



## **Volunteer at Hillside Pines**

- Share your skills and learn new ones.
- Interact with seniors.
- Meet new people.
- Enhance your health and well-being.
- Give back to your community.

Volunteers help make a special difference in the quality of life of seniors at Hillside Pines by giving freely of their time, skills and caring. The possibilities are endless to what can be achieved by volunteers as they interact with our Residents. We take care to match volunteers with activities to ensure mutually positive experiences for all.

## **Getting Started as a Volunteer**

- One on one interview
- Orientation to Hillside Pines
- Reference and Police checks (free for volunteers)

## **Volunteer Programs**

- **Laundry Folding:** Assist the Residents in weekly laundry folding
- **Vegetable Peeling:** Assist the Residents in weekly vegetable peeling.
- **Manicures:** Assist the Therapeutic/ Recreation staff. It is a very satisfying program, increasing Resident's self esteem through touch and sight.
- **Decorating:** Assist the Therapeutic/ Recreation staff in decorating the facility for seasons and holidays. If you have a flair for decorating and would like the opportunity to be creative, this is for you.
- **Dog Therapy Visits:** Special dogs and their handlers visit Residents on a weekly basis. Dogs must be accredited through a course (such as the St. John's Ambulance Therapy Dog Program) and enjoy mingling with seniors.

- **Dining Room Hostess:** Volunteers are needed to assist on individual wings during meal times to encourage Residents with their meals. It may include opening jam or milk tops, encouraging Residents to eat, and helping to make the environment a more social and safe environment.
- **Friendly Vists:** Many Residents do not have family or friends and would enjoy a visit from a volunteer. We are looking for people who would be able to commit to visit and socialize with a Resident once a week.
- **Gardening:** Gardening enthusiasts are needed to assist seniors with gardening. Individuals must have an interest in gardening and enjoy being with seniors.
- **Social Tea Volunteer:** We are looking for volunteers to assist Therapeutic/ Recreation in an afternoon tea. You will assist with portering Residents, serving, clean up, and encouraging conversation between Residents.
- **Hand Wax Therapy:** Volunteers are trained in offering wax treatments to cognitive Residents. It is a wonderful 1-1 interaction for volunteers and Residents.
- **Palliative Care Volunteers:** Volunteers are trained to vigil with Residents who are in their last stages of life. This is a very special gift a volunteer can give to another by being there with the Resident and family in a very difficult time in life.
- **Assisting the Therapeutic/Recreation:** Volunteers would assist in a large variety of programs such as bingo, crafts, sing-a-longs, entertainment, meal groups, hand wax, manicures, and ladies or mens groups, walks and outings.
- **Entertainment:** Volunteers provide musical entertainment for Residents. Do you have a special ability to play a musical instrument or sing or do you belong to a group who performs? Call us.
- **Appointments:** Volunteer drivers are needed to drive our bus to take Residents to doctors' appointments. A CCA accompanies the Resident. A current Class 1V Nova Scotia Drivers license is required to drive the bus.

**There is always a need for volunteers at Hillside Pines. If you are interested in volunteering, please call Gina Steadman *Therapeutic/Recreation Program Manager* at (902) 543-1525 Ext. 213 or email: [g.steadmand@hillsidepines.com](mailto:g.steadmand@hillsidepines.com)**



# *Hillside Pines* Program

# Volunteer

## Information Package

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### **History**

Hillside Pines, located at 77 Exhibition Drive in Bridgewater, Nova Scotia is a Home for Special Care with a capacity for fifty residents.

The Home which officially opened in August 1983 is owned by a private non-profit board of directors. The board of directors was created specifically for the purpose of developing and managing the Home.

### **Purpose**

Our mission and philosophy are based on our values and beliefs to create an environment of compassion, commitment, and competence dedicated to excellence in all services provided. We are committed to:

Emphasize “Wellness” in the delivery of care to our resident;

Preserve and protect the dignity, well-being and independence of each Resident;

Provide excellence in care, responding to the physical, psychological, social and spiritual needs of each resident;

Maintain high standards of ethics;

Promote teamwork in which all departments work together to the benefit of Residents and staff;

Foster an environment of mutual respect among employees;

Support a positive caring workplace where employees and volunteers are valued for their contribution toward the promotion of our mission; and

Acquire knowledge whereby we strive to attain continuous quality improvement in our delivery of care.

## **Mission**

The MISSION of Hillside Pines is to provide a safe environment that fosters happiness and well-being by approximating as closely and reasonably as possible, the comfort of the Resident's own home.

Provide each resident maximum allowable freedom and the opportunity to maintain their individuality while exercising control over the quality of their lives.

