

The Green House at Calvary

**Personal Memory Care Home
A ministry of Calvary Baptist Church**

VOLUN

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HANDB

OOK

The Green House at Calvary is a personal memory care home. It is not a nursing home. Our motto is “a home like no other.” We want to give each elder the dignity they deserve, the independence they want, and the assistance they need. We are a social model as opposed to a medical model. This means that our elders and their families have

chosen this home for them to live because they have a need for assistance with daily routines and not for medical, nursing care.

Our elders rent a room which they furnish themselves. We provide assistance with medication management, three nutritious meals per day, all utilities, laundry service, housekeeping service, and social activities.

Volunteer Bill of Rights:

Volunteers have the right to:

1. be treated as a co-worker.
2. a suitable assignment.
3. know as much about the home as possible, its policies and programs.
4. train for the job.
5. be heard.
6. recognition.

A few questions answered:

What is a Caritas?

Caritas (Green House Elder Care Assistant) comes from the Latin word meaning to cherish, to appreciate, to give special attention, in not loving, attention to; it connotes something that is very fine, that indeed is precious. It is a term in Christian theology meaning loving kindness towards others; it is held to be the ultimate perfection of the human spirit, because it is said to both glorify and reflect the nature of God. In its most extreme form charity can be self-sacrificial. Our caritas are universal workers. They perform the duties of cooking, cleaning, laundry as well as bathing, dressing, medication management and other activities of daily living.

What do I do if a problem comes up?

You will be supervised during all volunteer activities. If a problem occurs while you are on the job, please see the Guide or one of the Caritas on duty.

What do I do if a family member or friend of an elder asks about that elder's condition?

Always refer questions about an elder's condition to the Guide or Caritas. You could simply say, "You'll have to ask the Guide/Caritas about that."

What do I do if an elder complains about The Green House?

Please report any such problems or criticisms to the Guide.

What do I do if an elder has an emergency?

Please report any emergency to the Guide or responsible Caritas.

Emergencies:

FIRE: In case of fire in the building, follow the instruction of the staff. We have significant fire safety equipment installed in the building. We rehearse fire drills monthly. You may be present during such a drill. We will evacuate the building appropriately if a fire occurs.

TORNADO: During a tornado watch, you and the elders will be advised of conditions. During a tornado warning, you may be asked to sit with an elder in his or her bathroom as a means of providing shelter for the elder and for yourself.

About Dress and Appearance:

Remember to always dress neatly. Short shorts, halters, tank tops, miniskirts, short shirts revealing a bare midriff, and other brief attire are prohibited. Extremes in make-up, perfume/cologne, and hairstyles are also strongly discouraged. The Green House at Calvary is a ministry of Calvary Baptist Church. Additionally, the elders have expectations concerning dress and appearance consistent with their age group. This means that dress and appearance are important matters and require compliance with standards.

Illness:

If you are contagious (have a productive cough, fever, diarrhea, open sores, pink eye, etc.), please call and let us know you are not able to be here. It is important to remember that the elders have compromised immune systems. It is recommended that anyone working around elderly have a flu shot (adults).

Infection Control:

Handwashing is the most important and effective method of controlling infection. Please wash your hands often and between contacts with the elders. Our restroom is equipped

with a soap dispenser. Use soap and running water. Rub your hands briskly under running water for 15 – 20 seconds.

Volunteer Do's:

1. Be on time. If for some reason you are unable to come at your designated time, please call. Some activities may be scheduled based on your assistance and participation.
2. Sign in and out in the volunteer sign-in book. Have a staff member initial to verify your time.
3. Keep the noise level down. This is the home of our elders.
4. At all times be courteous and helpful.
5. If you are injured while at The Green House at Calvary, please notify the Guide or Caritas.
6. Observe notes on the bulletin board in the staff hallway.
7. Please keep in mind that the phones are for business use. Certainly you may use them to call for a ride or an emergency.
8. Be alert for sudden changes in an elder's behavior or physical condition. Report these changes to the Guide or Caritas.
9. Please give feedback to the Guide or Caritas.
10. Enjoy your time in our home. Engage each elder in conversation when the time arises.

Volunteer Confidentiality Statement:

Federal law mandates The Green House at Calvary the responsibility to protect its elders and personnel from any unauthorized invasion of the individual's rights to privacy.

Information concerning the elders and personnel shall be held in strict confidence and never discussed with anyone outside The Green House at Calvary. If you have information to share regarding an elder, do so in a private manner with the Guide or Caritas.

Ethics and Rules of Conduct with Elders:

1. Respect the Elder's privacy:
 - a. Always knock before entering an elder's room.

- b. Introduce yourself (otherwise they have no idea who you are).
 - c. Use the elder's last name or Mr. and Mrs.
 - d. Be courteous and friendly.
 - e. Be patient (they can not move as quickly as you).
 - f. Keep your emotions in check.
 - g. Be willing to listen to an elder (they may speak slowly, but appreciate your attention).
2. Respect the Elder's right to request services:
 - a. Be prompt in fulfilling requests
 - b. Carry out all procedures with a concern for the elder's safety.
 - c. Follow through on requests.
 - d. When in question concerning a request, check with the Guide or Caritas.
 3. Treat elders' relatives and friends as guests.
 4. Keep a sense of humor. Some situations or circumstances are just plain funny. Feel free to laugh with elders (just not at them)

Volunteer's Pledge:

Believing that The Green House at Calvary has a real need of my services as a volunteer worker: I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously. I will conduct myself with dignity, courtesy, and consideration. I will endeavor to make my work of the highest quality. I will consider as confidential all information which I may hear directly or indirectly concerning an elder and will not seek information in regard to an elder. I will take any problems, criticisms, or suggestions to the Guide. I will uphold the traditions and standards of this assisted living memory care home and will interpret them positively to the community at large.

Paperwork:

- Complete a Volunteer Information Sheet.
- Read the Resident's Rights and sign the attached form acknowledging that you have done so.
- Sign the Acknowledgment of Confidentiality form.
- Watch the video Psychosocial Care.
- Sign in and out on days that you volunteer at The Green House at Calvary