

# Volunteer & Student

# Handbook



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# WELCOME

On behalf of the Committee of Management, the staff and residents of Fairhaven, I would like to extend a very warm welcome to you.

Fairhaven volunteers act as ambassadors by promoting Fairhaven in the community. Volunteers bring diverse talents, ideas, energy, and experiences that enrich the lives of the residents. Volunteers play a vital role in the Fairhaven Foundation, a charitable foundation dedicated to acquiring and managing donations for the purpose of advancing the mission of Fairhaven and its role in the community.

Our philosophy is to ensure we provide a high quality of life to residents. Fairhaven works collaboratively with our community partners to ensure the needs of our residents are met within a network of comprehensive services.

Welcome to our team where you will be enriched by your contributions to Fairhaven.

“To the world you are one person.

To one person, you are the world.”

Sincerely,

Joy

Joy L. Husak  
Executive Director



**VOLUNTEER CONTACT INFORMATION**

The Programs and Volunteer Manager recruits, interviews, orientates, and places volunteers in various positions. The Manager is available Monday through Friday from 9:00 a.m. – 5:00 p.m. in office 3007.

Rhonda Lusic, Programs and Volunteer Manager

Telephone: 705-743-0881, extension 248 or 348

E mail: rlusic@fairhavenltc.com

**INTRODUCTION**

Fairhaven is owned by the City and County of Peterborough. It has 256 beds and has provided services to seniors since 1960. Over the years, Fairhaven has provided quality care to more than three thousand residents requiring long- term care within the City and County of Peterborough.

As the needs of the community have changed, Fairhaven has responded by expanding its scope and reaching out to serve the continuum of needs in the long term care sector to individuals of all ages. Our compassionate attitude is reflected in our Mission Statement:

“Committed to enhancing the quality of life in a caring and safe environment.”

Care is geared to the needs of each individual resident. Varying degrees of assistance, support and services are available to the residents to ensure their requirements are met and at the same time their individuality and independence are maintained.

**OUR STAFF**

The following people, along with departmental staff members, work together to provide the various services to Fairhaven residents.

- Executive Director..... Joy L. Husak
- Medical Director ..... Dr. Don Spink
- Director Resident Care ..... Sharon Drew
- Director Corporate Services ..... Eric Lodgins
- Accountant ..... Doug Frost

Senior Manager Human Resources.....Carl Carr

Finance Manager .....Kerri Wellstood

Resident Care Manager .....Anne Florence

Resident Care Manager .....Wendy Smith

Resident Care Manager .....Betty Hazen

Occupational Health and Safety Specialist...Heather Ryner

Nutrition Services Manager.....Karen Lombardo

Food Services Supervisor .....Sheridan Cardwell

Dietician .....Meaghan Wallace

Building Services Supervisor .....Randy Hauth

Family and Client Relations Supervisor .....Marilyn Young

Resident Care Specialist .....Lori Rowsell

Programs & Volunteer Manager .....Rhonda Lustic

Management Support Co-ordinator.....Jennifer Baro

Housekeeping Services Supervisor .....Lillian Horn

Receptionist .....Dianne Hartwick,  
 Kathy Bain & Julie Williams

**COMMITTEE OF MANAGEMENT**

The governing body of Fairhaven is the Committee of Management. This committee consists of a Chair, Vice-Chair, and five members. Four members are appointed representatives, two from the City, two from the County and the remaining three are approved as community representatives. The Executive Director; participates as an ex-officio Director. Doug Percy is the current Chair of the Committee of Management.

**MISSION**

Committed to enhancing the quality of life in a caring and safe environment

**VISION**

Recognized as a leader in providing quality care through spectacular service, innovation, education and collaboration with our residents, clients, staff and community

partners.

## CORE VALUES

Resident focus  
Respect  
Integrity  
Enthusiasm  
Innovation

**Everyone matters...**

## RESIDENT RIGHTS

Fairhaven fully respects and promotes the rights of residents as expressed in the Long-Term Care Homes Act, 2007 (Bill 140).