We will endeavour to assist each resident to experience the highest quality of life possible through the provision of holistic health services including, but not limited to, physical, spiritual, psychological and social well-being.

## **Building Design**

Hillside Pines has been designed and furnished to provide comfort and ease of movement throughout. All Resident areas are located on one level with easy wheelchair access in and out of the building and throughout.

The building is equipped with smoke alarms, a sprnkler system and automatic door closers throughout.

## **General Policies Concerning Volunteers**

- All persons providing volunteer service at Hillside Pines, must be registered with the Activity Co-ordinator. All potential volunteers must complete the application form and provide the name of a reference.
- Volunteers are expected to undergo a period of orientation, training and probation period or one month.
- Following the probation period, the Volunteer and the Volunteer Co-ordinator will discuss permanent placement.
- Employees who are not on duty may assume the role of a Volunteer and must comply with the rules and regulations of the volunteer service.

## **Bill of Rights for Volunteers**

***Each Volunteer has:***

- The right to be treated as part of the team responsible for the care and well-being of the Residents – not just as free help.
- The right to a suitable assignment with consideration for personal preference, temperament, life experience, education and employment workers.
- The right to be informed of Hillside Pines' policies which affect volunteer workers.
- The right to training for the job which is thoughtfully planned and effectively presented.
- The right to sound guidance and direction by someone who is experienced, well informed and who has the time to invest in giving guidance.
- The right to a variety of experiences if so desired.
- The right to be heard, to have a part in planning, to feel free to make suggestions, to have respect for expressed opinions.
- The right to recognition through day-to-day expressions or appreciation.

**Orientation for Volunteers*****An orientation program is conducted for all Volunteers to:***

- Acquaint them with the mission and purpose of Hillside Pines Home for Special Care.
- Acquaint them with the emotions and physical needs of the Residents.
- Acquaint them with the premises and introduce them to Department Managers.
- Make them aware of their responsibilities and explain policies and procedures regarding safety, fire and disaster.
- Provide other pertinent information such as working hours, lunch, and service award recognition programs, if they are available.



## Hillside Pines

77 Exhibition Drive  
Bridgewater, Nova Scotia B4V 3K6  
(902) 543-1525  
www.hillsidepines.com

### APPLICATION FOR VOLUNTEER SERVICES

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Address:**

**Home Telephone:**

\_\_\_\_\_

( ) \_\_\_\_\_

No. Street

**Bus. Telephone:**

\_\_\_\_\_

( ) \_\_\_\_\_

City Province Postal Code

**E-mail:**

**Driver's License:**

\_\_\_\_\_

\_\_\_\_\_

**How did you hear of this volunteer program?**

\_\_\_\_\_  
\_\_\_\_\_

**Special Skills, Training, Interests and Hobbies:**

\_\_\_\_\_  
\_\_\_\_\_

**Time Available:**

AM \_\_\_\_\_

PM \_\_\_\_\_

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**EMERGENCY CONTACT:**

**Phone #:**

\_\_\_\_\_

( ) \_\_\_\_\_

**Relationship to You:**

\_\_\_\_\_

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**REFERENCE:** (Employer, Doctor, Minister, Teacher – not a personal friend or relative)

\_\_\_\_\_

\_\_\_\_\_

Phone #

No. Street

City

Province

Postal Code

**Relationship to You:**

\_\_\_\_\_

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As a volunteer, I recognize the need for confidentiality, discretion, and prior notification in case of absence if possible.

\_\_\_\_\_  
\_\_\_\_\_

**Signature**

**Date**



## ***Hillside Pines*** **Program**

## **Volunteer**

### Information Package

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## **What to Expect as a Prospective Hillside Pines Volunteer**

- Interview
- References
- Police Check
- Orientation

## **Getting Started as a Volunteer**

To ensure a positive experience for our volunteers, a great deal of care is taken matching volunteers' interests, skills, experiences and availability in programs such as:

- Friendly Visiting
- Sensory Stimulation
- St. John Ambulance Dog Therapy
- Garden Club
- Bus Attendant
- Special Events
- Dining with Dignity (meal time assist)
- Bingo
- Bowling
- Bible Study
- Coffee Club
- Baking
- Sensual Hands
- Music Therapy
- Cards
- Hairdressing Assistant
- Program Porter

Additional programs may involve Dietary, Housekeeping, Maintenance and Nursing.



## General Volunteer Information

Volunteers are valued members of the health care team. Your efforts are appreciated by our Residents, family members, visitors, staff and the Board of Directors. You will be working with a great group of people. We thank you for giving your time to be a part of our growing team.

