

Volunteer Handbook



BETHANY VOLUNTEERS ARE AMAZING



BethanySeniors.com

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Our Mission, Vision and Values

Our Mission

Creating Caring Communities

Our Vision

Leading the Transformation
of Albertans Aging Well.

Bethany Is Guided By Our Core Values

We Care

We are a person-centered organization. Our care is rooted in compassion and kindness. We demonstrate our highest ethical standards in everything that we do.

We Show Respect

We build strong genuine relationships with our residents, our tenants and each other. We treat everyone with consideration, empathy and dignity.

We are Responsible

We recognize the privilege and responsibility of providing care to others. We steward our resources carefully to ensure that we are accountable to those we serve and those that support our work as a not-for-profit society.

We Embrace Diversity

As a faith-based organization, we honour the spiritual beliefs of every person we serve, those with faith traditions and those without. We are open and welcoming to all, knowing that we are made stronger by the diversity of our communities.



Our Philosophy

Thank you for choosing to volunteer with Bethany. As a Volunteer, you are at the heart of the Bethany community. Your contribution positively impacts the residents' quality of life by helping to provide a variety of social and recreational opportunities. The gifts of time and talents that you bring are valued and cherished by our residents, their families and all Bethany staff. This handbook provides you with important information about volunteering with us. We look forward to working with you to make your volunteer experience a valuable one.

About Bethany: Creating Caring Communities

We celebrate aging and we value choice, quality of life, independence and community. These are the cornerstones of our services. As the seniors population grows, so have we, responding to the needs of the communities we are part of. Inspired by our legacy of faith, caring and love, and along with a passion to serve, we create caring communities for our seniors. Our continuing care programs, residences and service options reflect the changing social, physical, spiritual, emotional and intellectual needs of our residents and our clients.

Resident Rights

It is important to remember that Bethany is each resident's home. All residents have a right to share their thoughts, feelings, philosophies, religious preferences, etc. As volunteers, it is important to respect the beliefs of our residents and to keep all information about, or shared by residents confidential.



Who Resides At Bethany

Bethany offers numerous care options for seniors and adults with disabilities including independent housing options, supportive living, designated supportive living, dementia care and long-term care.

Our residents in Supportive Living (SL) enjoy the convenience of meals, light weekly housekeeping and linen service. A 24 hour personal response system, as well as some recreational and social programs are also included. Care needs are met through the Alberta Health Services Home Care Program.

Designated Supportive Living (DSL) residents receive 24 hour support by health care aides and licensed practical nurses. Designated Supportive Living 4 (DSL4) residents have specialized dementia. They have more complex medical needs that are safely managed with onsite, professional nursing (LPN level) and with the direction of the case manager.

Residents residing in the long-term care centres often have complex health needs, including dementia and/or other disabilities. Long-term care programs provide around-the-clock care.

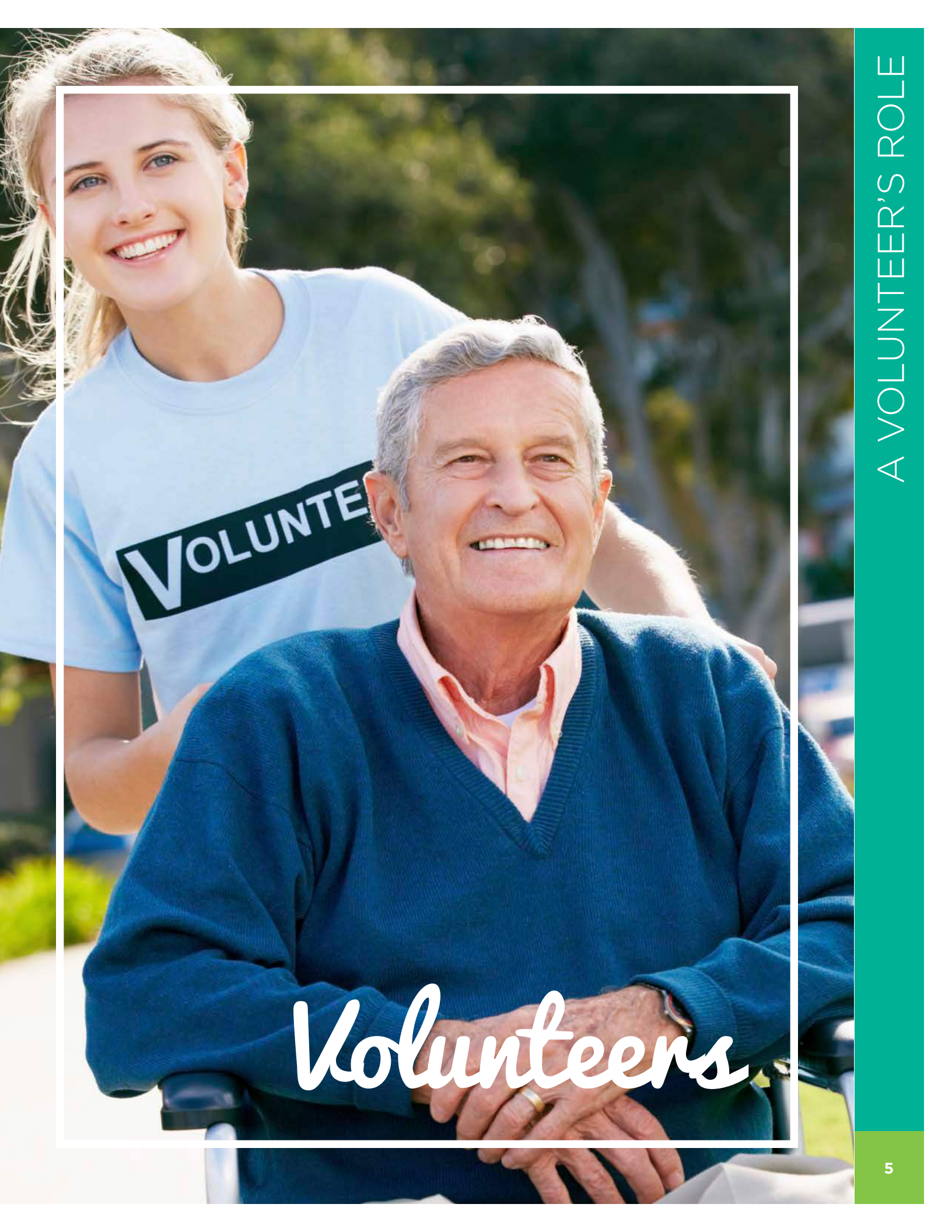
Many residents will transition through to end-of-life care.

