



Caring House Volunteer Handbook



Welcome Volunteer!

Welcome to Caring House (CH) and to the unique experience of making a difference in the lives of our residents and their families.

As a volunteer, you are one of our most valuable resources. We are dependent on you to bring respect, acceptance, comfort and support to our residents and their families. You are also a representative to the community as a model of the services provided by CH. Caring House is dedicated to assisting you to use your skills and abilities in the way that is the most rewarding to you and beneficial to our residents.

This handbook has been designed to equip you with the tools you need to be an effective volunteer. It provides policies, procedures and training necessary to enable you to perform your role as a volunteer for Caring House.

Quarterly volunteer meetings are held at the Blue Church. We invite all volunteers to attend. You will have a chance to meet other volunteers, learn of the latest news at Caring House and have an opportunity to ask questions and suggest improvements. We are stronger if our volunteers are involved in our success.

Thank you for the generous sharing of your time and talent with Caring House.

Hospice

Hospice services provide vital support. At Caring House we welcome residents who are using Medicare-certified hospice services. Hospice service teams offer medical care and pain and symptom management, as well as spiritual support, counseling and education. Hospice team members will visit those residents and provide vital support to them and their loved ones in collaboration with our staff. Caring House itself is not a hospice service.

What is Caring House?

We are the only nonprofit non-medical home in Los Angeles County dedicated to care for people at the end of life.

We are a proven and reliable place for peace comfort, support and dignity. We welcome residents who are in the last weeks or days of their lives. Freed from care and supervision duties, family members and friends are able to spend their time and energy supporting and connecting with their loved one and each other.

Residents and families contribute to the cost of care to the best of their ability. This sliding scale approach is made possible by the generosity of our donors.

Parking for Caring House volunteers and other visitors

Parking is in the parking lot of the First Christian Church of Torrance (Blue Church) at the intersection of El Dorado St. and Felbar Ave. The lot is about 300 strides (15 calories) away from the house.



Help us save the closest parking for hospice staff and those unable to comfortably walk to and from the house. Thank you for parking at the Blue Church parking lot. Being a good neighbor is very important to us.

We remind all volunteers that each of us is responsible for treating our neighborhood and neighbors well.

- Park only in the church parking lot
- When we are walking and see a neighbor, smile and say hello.
- When we talk with others in person or on the phone, we do it quietly, so no one more than 3 feet away can hear
- If we find trash on the Caring House property or in the street, we put it in a waste barrel. We keep our own trash with us and dispose of it properly.
- Caring House is a smoke-free property. Smoking happens only when walking and never near a neighbor's property.
- When we notice anyone acting suspiciously in the neighborhood and have doubts, call the police.

Lockers for Your Belongings

We have six lockers in the garage for temporary use by Staff and Volunteers. They are not pre-assigned.

Use them like you would a locker at the gym or a bowling alley. When you are in the house, place your belongings in a locker, lock it and take the key with you.

Before you leave, unlock the locker, take your belongings and place the lock and key back on the locker door.

VOLUNTEER POLICIES AND PROCEDURES

Orientation

The purpose of orientation is to acquaint you with the overall operation of Caring House (CH) and the part you will play in it.

Nature of the Relationship

As a volunteer you will not be paid for your services

Your volunteer relationship with Caring House is “at will” for an indefinite period. This means that you may resign at any time for any reason, with or without notice, and with or without cause. Likewise, Caring House may terminate your volunteer relationship at any time for any reason, with or without notice, and with or without cause.

Training and Continuing Education

The purpose of training and education is to equip you with sufficient knowledge to perform your assigned tasks. Training will be provided on an individual basis on site during the initial hours of volunteer service. Continuing education opportunities will be offered periodically.

Caregiver / Caregiver Assistance Volunteer Relationship

Upon arrival at CH, Caregiver Assistance Volunteers should ask the Caregiver what assistance is needed. If the volunteer has any questions or issues regarding resident care they should speak with the Resident Care Manager or the Assistant Care Manager. This should be done quietly and confidentially and not in front of the residents, their families or other visitors/volunteers in the house.