Listed below are some requirements of being a volunteer:

- **Identification Name Tags:** The facility provides name pins to be worn when you are on duty.
- **Dress:** Tidy, comfortable clothing is to be worn. Specific articles may be more appropriate for specific tasks. Please check with your immediate supervisor for additional information.
- **Shoes:** For safety purposes, shoes that are appropriate for the activity. They should be comfortable and quiet walking shoes.
- **Jewelry:** Jewelry may be worn in moderation. Items that may be caught or scratch Residents are restricted.
- **Fragrances:** We have a low scent policy in the Home.

## Dependability

You will be assigned to a specific area at a specific time, unless otherwise indicated. These departments rely on you during these times to function efficiently. Therefore, it is important that you:

- **Cancellation:** Notify the department supervisor if you are not available for the assigned time
- **Sign In:** Always sign in and out as you enter or leave the Home. This information is used to record hours of volunteer services provided. This is also used to identify those who are in the building at any given time. In this event of fire or evacuation, this information is imperative. *(Sign in book is located outside of the Therapeutic/ Recreation Office)*
- **Schedule:** You will be assigned to a specific area by going through the Volunteer Co-ordinator. If you wish to change the scheduled day or time, please notify the Volunteer Co-ordinator, or your direct supervisor. Some exceptions may apply such as one-to-one visiting.

## **Cause for Dismissal**

Volunteers will be dismissed under the following circumstances:

- Resident Abuse
- Breach of Confidentiality
- Intended Damage to Home and/or Property

## **Illness and/or Injury**

If you should become ill or injure yourself while on duty, promptly advise your immediate supervisor. It is required that all incidents are recorded in the department where they occur.

## **Accuracy**

If you make a mistake, report it to your immediate supervisor. If you do not understand something, please ask. There are reasons why things are done in a certain way.

## **Confidential Information**

All records, patient information and discussions are strictly **CONFIDENTIAL**. Do not repeat any information of a confidential nature.  
**WHAT YOU SEE HERE AND HEAR HERE, STAYS HERE**

## **Benefits**

- Beverages available at no cost. Meals provided if you are required to work during meal times. Please contact your direct supervisor for additional information.
- Extra parking is available in the Exhibition Parking Lot.
- Recognition is ongoing through support from all departments. An annual Volunteer Recognition Event is planned in accordance with the National Volunteer Appreciation Week in April.

*Smoking is permitted only in the designated staff smoking area.*

**WE THINK THAT VOLUNTEERS ARE LIKE GOLD!!  
WELCOME ABOARD!**



## Hillside Pines Home for Special Care

77 Exhibition Drive  
Bridgewater, Nova Scotia  
B4V 3K6  
www.hillsidepines.com

Phone: (902) 543-1525

Fax: (902) 543-8083

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### **PLEDGE OF CONFIDENTIALITY**

In my capacity as an Employee, Volunteer or Provider of Contracted Service, I agree to comply with the confidentiality policy of Hillside Pines. I have reviewed and understand the policy on confidentiality at Hillside Pines.

I understand that I shall not disclose what I see or hear concerning any Resident, fellow employee or business relating to Hillside Pines, nor discuss either within or outside the Home, except as authorized and in the line of my duties for the care of the Resident.

I will not pass on any information either oral or from written or electronic records or other documentation related to Hillside Pines to anyone outside the immediate health care team except as authorized for the purposes of Resident Care or other Hillside Pines business.

I accept this responsibility and pledge to abide by the terms of this policy.

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**Name**

**Department**

\_\_\_\_\_

\_\_\_\_\_

**Signature**

**Date**

\_\_\_\_\_

\_\_\_\_\_

**Witness**

**Date**

\_\_\_\_\_

\_\_\_\_\_



Always speak to the resident or introduce yourself before moving them to prevent startling.

- 1) Tell Resident what you are doing and/or where you are taking them.
- 2) Ask Resident if it is okay to move their wheelchair before doing so.
- 3) Check wheel locks and unlock if necessary.
- 4) Check to see that Residents' hands are not hanging down beside the wheels. Ask them to place hands on their lap.
- 5) Check to see that feet are on the footrests.
- 6) If there are no footrests on the wheelchair you can ask them to lift their feet or walk feet along, as you are moving.
- 7) Always walk slowly when you are pushing a Resident in a wheelchair.
- 8) When moving through doorways, make sure Resident has elbows in by their side to prevent striking them.
- 9) Always be aware of others as you are pushing a wheelchair, to ensure you do not run over anyone's feet/ toes or bump into anyone.
- 10) Never tilt a wheelchair.
- 11) Never stand on the wheelchair.
- 12) Never stand on the footrests,
- 13) Before leaving Resident tell them where they are and ask if they want the wheel locks put on. If they do not answer you, leave wheel locks on.
- 14) Tell the Resident you are leaving them.