Our Approach to Care

Bethany's *Philosophy of Care* is foundational across the organization and it embodies our commitment to Creating Caring Communities.

As a person-centered organization we are committed to supporting residents to live with dignity and autonomy in a safe, comfortable and secure environment. We support choice and encourage independence to the greatest degree possible. We respect each resident's right to privacy and are serious about our obligation to provide quality services that support health and well-being in all spheres of life: physical, mental, emotional, spiritual and social. We serve residents who are at many different places along their life's journey, and we are totally committed to providing compassionate care. We focus on supporting the unique needs of individual residents, as well as the needs of their families and others who are important to them.





Volunteers

A Volunteer's Role

At Bethany we believe that volunteers are a valuable human resource and play an important role in striving to meet our mission of *Creating Caring Communities*.

We commit to our volunteers by:

- Offering a volunteer program that has adequate resources, is well managed and has the appropriate infrastructure to ensure volunteers are working in a supportive environment
- Ensuring every volunteer receives a thorough orientation and training where the mission of the organization is clearly communicated
- Providing the necessary supervision and accessible support so that you can fulfill your commitment to the organization
- Informing you of all new programs, services and changes to policy that impact the services offered to our residents/clients and volunteers
- Providing you with a detailed, current volunteer position description that clearly outlines your volunteer role
- Creating an environment where there is open communication, a sense of teamwork and respect for diversity between volunteers and employees
- Providing ongoing opportunities to learn and grow, which includes the opportunity to experience working in various positions
- Recognizing you for your contributions in your role and accomplishments in both formal and informal ways
- Your Volunteer Services Coordinator will connect with you at least once a year to see how you are performing in your role and make adjustments if needed

As a volunteer at Bethany, you are an ambassador of our organization.

Because of this important role, we expect volunteers to:

- Participate in the on-boarding process, orientation, training and ongoing development opportunities
- Work within the boundaries of your volunteer position description while supporting the Vision, Mission and Values as well as policies outlined by our organization
- Act as an ambassador of Bethany by taking ownership of actions and decisions made while volunteering
- Approach your volunteer assignment as a professional commitment
- Talk to your Volunteer Services Coordinator or supervisor if you have any suggestions or concerns
- Promote a team spirit by respecting differences in people, valuing diversity of opinion and working with others to achieve the goals of our organization
- Provide exceptional quality service to our residents, their loved ones, employees and community members by being friendly, informed and respectful
- Document & record all contributed hours and activity as directed
- Complete mandatory education accountabilities as required

Service Excellence

At Bethany, we stand for excellence and are committed to embedding it in all that we do. The driving force behind our *Service Excellence* program is our commitment and desire to continually improve service delivery.

The key pillars of the program are: Performance Management, Leadership Development, Recognition, and Service Excellence Standards.

Our Service Excellence Standards apply to all employees and volunteers across the organization. They guide our interactions with residents and families, visitors, partners, contractors and each other.



WAVE

WE ACTION OUR VALUES EVERY DAY



BETHANY'S
SERVICE EXCELLENCE
PROGRAM

Code of Conduct for Volunteers

Values in Actions

As a volunteer, you have a responsibility to uphold the values of the organization. The physical and psychological safety of all members of the Bethany community are both highly valued and passionately protected.

Every individual that works at Bethany, including volunteers, contractors and employees, are responsible for knowing, understanding and following the policies and procedures specific to the job performed and the behaviours expected.

The content of the Code of Conduct cannot anticipate every situation that you might encounter, but rather the purpose is to address some of the more common areas. Compliance may at times seem complex or unclear. Use common sense and good judgment to guide you in determining your course of action. If you encounter a situation where the course of action is unclear, ask yourself

- **Is the action safe?**
- **Does this action align with Bethany Values?**
- **Does this action align with WAVE and the Service Excellence Standards?**
- **Does this action align with Bethany policies and procedures?**
- **Could I explain my choices and actions if I am asked?**

If you still need clarification or still feel uncertain, it is your responsibility to seek guidance from the Volunteer Services Coordinator. It is your responsibility to report practices or incidents that may be in violation with Bethany's Code of Conduct, policies, legislation or standards.