Supervision

The purpose of supervision is to ensure that you are performing your duties appropriately and meeting your own goals for volunteer service. Unsatisfactory performance of duties may result in coaching, reassignment or other steps.

Confidential Information

When a resident enters CH, we assume an obligation to keep all personal and medical information in confidence. Every person volunteering at CH shares this responsibility. As a volunteer, you are expected to refrain from discussing any resident information with persons outside of CH and/or not directly related to care. Any communication about a resident should be conducted in a discreet manner and not with other residents, family members or visitors present.

Any communication must be for the sole purpose of providing resident care. Inappropriate sharing of confidential information is not tolerated.

Discussion of confidential resident information is not only a breach of ethics, but could involve you and CH in legal action. A Confidentiality Pledge is signed by each volunteer and becomes a part of his/her file.

Dress Code

In order to achieve a home-like atmosphere, volunteers are asked to dress in a manner that is not offensive to residents, visitors and other CH staff and volunteers. Casual, comfortable clothing suited to the volunteer job description is appropriate attire. All volunteers must practice cleanliness and personal hygiene.

While on duty, volunteers are required to identify themselves with their name on a volunteer name badge.

Gift Acceptance Policy

Our Caregivers and other staff and our volunteers are not allowed to accept money or any other gift from a past or present resident, resident family member or friend, or any other visitor, vendor or business associate. There are two exceptions.

- The gift is a one-time gift of a gift card with a value of \$25 or less
- The gift is given to Caring House for the benefit of all, not an individual staff member or volunteer (example, pastries, fruit baskets, candy or flowers to be shared by the house).

Work Schedules

Volunteers should self-schedule online through SignUpGenius. All volunteers are to sign in on the Hours Book on the kitchen counter upon arrival at CH and sign out when leaving. Volunteer work schedules are overseen by the Volunteer Coordinator and are based on volunteer availability and organizational needs. The goal of scheduling is to provide excellent resident care with efficient CH operation.

Absenteeism

If you know a day or more in advance that you cannot fulfill your shift please remove your name from the appropriate SignUpGenius slot.

If it is necessary for any reason for you to miss your volunteer shift or be late for your assigned shift, please text, email or call the Resident Care Manager or Caregiver on duty at least two hours before you are to report for duty whenever possible.

Drug Use

CH maintains a work environment that is safe for all. Volunteers may not be on the CH grounds or at events impaired by any illegal drugs or alcohol. CH retains the right to ask any volunteer who appears to be under the influence to leave CH or event.

Smoking

It is the desire of CH to provide a clean air environment. No smoking is allowed at the CH premises (inside or outside the house).

Injuries

If you are injured while on duty, it is your responsibility to immediately report the injury to the Resident Care Manager or a Caregiver on duty. CH assumes no responsibility for medical treatment or costs associated with an injury while volunteering.

Use of Personal Vehicle for CH Business

Using a personal vehicle on CH business is voluntary. Anyone choosing to use a personal vehicle is expected to have a valid California Driver's license and insurance, as required by the State of California.

Harassment

Discrimination or harassment based on the race, religion, age, national origin, disability or any other legally protected status is considered a form of misconduct. A harassment policy form is signed by each volunteer and becomes part of his or her volunteer file.

Reporting Inappropriate Behavior

If a volunteer knows or suspects any abuse or inappropriate behavior towards dependent adults, the volunteer shall report immediately to the Resident Care Manager or the Assistant Care Manager for follow up. If these two are not available or appropriate, report to the Executive Director immediately. Any inappropriate behavior by or towards families, volunteers or staff shall also be reported to Administration.

Live Scan Background Check

Criminal background checks are required for any volunteer who will be at the property regularly (whether inside or outside). These checks are required by law and necessary for the protection and safety of our residents, families, guests and others. The Live Scan charge (\$35 as of August 2019) is paid by the volunteer. After the volunteer has given 100 hours, Caring House will reimburse the charge upon request.