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I \_\_\_\_\_ have completed the above training on the safe use of wheelchairs.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 200\_\_.

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**Volunteer**

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**Therapeutic/ Recreation Program Manager**

# **Attention Volunteers**

**Please do not assist Residents with lifts or transfers. Nursing staff are trained to do this as required. Please ask for assistance when Residents wish to get up from their beds or other furniture.**

**Thank you for your cooperation**

**~Hillside Pines Home for Special Care ~**



# Hillside Pines Program

# Volunteer

## Placement Chart

**FOR OFFICE USE ONLY**

<b>Volunteer:</b>			
<b>Start Date:</b>			
<b>Placement</b>	<b>Day(s)</b>	<b>Time</b>	
<b>Training Session:</b>			
<b>Service Record:</b>	<hr/> <hr/> <hr/>		
<b>End Date:</b>			

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Therapeutic/ Recreation  
Program Manager**



## Hillside Pines Home for Special Care

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Bridgewater, Nova Scotia  
B4V 3K6  
Tel: (902) 543-1525  
Fax: (902) 543-8083  
[www.hillsidepines.com](http://www.hillsidepines.com)

To Whom It May Concern,

This letter is to confirm that \_\_\_\_\_  
is requesting a Vulnerable Sector Check to volunteer at Hillside Pines  
Home for Special Care, Bridgewater, Nova Scotia.

Thank you,

Gina Steadman  
Therapeutic/ Recreation Program Manager



## *Hillside Pines*

### ADMINISTRATION MANUAL

<b><u>ISSUED BY</u></b>	Administrator	<b><u>NUMBER</u></b>	ADM - 111
<b><u>CATEGORY</u></b>	Administration, Ther/ Rec	<b><u>ORIGINAL</u></b>	<b><u>DATE</u></b>
	Nov 1994		
<b><u>DISTRIBUTION</u></b>	All Departments	<b><u>REVISED DATE</u></b>	
	Mar 2001		

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### SEXUAL HARASSMENT

#### **PURPOSE**

The Board of Directors for Hillside Pines Home for Special Care, recognize the right of employees to work in an environment free of sexual harassment and is committed to working to achieve this environment.

#### **DEFINITION**

Sexual Harassment shall include, but not be limited to:

Any comment, communication, innuendo or conduct that emphasize sexuality or sexual orientation in what may be perceived as a humiliating, intimidating, aggravating, demeaning or offensive manner.

#### **POLICY**

**Sexual harassment will NOT be tolerated at Hillside Pines Home for Special Care.**

Sexual harassment is prohibited whether it occurs at the workplace or elsewhere in the course of employment responsibilities or working relationships (for example, at work related social functions, at work-related conferences or training events, or during work related travel)

It is management's responsibility to take reasonable measures to ensure that the Home is free from sexual harassment; however, achieving this goal depends upon the cooperation and mutual respect of all employees.

All sexual harassment complaints and responses shall be treated as confidential matters by Board and Administration, subject to the requirements of this policy and will be investigated by Board and Administration along with other appropriate authorities, i.e. Human Rights Commission, police, etc.

A range of informal and formal response options is available in order to respond sensitively to the needs of complaints.



**PROCEDURE**

Staff members are strongly encouraged to report any sexual harassment to the Administrator or a Department Manager immediately to ensure the proper measures can be taken.



## ***Hillside Pines Procedure***

# **Volunteer Program Emergency**

## **Fire Alarm**

Remain calm. Staff have been educated and drilled on the series of events to take place in an emergency. When you hear the fire alarm, we ask our volunteers to do the following:

- Volunteers are to stay with the Resident if they are in a Resident's room and wait for further direction.
- If a volunteer is in a common room (lounge, dining room, etc.) with a group of Residents, stay and wait for further direction.
- If a volunteer is in the hallway, report to the Nurse's Station and wait for further direction.
- If a volunteer is in the building, they will not be permitted to leave until the "All Clear" has been announced.
- If a volunteer is outside the building, they may not be permitted to enter the building until "All Clear" has been announced.
- Volunteers may be asked to assist in the event of an emergency.
- Volunteers may be required to provide reassurance to Residents as requested.