Your efforts to follow Bethany's Code of Conduct on a daily basis in all of your interactions at Bethany will go a long way in helping us achieve our Mission of Creating Caring Communities.

Living into WAVE & Bethany's Mission, Vision and Values

Service Excellence Standard #1

Attitude

We are a person-centered organization
We are courteous, respectful and kind to everyone we encounter
We are mindful of how what we say and do impacts others
We strive to meet expectations and deliver service with excellence
We find ways to help others spread joy and happiness

Bethany recognizes people as our greatest asset. Our ability to deliver exceptional care and service is directly related to the skills, competencies and abilities of employees, volunteers and contractors. The right attitude is as important as the right skills to set the stage for success. Attitude says a lot about you and about your commitment to your role and to the organization. Bethany is committed to ensuring the best possible care and service experience for residents and tenants.

Resident Abuse

Bethany will not tolerate any acts of resident abuse (by employees, physicians, contractors, students and volunteers). If you believe you have seen an action toward a resident that is abusive, report this to your Volunteer Services Coordinator or a Administrator. Bethany is required by law to report that incident to the: **Protection for Persons in Care (PPC) Reporting Line: 1-888-357-9339**. The Protection for Persons in Care Act is intended to stop/prevent abuse of adults living in lodges, hospitals, and care centres. Volunteers have a legal responsibility to uphold this Act if abuse is suspected. The Act stipulates fines and penalties for those who do not comply with the Act.

Respectful Workplace

Bethany strives for a safe and healthy workplace where everyone is treated with fairness and dignity, and where all people are respectful of one another. We value all members of the Bethany community and support a positive environment that is free of discrimination, abuse, bullying, harassment and mistreatment. Any known act will be taken seriously and investigated promptly, and appropriate action will be taken. Each of us is responsible for ensuring that we fully understand what behaviour is appropriate and inappropriate in the workplace and conduct ourselves appropriately. If you witness abusive behaviour of any sort, please report it to the Volunteer Services Coordinator, or your supervisor.



Service Excellence Standard #2

Sense of Ownership & Pride

We take pride in everything we do at Bethany
We treat our residents and tenants with dignity
We respond to needs and requests to the best
of our ability or find someone who can
We provide an environment which everyone can
enjoy, take pride in and flourish

Attendance

Volunteers are expected to be reliable, dependable, and punctual in the performance of their duties. It is “your” responsibility to notify the Volunteer Services Coordinator or your immediate supervisor if you are unable to fulfill your volunteer commitment. You are responsible for recording the time you spend volunteering. This ensures you are recognized for your contributions and that your hours can be accurately reported. Bethany’s insurance policy covers you as a registered volunteer for general liability when you are performing the duties of your volunteer position description and have recorded your hours.

Parking

Free parking is available for all volunteers. Please speak with your Volunteer Services Coordinator to learn about your options.

Personal Property

Bethany does not assume any responsibility or liability for loss and/or damage to personal property. Please ask the Volunteer Services Coordinator for information about where personal property may be stored while volunteering.

Protection and Use of Bethany Resources

As a volunteer of Bethany, you are responsible for protecting Bethany

assets from loss, damage, misuse or theft and are expected to respect any property or valuables in which you may come in contact. This includes items and equipment owned by Bethany, as well as personal property owned by employees, residents, tenants, clients, volunteers or others. We must never borrow, take or use someone else’s property without prior permission from the owner as this could be considered theft. Never use Bethany’s name, resources, or reputation for personal commercial purposes, political campaigning, dissemination of mass mailings (including chain letters), mass emails, or any form of illegal or unlawful activity.

Incoming and outgoing personal calls on Bethany phones should be kept to a minimum. A telephone may be available for local, outgoing calls. Personal use of the telephone for long distance calls, toll free calls or faxes is permitted only with the prior approval of the Volunteer Services Coordinator. It is unacceptable to use the personal phone of a resident, tenant or client. **You may not use your cell phone to photograph any resident or document.** If you leave your volunteer role, you must return any and all Bethany property on or before your last day. This includes: your Bethany name tag, all keys or key cards, and any Bethany owned equipment or other items issued to you for the purpose of performing your role.

Solicitations

Bethany has the right to refuse or restrict activities associated with charitable fundraising in order to ensure such activities do not become excessive, cause unwanted pressure to participate or create conflict with the values or fundraising goals of Bethany Care Foundation. All fundraising for Bethany is coordinated through Bethany Care Foundation. Prior to organizing a fundraising initiative or soliciting

charitable donations on Bethany property there must be discussion with the Site Administrator or your Volunteer Services Coordinator. This could include such activities as raffles, pledge sheets, appeals for contributions, the sale of goods and services, and other charitable fundraising. Pyramid schemes or other “get rich quick” schemes are not allowed in the workplace and may be illegal and must be reported to your Volunteer Services Coordinator immediately.