### Resident Rights:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.

11. Every resident has the right to,
  - i. participate fully in the development, implementation, review, and revision of his or her plan of care,
  - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
  - iii. participate fully in making any decisions concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
  - iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.
12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.
16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,

- 
- i. the Resident's Council,
  - ii. the Family Council,
  - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,
  - iv. staff members,
  - v. government officials,
  - vi. any other person inside or outside the long term care home.
18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
  19. Every resident has the right to have his or her life-style and choices respected.
  20. Every resident has the right to participate in the Resident's Council.
  21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.
  22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
  23. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.
  24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
  25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.
  26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007,c.8,s.3(1)

### **GOVERNING LEGISLATION**

Fairhaven, like all other Long-Term Care Homes in Ontario, operates according to the regulations set out in *The Long-Term Care Homes Act, 2007* (Bill 140). This act determines most aspects of Home activity such as:

- Establishment and operation of Homes,
- Admission to and discharge from Homes
- Resident care and services
- Accommodation rates and management of resident trust accounts
- Resident Rights

### **FAIRHAVEN POLICIES**

A copy of Fairhaven's Administrative Policy and Procedure Manual is located at each of the following Care Centres: Riverside Special Care, WV2, WV3, WV4 and WV5.

You are required to be aware of each of the following policies.

#### **Complaints and Concerns**

Residents and/or their next-of-kin who may wish to raise a concern, lodge a complaint, obtain information about or recommend change involving Fairhaven, can do so by sharing the issue (depending on its nature) with:

- Fairhaven staff; management or administration
- Fairhaven Resident Advisory Council, executive members
- Fairhaven Food Committee
- Fairhaven Committee of Management
- Ministry of Health and Long Term Care Duty Inspector, 1-877-779-5559
- Director of the Performance Improvement and Compliance Branch, MOHLTC
- Minister of Health and Long-Term Care
- Long-Term Care INFOLine - 1-866-434-0144

A current contact list is posted and copies provided in the Resident and Family binder at Reception. We encourage residents and families to express their concerns to a manager if there is a problem. It is anticipated most issues can be resolved to the satisfaction of all concerned by our team.

Serious issues must be put in writing. A member of the senior management committee will respond within ten days to a resident's (or his/her next-of-kin's) requests, suggestions and complaints, indicating possible plans of action. In accordance with legislation, Fairhaven's annual audited statement findings of the

annual Ministry of Health review and Residents' Bill of Rights are always available for public review at the front entrance.

The following Fairhaven policies are available for perusal:

*Resident Concerns – Process, AVI a.15*

*Resident and Family Concerns Tracking at the SMC Level, AVI a.16*

*Resident Suggestions and Complaints, AVI d.3*

*Suggestion Box, AXI g*

**Resident Abuse** (Fairhaven Policy AVI a.4, *Abuse of Residents*)

Fairhaven ensures a positive atmosphere exists within its environment for both residents and staff by endeavouring to ensure that each individual's human rights and personal dignities are respected. Abuse of a resident in any form or threats of abuse are not tolerated under any circumstance. If you or your next-of-kin witness an incident which might be defined as abusive, it is your responsibility to inform the nurse or other senior staff member about it, as soon as possible. All allegations will be investigated and reported to the Executive Director immediately.

**Restraint** (Fairhaven Policy AVI p, *Restraints*)

Fairhaven has a policy of least restraint. Restraint alternatives are considered as part of the comprehensive assessment completed when residents require devices to optimize safety. Devices can also be used to support activities of daily living such as eating and positioning- in that case they are personal assistive services device (PASD). Qualified practitioners consult with residents and families in the determination of the appropriate treatment approach, based on resident needs.

**Scents and Aerosols** (Fairhaven Policy OH-V s, *Environmental Hypersensitivity*)

The use of some chemicals can cause certain residents and/or staff to suffer breathing problems, sometimes severe enough to require hospitalization. Because of this, staff and volunteers are asked to cooperate in the following ways:

- Refrain from wearing perfumes, perfumed hairsprays, or aftershaves when inside Fairhaven.
- Notify staff if aerosol products, lilies, or other heavily scented flowers are found in the Home.

**Whistle Blower** (Fairhaven Policy AIII a.1, *Whistle Blower*)

This policy identifies that there is no form of retaliation against anyone because of disclosure of information to an inspector or to a member of Fairhaven's leadership team.



## EMERGENCY CODES

EMERGENCY CODES		
	<b>Orange</b>	External Disaster
	<b>White</b>	Violent/Threatening Person
	<b>Blue</b>	Medical Emergency
	<b>Black</b>	Bomb Threat
	<b>Red</b>	Fire
	<b>Yellow</b>	Missing Person
	<b>Green</b>	Evacuation
	<b>Brown</b>	Hazardous Material Spill
	<b>Purple</b>	Power Outage/Blackout

The graphic, to the left, shows the emergency codes used at Fairhaven. For example, when a Code Yellow is announced, this identifies that a search for a missing resident has been started. Staff are assigned responsibilities when the various codes occur and respond promptly according to their training.