Follow The R.A.C.E. information as indicated below:

### **IN CASE OF FIRE**

#### ***Upon discovery of smoke or fire***

- R** – remove persons in immediate danger
- A** – activate the fire alarm system using the nearest pull station
- C** – contain smoke and fire by closing doors
- E** – evacuate the building using the nearest exit

#### ***Upon hearing the fire alarm***

- Check the area for smoke or fire
- Close all doors in your area to contain the smoke movement
  - Prepare to evacuate
- Stand by for further instructions
  - Do not use the elevators

**REMAIN CALM**



## Hillside Pines

### ADMINISTRATION MANUAL

<b><u>ISSUED BY</u></b>	Administrator	<b><u>NUMBER</u></b>
ADM - 24		
<b><u>CATEGORY</u></b>	Administration, Therapeutic/Rec	<b><u>ORIGINAL DATE</u></b>
July 1988		
<b><u>DISTRIBUTION</u></b>	All Departments	<b><u>REVISED DATE</u></b>
July 2006		

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### CONFIDENTIALITY

#### **POLICY**

All employees of the Home have an individual right to privacy and must recognize and respect the Resident's and fellow employees' right to privacy.

All information related to an individual must be treated as confidential. This extends to all aspects of his/her physical or mental situation and to all information regarding his/her personal life situation, financial situation or eccentricities.

Individual's dignity and uniqueness as persons, regardless of the situations in which they find themselves, must always be respected.

#### **PROCEDURE**

- All information concerning Residents, fellow employees or Home business **MUST** be held in strictest confidence. It must **NOT** be discussed with others outside of the Home.
- It is your responsibility to safeguard the reputation of our residents, fellow employees and Home at all times.
- Aside from the sharing of essential information by those people caring for the Resident, there are three other ways in which information may be released:
  - Upon court order
  - Upon the written authorization of the Resident
  - Upon request of a Minister of Health or agent
- A ***Pledge of Confidentiality*** form (following) must be explained and signed at time of hiring, and placed on each staff member's personnel file.

**VIOLATION OF THESE STANDARDS COULD RESULT IN SERIOUS DISCIPLINARY ACTION, EVEN DISMISSAL**





## *Hillside Pines*

### ADMINISTRATION MANUAL

<b><u>ISSUED BY</u></b>	Administrator	<b><u>NUMBER</u></b>
ADM - 103		
<b><u>CATEGORY</u></b>	Therapeutic/Recreation	<b><u>ORIGINAL DATE</u></b>
<b><u>DISTRIBUTION</u></b>	All Departments	<b><u>REVISED DATE</u></b>
July 2006		

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### RESIDENT ABUSE

#### **POLICY**

Residents of Hillside Pines are entitled to be treated at all times with care, dignity, and respect. Therefore, any Resident abuse is a serious breach of acceptable conduct on the part of the Hillside Pines' Volunteers, and would demonstrate blatant disregard for the philosophy and objectives of the Home.

#### **DEFINITIONS**

Resident abuse is any form of improper or abusive treatment of Residents. It includes, but is not restricted to, all aspects of physical, sexual, psychological or verbal abuse, mistreatment and neglect. Abusive conduct often involves various communications of inappropriate behavior, which cannot be categorized under a single heading; therefore, the definitions below are not mutually exclusive.

- **Physical Abuse** – includes, but is not limited to, inappropriate physical contact with a Resident, which harms or is likely to harm the Resident. Inappropriate physical contact includes, but is not limited to, striking, pinching, kicking, and shoving.
- **Sexual Abuse** – includes, but is not limited to, offensive sexual comments, gestures, sexual molestation or physical contact that is considered to be objectionable.
- **Psychological/Verbal Abuse** – includes, but is not limited to, inappropriate shouting at Residents, inappropriate conduct or conversations with Residents, belittling their cultural or racial background, and the use of obscene language or threats directed at Residents.
- **Mistreatment** – means the inappropriate use of medications, isolation, and physical or chemical restraints
- **Neglect** – means the failure to provide timely, consistent, safe, adequate and appropriate services, treatment and care to a Resident.

Education and training regarding Resident abuse is made available to staff when hired.

**DISCIPLINARY ACTION**

- Volunteers who know of, or have reason to suspect a case of Resident abuse shall report it promptly to their immediate supervisor.
- Administration and other appropriate authorities shall immediately and thoroughly investigate all complaints or suspicions of Resident abuse, i.e. Police, Human Rights Commission, etc.
- Volunteers who are suspected of Resident abuse will be asked to stay home, pay pending the completion of investigations outlined above.
- Volunteers, who are found to have contravened this policy of Resident Abuse, will be dismissed.
- Volunteers who had knowledge of, or reason to suspect Resident abuse but failed to report it, will be subject to Disciplinary Action.