Service Excellence Standard #3

Relationships & Respect

We build strong relationships through genuine, compassionate caring
We respect and protect the privacy of those in our care
We treat others the way they want to be treated

Confidentiality and Protection of Privacy

We cannot overstate the degree of responsibility that you have as a volunteer when dealing with confidential information of any kind, whether it relates to residents, employees or another matter. Under no circumstances, can you release, repeat or otherwise convey information that is not published or available to persons outside of Bethany. As a volunteer, you must sign a confidentiality agreement upon entering into a volunteer role at Bethany. A breach of this standard is considered to be serious misconduct. The Confidentiality and Protection of Privacy standard applies to us all, whether we are at work or off duty. You are expected to fully understand your responsibilities in this area.

Conflicts of Interest

It is important to avoid conflicts of interest when volunteering. A conflict of interest is any situation where you have a personal or private interest that

is different from Bethany’s interest which could interfere with your duties and responsibilities to Bethany. Conflict of interest can also include situations where you publicly oppose our Mission, Vision or Values or harm the interest or reputation of Bethany in any way. Any situation where you (or someone else directly or indirectly related to you) could have personal gain as a result of your involvement with Bethany is a conflict of interest. These include but are not limited to: using Bethany facilities or identification to carry on a private business; using society time for any purpose related to personal financial gain through outside activities or employment; placing oneself in a position of obligation to a resident. Conflicts of interest could be in the form of payments, referrals or other advantages. If you believe there is a conflict of interest or have a question about whether something might be a conflict of interest you must inform the Volunteer Services Coordinator and discuss the situation.

Financial Dealings with Residents

Volunteers are prohibited from having financial dealings with residents, tenants, clients or their families. This could include selling to, buying or borrowing from, or receiving gifts, tips or gratuities from residents, tenants, clients or their families. It can also include assisting residents, tenants, clients with their financial affairs or providing financial advice to them. If the financial transaction is to make purchases on behalf of a resident for personal comfort items or articles for an approved therapy program, you are required to have approval of the Volunteer Services Coordinator or Site Administrator. You must follow established procedures in making purchases on behalf of residents

and will be instructed in this regard by the Volunteer Services Coordinator.

Boundaries and Limitations

We want to encourage positive and safe relationships with residents. To ensure safety for volunteers and residents, please follow these guidelines:

- With prior approval from an employee you may accompany residents off the unit or outside the building, but please do not accompany them off site without specific approval from the Volunteer Services Coordinator
- As a volunteer, you are not permitted to take residents anywhere in your vehicle at any time. **There are no exceptions.**

Service Excellence Standard #4

Gratitude & Recognition

We say thank you and continuously look for ways to recognize each other

Recognition

Bethany recognizes the value of the contribution that you make when you volunteer. Volunteer recognition is expressed in an informal and a formal basis, and in a manner that is sincere and meaningful to the volunteer.

Gifts and Gratuities

For the protection of residents and volunteers alike, you shall not accept gifts of any kind from a resident or family member. This includes future gifts such as writing one into a will. Likewise, you may not give gifts of any kind to residents. Exceptions will be made under the discretion of the Volunteer Services Coordinator.

Remuneration

You are not expected, nor encouraged to pay for anything related to your volunteer role. If any materials are needed, please ask Bethany employees for assistance.



Service Excellence Standard #5

Greetings & First Impressions

When we see someone, we **SNAP** to service:
provide our **Smile** and make eye contact,
Name
Ask if they need anything and
Plan our next steps

Exceptional care and service begins with introducing ourselves to residents, families, tenants, visitors and each other. We need to do the simple things well, like introducing ourselves and checking in with people, so that the more complex aspects of providing care or delivering service will follow more easily and naturally.

Identification

In order to show respect to others in your workplace, it is a requirement that you wear your Bethany Volunteer identification badge (ID) at all times while volunteering with Bethany. The ID badge provided by Bethany helps identify who you are, your role and your authorized access to the site or work location.

Service Excellence Standard #6

Faith & Spirit

We respect and nurture spirit and spirituality as part of our holistic approach to care

We value diversity and honour all faith traditions. We recognize and respect the diverse backgrounds, culture and faith traditions of our residents, tenants, families, employees and volunteers. Each resident is unique and is treated as such. Our person-centered approach guides us as we understand that every resident defines quality of life differently and we must work together to meet their specific needs. Relationships are at the centre of all that we do. We believe in caring for the whole person and spiritual care is a purposeful part of our core services.



Service Excellence Standard #7

Continuous Improvement

We try new approaches to innovate, grow and improve our service

We own and apologize for our mistakes immediately

We provide a supportive environment to report mistakes, learn from them and improve

Accidents/Incidents

All accidents, whether they involve equipment, another person, or a slip, trip or fall, that occur while volunteering must be reported promptly to the Volunteer Services Coordinator, or your immediate supervisor. The Volunteer Services Coordinator, or supervisor, will then complete the necessary accident and/or injury report forms with you.

Commitment to a Just Culture

Bethany is committed to a just culture and believes in a consistent, fair, and systematic approach to reviewing events. As a volunteer, you are responsible to:

- Avoid causing unnecessary risk or harm (e.g. physical, financial, reputation, privacy, emotional)
- Report errors and hazards as soon as immediate appropriate action has been taken
- Make safe choices by following standards, policies and procedures
- Make choices aligned with Bethany organizational values

Orientation and Ongoing Education and Training

Orientation: All volunteers will attend a general orientation session followed by specific position or program training.