### Code Red – Fire Safety

**REACT** Upon Discovery of Fire or Smoke:

All volunteers must be aware of the following steps to take if they discover a fire:

- Remove persons in immediate danger, if possible
- Ensure the door is closed to confine the fire and smoke
- Activate the fire alarm system using the nearest pull station\*
- Call the fire department to ensure alarm has been received
- Try to extinguish the fire or concentrate on further evacuation

\* Pull stations are located near every marked exit door in the Home.

The sequence of these steps will vary depending upon the circumstances of the fire and the responding person's abilities.

Remain calm, wait for assistance, and follow instructions.

**DO NOT** use the elevators.

Caution: If smoke is heavy in the corridor, it may be safer to remain where you are.

Close and place a wet towel at the base of the door. If you encounter smoke in the stairway, use an alternate exit.

### Fire Alarm Procedure

1. Stay with the resident(s) whether in the resident's room, lounge or activity area.
2. If escorting residents in the corridor, guide them to the nearest available and appropriate room.
3. Remove obstacles from the corridors: i.e. carts, wheelchairs, etc.

4. Keep residents seated. Ensure those in wheelchairs have the brakes on.
5. Be aware of hearing impaired residents' difficulties with hearing the alarm and ensure they understand.
6. Close doors and windows, and turn off fans. Lights may remain on.
7. If working in an office, turn off fan, close window and door, and stand in the corridor.
8. Be alert and conscientious and **do not** treat the alarm as a drill. Await further instructions.

### **GUIDELINES FOR VOLUNTEERS**

The following information is provided alphabetically with the hope that it will add to your enjoyment and effectiveness as a volunteer, as well as ensure the safety and security of Fairhaven residents, staff and visitors.

#### **Absence**

Consistency and punctuality are always very much appreciated but not always possible. If you expect to be late or absent, please notify your supervisor directly through voice mail or leave a message with the Receptionist at 705-743-4265.

If you plan to be away or on vacation, please contact Rhonda Lusic, Programs and Volunteer Manager at 705-743-0881 ext 248 or by email at [rlusic@fairhavenltc.com](mailto:rlusic@fairhavenltc.com)

#### **Accidents**

If you are injured while at Fairhaven, you must report the injury immediately to your supervisor or the Programs and Volunteer Manager (or in her absence to the Occupational Health & Safety Manager). During evenings or weekends, report directly to the Admin RN in the Conference Room on Westview 3.

If you come to the assistance of a Resident who has had an accident:

1. Tell the resident that you are going to get help.
2. Note the location of the accident.
3. Proceed to the nearest nursing station to notify staff of the location of the resident needing help.
4. If required, return to the resident to assure him/her that help is coming.

Please Note: **Do not attempt to move a resident who has had a fall!**

### **Alcohol**

Volunteers are prohibited from being under the influence of alcohol or illegal drugs while carrying out their duties.

Volunteers may serve alcohol to residents **only** when it is part of their volunteer role or when specifically requested to do so by and under the supervision of staff.

### **Assisting Residents**

For the personal safety of both parties, do not attempt to lift or toilet a resident. Instead offer to seek out a staff member who has the special training required to perform this task.

\* Also refer to *Wheelchair Procedures* on page 19.

### **Bulletin Boards**

It is your responsibility to refer to the bulletin board in the Volunteer Lounge for important information. Please check it on a regular basis.

### **Buses**

Fairhaven is on the George Street North Bus Route and buses stop at the front entrance of Fairhaven every 40 minutes. The first bus is going north to Trent University and the second bus is going south to the downtown terminal.

### **Café**

A Cafe run by the volunteers provides refreshments and sundry items for the residents, visitors, and staff. It is open weekday afternoons from 2:00 to 3:30 p.m. Volunteers who accompany residents to the Cafe receive a complimentary beverage when they give their name to the Cafe volunteer.

### **Changes in Personal Information**

Please notify the Programs and Volunteer Manager if there is a change in your name, address or telephone number.

### **Communication**

Communicating with the elderly may be difficult due to decreased vision, hearing, and speech. When talking to a resident, it is important to communicate in a manner that can be easily understood. Remember that it often takes older people longer to send and receive messages. The following are a few suggestions when communicating with the residents:

1. Approach the resident face to face, at his/her level. (Avoid approaching residents from behind or too quickly as this may startle them.)
2. Smile, introduce yourself, state the purpose of your visit, and greet the resident.