Infection Control

HANDWASHING IS THE SINGLE MOST IMPORTANT MEANS OF PREVENTING INFECTION.

Hands should be washed before and after contact with the resident or his/her personal items and equipment. Some of the resident care activities that involve contact are feeding, repositioning, personal hygiene, holding hands, etc. Contact with personal items includes: bedding, utensils, bedpans, furniture and clothing.

The most Effective way to Wash Hands:

- Wet hands with warm to hot water

- Lather with an antibacterial soap.
- Rub hands together vigorously for a few seconds, paying attention to all surfaces, including fingers and back of the hands.
- Rinse thoroughly, holding hands down
- Dry hands with a paper towel
- Grasp faucet with paper towel to shut off

Gloves

ALWAYS WEAR DISPOSABLE GLOVES WHEN COMING INTO CONTACT WITH BODILY FLUIDS OR SUBSTANCES

- Remove gloves by turning the gloves inside out and discarding in the care-related trash (not in the kitchen or common areas).
- Use of gloves does not bypass the need for hand washing.

Wash hands after removal of gloves.

Concerns and Suggestions

If you have a suggestion or concern

- About a resident-care or staffing matter please speak to Stephany, our resident care manager, or email her at stephany@yourcaringhouse.org
- About a volunteer-related matter please speak with Jill, our volunteer coordinator, or email her at jill@yourcaringhouse.org
- About an overall house-related, fundraising or outreach matter please speak with either Ed or Patty from our office team or email ed.long@yourcaringhouse.org or pat.long@yourcaringhouse.org

As an alternative, there is a small box labeled “Suggestions” located in the kitchen near the volunteer sign-in book.

	Volunteer Teams
Team Name	Responsibilities
Administration	Office, mailings, contacts, database, hours tracking, accounting, budgeting, organize office, etc.
Caregiving Assistance	Support our Caregivers as they care for our residents. Includes helping with meal preparation, feeding, turning, repositioning, changing, etc. Covering caregiver 30-minute lunch breaks. Assisting in new resident admissions.
Comfort & Support (Credentialed)	Read to, talk with and sit with residents. Offer comfort and support to residents, families, staff and volunteers; pastoral, spiritual care.
Fix-It	House and systems preventive maintenance and repair.
Fundraising - General	Organize and carry out funding drives; obtain gift cards from local businesses; in-kind donations of supplies.
Fundraising - Special Events	Assist with fundraising and other events, secure prizes for auctions, staff events, and volunteer recognition.
Gardening	Landscape beautification and maintenance; hands-on and/or organizing visiting teams.
Holistic Therapies	Healing Touch, Reiki, Music, Pet and other complementary therapies to support our residents and their families, an/or our staff and our volunteers.
Home Sweet Home	Kitchen, cleaning and care giving supplies, housekeeping, shopping, pantry, reception, laundry.
Night Call/ Weekend Day Call	Night Call volunteer will come to CH when called by an on-duty caregiver between the hours of 8pm and 8am to assist the caregiver (usually when a resident dies). Volunteer provides crucial in-person assistance to the caregiver and helps bring peace, comfort and support to the residents and families. Weekend Day Call provides same assistance on Saturday and Sunday 8am to 8pm.
Outreach	Refine our message. Evolve our community education program. Outreach to community and potential residents; presentations; Antique Faire, Farmers Market, other events.
Remember the Life	Create an article for our website on a resident's life, not illness, from info provided by the resident and loved ones (with permission).
Vigil / Visitation	Read to, talk with and sit with residents.

Acknowledgement of Receipt of Caring House Volunteer Handbook

I acknowledge that I have received a copy of the Caring House Volunteer Handbook as revised 1-14-2020 (“Handbook”). I understand that I am responsible for reading and abiding by all policies and procedures in the Handbook, as well as other policies and procedures of Caring House.

I understand that Caring House has the right to change any provision of the Handbook at any time and that I will be bound by any such changes.

Signature

Date

Please print your full name

Please sign and date one copy of this Acknowledgment and return it to Caring House. Retain a second copy for your reference.