Volunteer Position Description

Each volunteer will receive a document outlining the roles and responsibilities pertaining to the volunteer position that you hold. It is possible for you to have more than one position description. Your supervisor will review the description with you to ensure it accurately reflects the work being done.

Personal Responsibility to Report Without Fear of Retaliation

We are all responsible for correcting wrongdoing wherever it may occur throughout the organization. Volunteers have a duty to report any situation that appears to violate the law, this Code of Conduct, Bethany's policies, or that could pose a danger to a resident, tenant, client, employee, contractor or volunteer. In most circumstances, any such situation should be reported to the Volunteer Services Coordinator. In the event that you are not comfortable talking to the Volunteer Services Coordinator, you can contact the Site Administrator. Bethany will ensure confidentiality, integrity and objectivity for prompt investigation and resolution of all reported concerns. Depending on the situation, Bethany may be required by law to report (e.g. Protection for Persons in Care Act) the situation to external agencies who may conduct their own investigation. Any report brought forward in good faith will not be subjected to discipline. However, bad faith, malicious spreading of rumors or false reporting will not be tolerated.

Service Excellence Standard #8

Personal Appearance

We dress to reflect the professionalism of our work and our commitment to work safely

Attire and Appearance

Every Bethany employee and volunteer is responsible for exercising sound judgment and common sense for personal appearance and attire. It is important that each of us present an appearance that inspires confidence and

a positive self-image. Clothing should be appropriate, clean and in good repair. For your protection, volunteers **MUST** wear closed-toed/closed-heeled shoes. Perfumes and other scents should be avoided.



Service Excellence Standard #9

Safety

We are committed to ensure a safe environment for all

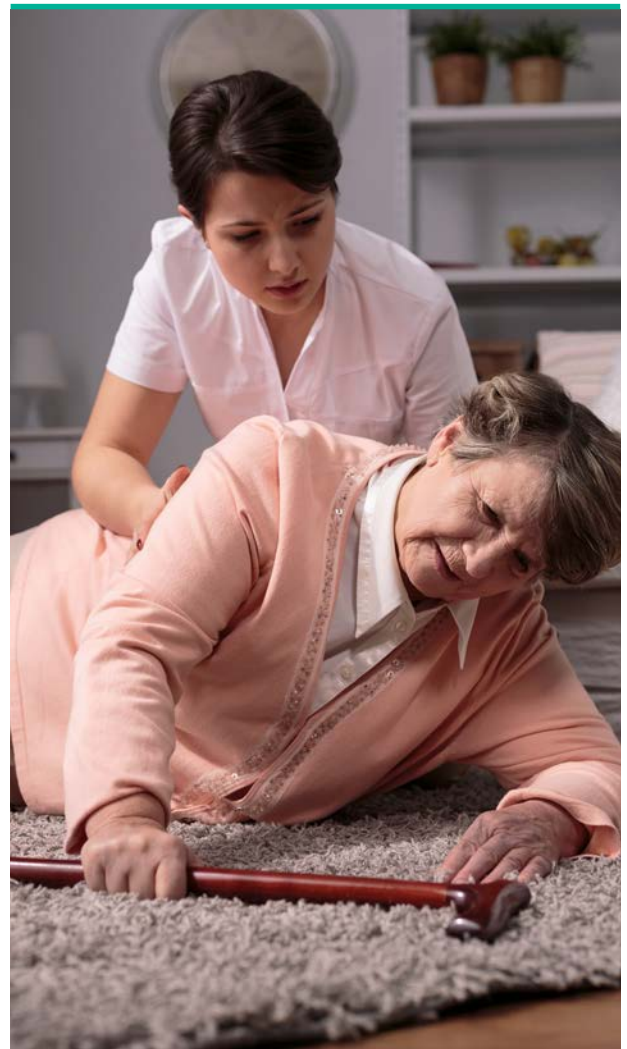
Working Safely

Bethany is committed to providing a healthy and safe environment for all those who live and work in Bethany communities. It is a core value of the organization. Workplace health and safety includes ensuring the psychological and social well-being of volunteers. This includes the requirement to protect against harassment, bullying, and psychological violence. Working safely should be on our minds and practiced at all times.

Reporting Hazards and Injuries

All accidents must be reported and investigated so that the causes can be determined to prevent the accident from reoccurring. There is no such thing as an unimportant injury or accident. The immediate result of an accident may be classified as injury or no injury, but each one is still considered an accident. If the causes are not identified and corrected, the same conditions that caused the accident in the first place are still there — waiting to cause another injury, perhaps with more severe consequences. There are also accidents occurring every day that do not cause injury. We call these accidents a “near miss”. Some people don’t regard a near miss as an accident because there is no injury. An example of a near miss is someone tripping and falling on something left on the floor. They sustain no injury, brush themselves off and carry on with their day. This is an accident even though there was no injury. If the cause isn’t corrected, the stage is still set for another accident which might result in an injury. Experience

tells us that for every serious accident, there are a greater number of minor accidents and near misses. When we ignore a minor accident or near miss, we are increasing the odds that a serious accident will occur. Reporting a near miss increases safety awareness and warns us of uncontrolled hazards and we want these hazards identified and removed. It is critical that all injuries and accidents, including near misses, be reported so that they can be investigated and the causes determined and eliminated.