3. Look directly at the resident to whom you are speaking and maintain eye contact.
4. Speak clearly and slowly, in a slightly louder tone. Shouting is not generally helpful. Residents with hearing impairments may read lip movements. If a resident does not hear you the first time, rephrase rather than repeat sentences.
5. Use gestures and/or physical cues to help the resident understand the idea you are trying to share.
6. Be patient! Give the resident time to express his/her thoughts. It is not unusual for an elderly person's response time to be delayed or for him/her to use a similar but incorrect word.
7. Choose a quiet place with few distractions when visiting.
8. Do not whisper or speak exclusively to others when in the presence of a resident.
9. Do not overstay your welcome. Signs of restlessness or drowsiness indicate it is time to leave.

Listening is a very important part of communication. In fact, it may be one of the most meaningful things you can do for a resident. Taking the time to listen conveys to a resident that he/she is important and that you care.

**Confidentiality** (Fairhaven Policy All p.3, *Confidentiality*)

In the normal course of your duties, you will acquire knowledge about Fairhaven residents. Residents may speak openly about themselves, sharing personal information. Please do not repeat confidences or gossip, unless you believe this information to be pertinent to the individual's care. In such instances, inform your supervisor, the Admin R.N., or the Programs and Volunteer Manager. **All** records, reports, and information concerning residents must be treated with the utmost confidentiality. Upon registration, you sign a Confidentiality Statement. Thank you for your co-operation in this important matter.

**Dress Code** (Fairhaven Policy All p.6, *Dress Code/Personal Appearance*)

Volunteers are expected to present a neat, clean, and well groomed appearance. Clothing must be of an appropriate size, style and in good condition.

Volunteers are asked to observe the staff dress code, which states that the following forms of dress are **not** acceptable: blue jeans, track pants, short shorts, cut-offs, sleeveless outfits (sundresses, tank tops), mini-skirts, tight or sheer garments. Walking shorts and skirts that are within six inches above the knee **are** acceptable.

It is recommended that comfortable, non-slip, closed heel and toe shoes be worn to prevent falls or injuries.

Volunteers with long hair, having any contact with food, must wear their hair tied back off their faces. All staff and volunteers entering the kitchen must ensure that their hair is covered with a hairnet. (Hairnets are available at the entrance to the kitchen.)

Name badges are provided and should be worn at **all** times in order to facilitate recognition by residents, staff, and volunteers. Fairhaven name badges are colour coded. Volunteer badges are red.

### **Education**

Fairhaven promotes continuing education. Notices of educational opportunities are posted on bulletin boards and/or in the Volunteer Lounge. As a volunteer, you can attend In-Service education programs if you are interested. Please contact the Programs and Volunteer Manager to make arrangements.

### **Elevators**

Elevators are equipped with a green button that will keep the elevator door open for 90 seconds. Please use this button and encourage residents to do so for their safety and the safety of others.

### **Favours**

Despite the best of intentions, favours provided by volunteers/students can lead to serious consequences for a resident. Please check with either the R.P.N. or your supervisor before giving gifts to a resident.

Residents may wish to reward you for your kindness, but the acceptance of gifts or gratuities is discouraged. Please discuss questions or concerns with the Programs and Volunteer Manager.

### **Infection Control**

Seniors are generally more susceptible to infections and take longer to recover from illness than others. Please do not come to Fairhaven if you have symptoms of a virus or an infection such as a cold, cough, sore throat, fever, vomiting or diarrhea.

Remember to notify the Programs and Volunteer Manager that you will be absent.

It is important to observe good personal hygiene and to wash your hands frequently while in Fairhaven, for your own protection as well as that of the residents. Washing your hands thoroughly can control most infections.

Alcohol-based hand rub/ Handwashing should be done:

- § before starting your duties
- § between contact with residents
- § before and after feeding residents

- § after using the washroom
- § after coughing or sneezing
- § before and after handling or serving food
- § before eating
- § before leaving Fairhaven

Hands should be washed using the following procedure:

1. Wet hands and wrists.
2. Apply liquid soap from dispenser.
3. Lather well and wash vigorously under running water for at least 15 seconds.
4. Rinse thoroughly.
5. Dry with paper towels.
6. Use a paper towel to turn off the taps.

Please use the hand sanitizer, on your way in and as you leave the building. Rub in for 15 seconds (sing "Happy Birthday"). Hand sanitizer dispensers are located throughout the building.

Routine Infection Control Practices are used for all residents at all times.

