.
2. Know and obey safety rules.
3. Practice good safety habits.

All accidents must be reported to the Program Director

1. If a participant falls notify a nurse or staff member immediately.
2. **DO NOT** move the participant. You are **NOT** trained to transfer a participant, so you should **NOT** do so.
3. Tell them “Do not move. I will get help.” (Try to stay with them if possible.)

Certain incidents and situations concerning Participants need to be reported to a nurse:

1. Unusual actions or behaviors of Participant or visitors.
2. Reports of theft of personal property should be reported to security immediately.
3. When participants are leaving the facility when you know they are not allowed.
4. Any report/complaint of any type.

There are certain things volunteers are not allowed to do for Participants, including:

1. Lifting or transferring them (other than propelling them in a wheelchair).
2. Removing restraints or monitors.
3. Taking them to the restroom.
4. Giving them food or beverages that are not allowed (check with the nurse if there is a question).

FIRE PROCEDURE

R-Rescue anyone in immediate danger and close the doors

A-Alert the Fire Department by dialing 911 Give them the facility address and location of the fire.

Pull the fire alarm.

C-Confine the fire. Close doors.

E Evacuate

If the fire is in your area but not discovered by you:

1. Assist with moving persons out of danger.
2. Reassure members
3. Stand by for further instruction.

If the fire is not in your area and alarm sounds:

1. Cease all activity.
2. Reassure members
3. Stand by for further instructions.

In event of fire:

1. Telephone use is for emergency only.
2. Keep a safe exit between you and the fire.
3. Return to your assigned area at once when fire alarm rings.
4. Reassure residents.
5. Remain calm.

WAIT FOR THE “ALL CLEAR ANNOUNCEMENT BEFORE RESUMING NORMAL
ACTIVITIES.

SEVERE WEATHER

1. Listen for tornado, severe weather or straight line winds
2. A Watch indicates the conditions are present which may cause a tornado, severe thunderstorms or straight line winds.
 - a. Remove items from window sills.
 - b. Remove items from tables in front of windows.
 - c. Close all windows and doors—close drapes.
3. A Warning indicates a tornado, a severe thunderstorm or straight line winds have been sighted
 - a. Assist participants to designated, secure area (away from windows).
 - b. Close doors to all empty rooms.
 - c. Follow instructions given by staff members.

MEDICARE FRAUD & ABUSE

Augustana provides services using Federal dollars. These dollars are at risk for being misused which is why Augustana has a compliance program. This program consists of ways to detect, prevent and correct fraud, waste and abuse. If you suspect fraud or abuse please report to your supervisor immediately. You can also contact our compliance officer, Sharon Wilson, at 612.238.5215. If you are uncomfortable talking to an Augustana representative, you can contact the Medicare State Office at 1-800-Medicare.

HAZARDOUS SUBSTANCES

Your risk of being exposed to hazardous substances is minimal. However, please do not clean up bodily fluids. Instead, notify a staff person. If you come in contact with a hazardous substance, please notify your supervisor or a nursing supervisor immediately. Eye wash stations are available if you need to flush out your eyes. If you need the MSDS (Material Safety Data Sheets) because you are working with chemicals or have come in contact with chemicals, notify the Program Director. If you see a participant come in contact with hazardous substances, notify the staff immediately.

ANGEL ALERT

In the event of a missing participant the staff will ensure a comprehensive search and notification of appropriate personnel. Please assist if able.

SUSPICIOUS BEHAVIORS

All personnel must be alert to strangers in the building. Please notify a staff person if you notice suspicious individuals or concerning behaviors by visitors.

INFECTION CONTROL & PROPER HANDWASHING

To prevent transmission of infection to participants, staff and other volunteers, do not volunteer when you have: a fever, a respiratory infection, diarrhea, open sores on skin (especially if they are red and draining), or any infection diagnosed by a physician. Always wear gloves when serving foods.

Hand washing is the single most effective method of controlling infection. Volunteers must wash their hands, before, during and after their volunteer assignments. If you are conscientious and thorough in washing your hands throughout the day, hand washing can be an effective control measure. Instant hand sanitizer should not be used instead of hand washing, but can be used in conjuncture with proper hand washing.

COMMUNICABLE DISEASE EXPOSURE

As a volunteer your risk of being exposed to communicable diseases is minimal. If you feel you have been exposed, please see your supervisor or a nursing supervisor immediately.

UNDERSTANDING MEMBER NEEDS **EFFECTIVE LISTENING AND** **COMMUNICATION SKILLS**

As people age their senses diminish. It is important to be mindful of effective communication practices with our older adults especially if they are vision or hearing impaired.

1. Sit at a proper distance—not too close, not too far away.
2. Residents may be able to hear better on one side than another.
3. Be attentive, maintain eye contact, and show that you are interested in what they say.
4. If you don't understand them ask them to repeat what they said or use reflective listening by repeating back what you hear them say. Don't be afraid to ask questions, and then listen.
5. If the resident is visual impaired be sure to always introduce yourself.
6. Be aware of their non-verbal communication, their posture, eyes, and hand motions.

SECURITY

The facility is a secured unit; meaning all doors are locked so participants or visitors cannot enter or leave the premises without the aid of a staff person. This is to assure the safety of participants who are confused and may wander or leave their floor. Our staff is specially training to serve residents with dementia and Alzheimer's disease.

Participants cannot be picked up by any individual except for their caregiver or assigned bus driver without prior notification.

Please do not leave your valuables unattended. Immediately report to security if a theft has occurred.

PROPER USE OF WHEELCHAIRS

Volunteers may not transfer participants in or out of wheel chairs. If a participant needs assistance with this please notify a staff person. Use caution and common sense while pushing a participant in a wheelchair. Use the brakes and foot pedals as directed. Back down inclines, go slowly around corners and always inform the participant of your intent to move them.

Volunteers

Mital as a member of our team,

One in a millions and worthy of esteem,

Doing in every task you're assigned,

Understanding, thoughtful and kind,

Nurturing in all of the efforts you make,

Touching lives with every role you take,

Enthusiastic as you tackle each day,

Darning our gratitude in every way,

Respected for your desire to share,

Serving others with compassion and care!