Unusual Occurrences

An unusual occurrence is an unexpected and undesirable incident directly associated with the care or services provided to a resident and also include situations involving families, visitors, volunteers and employees. Unusual occurrences must be reported as soon as possible using the unusual occurrence form. The *Unusual Occurrence form* is then submitted to the Department of Quality and Resident Safety within seven days of the incident. The information is considered confidential.

If you have witnessed or are involved in any incident while volunteering, please speak with the Volunteer Services Coordinator so that they can complete the Unusual Occurrence form.

Drug, Alcohol and Smoke Free Workplace

Bethany is a drug, alcohol and smoke free workplace. While on Bethany premises, you must not use, possess, distribute, sell or be under the influence of alcohol, recreational cannabis, or be under the influence of illegal drugs, or engage in the unlawful manufacture, distribution or dispensation of illegal drugs. Individuals may be prescribed a medication by a physician to take a prescription drug that could impair judgment or other skills required for the job. If you believe a prescribed or over the counter medication could impair

your judgment or performance you must notify the Volunteer Services Coordinator to discuss any modifications that may be needed. Bethany provides smoke-free environments and smoking/vaping is not permitted on any property or inside any buildings owned or managed by Bethany. This includes sidewalks, entry areas, lawns, garden and patio areas and inside vehicles parked in Bethany parking lots.

Security Clearance

Per the mandate of the Protection for Persons in Care Act, all volunteers 13 years and older, will be required to complete a security clearance, which includes a criminal record check and a vulnerable sector search.



Supervision

Volunteers will have a clearly identified supervisor to support and direct them. Occasionally identified as an employee resource person, this individual will provide the necessary supervisor support.

Use of Equipment

While on duty volunteers will have access to designated equipment and supplies. You will be trained by your supervisor on how to use the equipment properly (and in a safe manner) and any risks to be aware of. Equipment use is for volunteer related tasks only. You must notify employees if they identify any safety issues and items requiring repair, and complete a Hazardous Condition form.



Safety and Wellness Procedures

Fire Safety

When you hear the fire alarm:

- Stay calm and listen for instructions
- Stay with residents in a safe location
- If you are not with residents, go to the supervisor of the area in which you are assigned and wait for further instructions
- Do not run



If you discover smoke:

- Activate the fire alarm and investigate to determine the origin
- If you discover a room that you suspect has a fire and the door is closed, feel the door with your hands — do not open the door if it feels warm or hot
- Report your findings to the supervisor in your assigned area

If you discover fire:

- R** - Remove those in immediate danger
- E** - Ensure the room door is closed
- A** - Activate the fire alarm (if not already done)
- C** - Call for help
- T** - Try to extinguish/control the fire if safe to do so

If fire location is not known:

Report to the supervisor in your assigned area, assist as instructed.

Always Remember:

- Do not panic
- Do not run
- Do not use the elevators — take the stairs

Food and Mealtimes

All residents have very specific and unique nutritional needs. These needs are assessed and addressed by our Registered Dietitians and the Nursing Care employees. There are some residents that may have very severe allergies, special diet considerations (e.g. diabetes, low sodium) and some that are at risk for choking due to a health condition. **Do not assist** a resident with any food or drink unless you have completed the Mealtime Assistance Program training from the Volunteer Services Coordinator or other designated employee.



Service Excellence Standard #10

Communications

We communicate in ways that ensure everyone has the information they need to offer the best service

Communication

There is a Volunteer Services Coordinator at each of our Bethany sites. They contact the volunteers regularly by email, phone or posters, with important announcements and requests. Such communication can include: outbreak notices, upcoming events and training sessions, requests for volunteers, etc.

Communication & Concerns Resolution

Your opinions and concerns are valuable in helping us to provide quality health care. Please contact your supervisor or Volunteer Services Coordinator to discuss any concerns or suggestions for improvement.

Workplace Language

In order to provide a safe environment where all members feel comfortable and respected, it is important that residents, employees, volunteers and contractors all understand each other. Most of Bethany's residents, tenants and clients speak English. As well, all of Bethany's written communication is in English, including critical information related to safety and resident care. For this reason, we ask that volunteers communicate effectively in English, even though they may have a different "first language". As well, speaking languages other than English can be seen as a lack of courtesy and disrespectful. People who are nearby may feel excluded from the conversation or worry that they are being spoken about. Bethany asks that you speak English at all times, except if

you are providing translation services for a resident, tenant or client.

Representing Bethany

Only employees who have been specifically appointed as authorized spokespersons may represent Bethany's viewpoint through the news media or social media. Whether in social media, email, other forms of written communication or verbally, individuals who negatively misrepresent organizations or individuals (including Bethany or individuals associated with Bethany) may face legal action. In general, you must avoid communication that could harm the reputation of Bethany or violate privacy, and must always ensure that any public comments are appropriate to your role with Bethany. This expectation applies both in your volunteer role and during personal time.

Use of Social Media

You may indicate Bethany as your place of volunteering on your social media profile (e.g. Facebook, Twitter, LinkedIn, Instagram, personal website, blog, etc.), however, it is important that you do not portray yourself as a representative of Bethany and you are clear you are not a spokesperson of Bethany and your opinions and comments are your own. Additionally, when using electronic social media, you are required to follow Bethany's policies and standards regarding confidentiality and privacy. In this regard, you may not disclose any information or content unless it has been published by Bethany in a public document or you have been specifically authorized.

Service Excellence Standard #11

Teamwork

We ensure that all team members have the opportunity to contribute
We work collaboratively to achieve our goals

Members of the team include other volunteers and all employees, residents, tenants and families, as well as everyone who has the potential to influence care. Team work is critical to good decision making, care coordination and plays an important role in the quality of care and provision of services. Your relationships with your fellow team members are most vital to this. You can support your team and the quality and experience of care and service by:

- Supporting each other, showing up and doing the best you can
- Playing an active role in recognizing, praising and thanking others and offering and accepting constructive feedback
- Understanding your roles and responsibilities and doing everything within your ability to fulfill them



- Communicating what you've done, what you've planned, what you've tried
- Knowing your team members strengths and using them
- Respecting and supporting each other — never gossiping or belittling
- Sharing the tasks, understanding what needs to be done and working together to accomplish these goals



Termination of Volunteer Services

Termination of a volunteer may take a number of forms: voluntary resignation, retirement or dismissal. Voluntary resignation occurs when the volunteer, for any reason, leaves the service of Bethany by his/her own will. If you

wish to end your volunteer assignment, please notify the Volunteer Services Coordinator as far in advance as possible. You will be expected to return your photo identification and any other items related to your assignment. You will also be asked to complete an exit interview survey.

Sometimes things don't work out well for volunteers in their assignment. You may be asked to terminate your volunteer assignment for any of the following reasons:

- Breach of confidentiality
- Extended absence with no explanation
- Volunteering while under the influence of drugs or alcohol
- Failure to follow Bethany policies and procedures resulting in a threat to the safety and security of residents, employees, visitors, or other volunteers, or
- If it is in the best interest of the volunteer or the organization

Appropriate records will be kept on discipline and, in all cases, volunteers will be informed of reason for disciplinary action being taken. Notice can be given in verbal or written form.

Grievances

When there is a complaint from an employee, volunteer, or resident, an investigation is required. Employees, volunteers, and residents are encouraged to resolve any disputes amongst themselves first. Any unresolved issues should be brought to the attention of the Volunteer Services Coordinator. All employees and volunteers are expected to conduct themselves in a fair and non-discriminatory manner.

Letters of Reference

After contributing a minimum of 40 hours, a volunteer can ask for a reference. Reference requests for current or former volunteers are handled only by the Volunteer Services Coordinator. This request will be on Bethany letterhead and will include the volunteer's name, nature of his/her volunteer position/duties, hours and length of service.

Volunteers must give at least one week's notice when requesting a reference letter. Personal references can be granted at the discretion of the Volunteer Services Coordinator. This letter will not be on letterhead and formal written permission to release the volunteer's personal information is required.



Infection Prevention & Control/Handwashing

Preventing and controlling the spread of infections in our care centres is an important part of Bethany's safety program. Volunteers can play an important role in preventing infections by observing the practices of hand washing, isolation and care for one's own health.

Isolation is usually indicated by a sign posted next to the resident's doorway. Volunteers are not permitted to enter any rooms where isolation precautions are indicated.

Hand hygiene is one of the most effective means to prevent the spread of infection.

Alcohol based hand rubs are an effective way to clean your hands when they are not visibly soiled. Alcohol based hand rubs are available in every resident room as well as locations throughout the facility. Soap and water are used when hands are visibly soiled or as an alternative to using alcohol based hand rubs.

Hand hygiene should be performed:

- Upon entering the facility/unit
- When leaving the facility/unit
- Prior to contact with a resident or resident environment
- After contact with a resident or resident environment
- After exposure to blood or body fluids
- Before meals/food preparation
- After personal hygiene
- Whenever in doubt

To use alcohol based hand rub: apply one or two pumps on your hands and rub all surfaces of your hands until the alcohol vanishes and the hands are completely dry.

To use soap and water: wet your hands with warm water, apply soap and rub all surfaces for a minimum of 15 seconds. Rinse hands in warm water, dry and turn the tap off with a paper towel.



Volunteers should be in good health when reporting to their assignment at Bethany. Please do not come to the site if you have a cold, flu or are feeling unwell. Please notify your supervisor when you are unable to come in.

Infection Prevention & Control/Handwashing continued

Routine Practice

It is possible, during interactions with residents that volunteers may be exposed to the blood or body fluids of residents. If this should occur, immediately report the exposure and seek direction from nursing employees. Volunteers should never attempt to clean up any substances.

Outbreak

Gastrointestinal and respiratory viruses can spread easily in continuing care settings and, despite our best efforts, cause an outbreak. If a unit is declared in outbreak, you should be advised of the potential risk of acquiring an illness. As a general rule, programs and large group activities will be canceled during an outbreak. However, volunteers may still be permitted to assist with non-resident activities, or to support units that are not affected. If you choose to enter the facility when an outbreak is declared, you will be required to follow guidelines as directed by your supervisor.

From time to time, a unit or several units may declare an outbreak of a communicable illness, such as Norovirus or respiratory influenza. During this time, please avoid travelling through or visiting residents on the affected unit(s). The Volunteer Services Coordinator will notify you via email and will post signage when outbreaks occur.

***Remember: hand washing
is the #1 way to prevent
becoming ill!***

Respiratory Etiquette

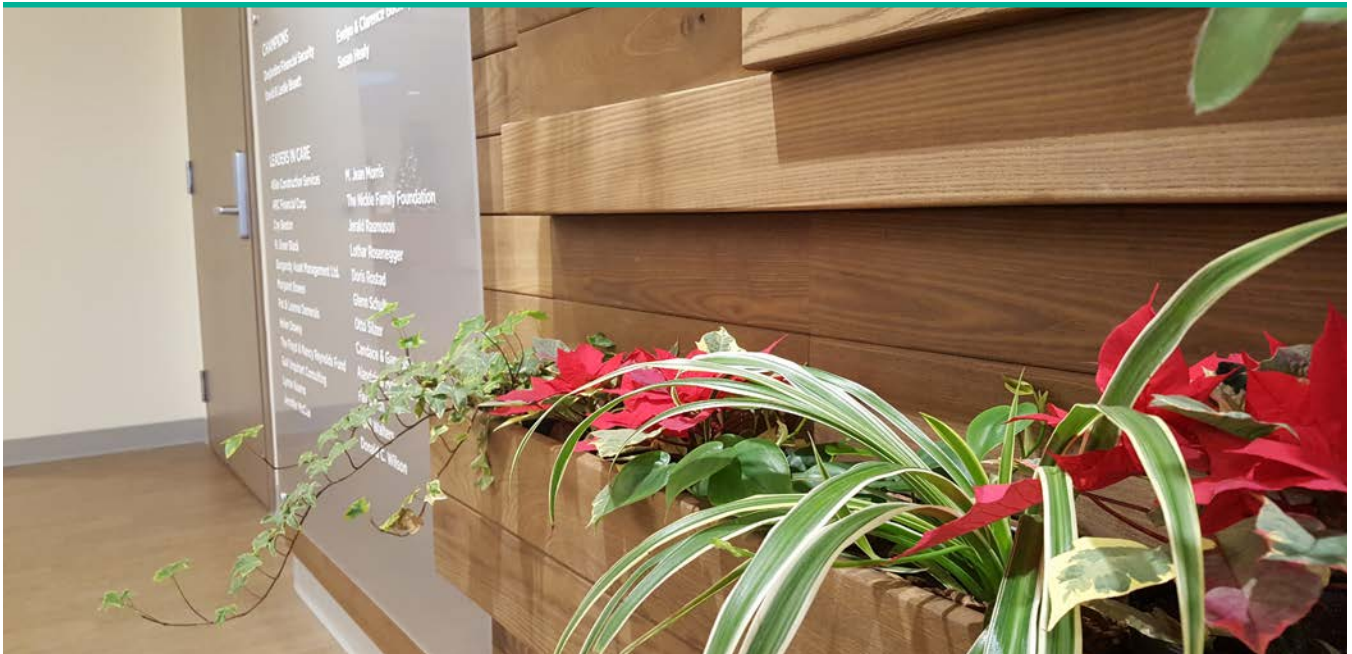
When you feel a cough or a sneeze coming on, use the crook of your elbow or another part of your arm covered in fabric. If you have no sleeves, use tissues. You should throw the tissue out immediately and wash your hands right away with soap and water or use an alcohol based hand rub.



Immunization Information for Volunteers

Healthcare workers, including volunteers, may be exposed to and transmit vaccine preventable diseases. All volunteers who work directly with residents are strongly encouraged to have up to date immunizations, as recommended by Public Health Canada, to reduce the chance they will get sick and to prevent spreading diseases to other employees, residents and family members.

Public Health Canada, Recommended Immunizations for Adults		
Type of Vaccine	Immunization Guidelines	Additional Information
Influenza Vaccine "Flu Shot"	It is recommended that all Canadians over the age of six months get the seasonal flu shot every year.	Provided free of charge every fall to all employees and volunteers or through community health centres.
Tetanus, Diptheria, Pertussis (Tdap)	If you have not had, or are unsure if you have previously received this vaccine, you should receive a one-time dose of Tdap. Boosters are required every 10 years.	Alberta Health Services provides routine immunizations for children, adults and seniors.
Mumps, Measles and Rubella (MMR)	Persons born before 1970 are generally considered immune. Persons born after 1970 can be considered immune if they have received MMR or have lab confirmation of disease.	If you are uncertain of your immunization status, visit a community health centre in your area for more information. Appointments may be required. For more information on a community health centre near you go to: www.albertahealthservices.ca or call Health Link Alberta at 811 For more information on adult immunizations visit the Public Health Agency of Canada website at: www.phac-aspc.ca
Pneumococcal Vaccine	This vaccine is recommended for all seniors 65 years of age and older.	
Varicella (Chickenpox)	If you have not had Chickenpox or the vaccine you may need this vaccine.	
Hepatitis B	This vaccine is recommended for all health care workers who may be at risk of exposure to blood and body fluids. It is also recommended for travelers to certain areas in the world.	



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