Routine Infection Control Practices must be adhered to as follows:

1. Hand washing is the most important standard for infection control. Hands must be washed immediately whenever there is likelihood that they have been soiled with body fluids.
2. As gloves must be worn whenever there is direct contact with blood or infective material capable of transmitting a blood borne disease, please report any incidents to the nursing unit as soon as possible.
3. Blood spills should be confined and contained as quickly as possible. Please report any such spills to the nursing unit as soon as possible.

Mode of transmission signage is used if residents are in isolation due to illness or infection. Signs are colour coded as follows:

Yellow for Droplet/Contact Precautions  
Pink for Airborne Transmission Precautions  
Green for Droplet Precautions

Volunteers should be aware of signage that could be found on resident room doors, if they are in isolation. Please refer to the specific instructions on the sign before entering the room. Please direct questions to any staff member.

**Insurance**

You are covered under liability insurance carried by Fairhaven, while volunteering within the scope of your duties.

**Kitchen**

Doors to the kitchen are kept locked at all times. If you require assistance from the kitchen, call ahead via Receptionist so someone can meet you at the door. Everyone entering the kitchen area is required to wear a hairnet. These are kept in a box on the wall just inside the entrance to the kitchen.

**Lockers**

Twelve small lockers with locks and a coat rack are located in the Volunteer Lounge. To sign out a key, please write the date, time, key number and your name in the record book. Keys are numbered 1 to 12 and correspond to the locker numbers. Keep the key with you while volunteering at Fairhaven. Before leaving Fairhaven, return the key and sign your initials in the record book. Keys are located in the bottom drawer of the desk in the Volunteer Lounge. As there are a limited number of lockers available, please use them to store your personal belongings **only** while volunteering in the Home.

**Meals and Breaks**

Volunteers/students are welcome to use the Staff Lounge or balcony on level 4 for meals and breaks. A refrigerator is available for volunteer use in the staff lounge. A pop machine is located in the staff lounge or in the vending area across from the reception desk. Complimentary coffee/tea, cold drinks and cookies are available in the dining room on Westview 5 at the resident servery area at any time.

During the afternoons, volunteers may take their breaks in the Cafe, which is open from 2:00 to 3:30 p.m.

Resident Meal Times in all dining rooms are:

Breakfast	8:30 am
Lunch	12:15 pm
Supper	5:15 pm

**Orientation**

Orientation to Fairhaven may be provided on an individual and/or group basis. It is important for you to become familiar with Fairhaven and our policies in order to assist the residents in a safe and effective manner. The Programs and Volunteer Manager provides a general orientation to Fairhaven. Placement specific orientation is also provided. Please do not hesitate to ask staff members for information that will help you become oriented to your position.

**Outbreak**

Should the Peterborough County/City Health Unit declare an outbreak at Fairhaven, the Programs and Volunteer Manager or designate will contact volunteers if it is recommended that volunteers not be on duty in the building. In other situations, volunteers can make a personal decision about continuing with their volunteer role in an outbreak situation. Those who choose not to come to Fairhaven are asked to notify the Programs and Volunteer Manager. Volunteers can call the Outbreak Hotline at 743-0881, extension 200, at any time, for an update on the outbreak status and precautions which are in effect.

**Parking**

Volunteers may obtain parking permits from the Programs and Volunteer Manager. This will enable volunteers to park in the parking lot to the west of the Home's main entrance (parking spaces located nearest Adam Scott Collegiate). The permit is to be placed in the vehicle's front window. Parking permits must be returned to the Manager, Resident Programs when a volunteer discontinues his/her service. A bicycle rack is located near the entrance to Fairhaven, for cyclists.

**Privacy**

Every resident has the right to privacy. Always knock before entering a resident's room, even if the door is open, and wait for an invitation to enter. If you do not get an answer, announce your presence quietly as the resident may be sleeping.

**Recognition**

A volunteer recognition event is held annually during National Volunteer Week in April. This celebration gives Fairhaven an opportunity to formally recognize and thank our volunteers.

**References**

References are provided upon request for active volunteers or for volunteers, who have resigned or are inactive, for up to five years after leaving the program.

**Resident Home Areas - Care Centres**

There are eight resident home areas (RHA). Each RHA provides care for a specific group of residents. Note the location of each care centre, as they are the first place to turn for emergency assistance.

Riverside Special Care (a secure unit) - Level 1  
Westview 2 and Riverside 2 – Level 2  
Westview 3 and Riverside 3 – Level 3  
Westview 4 and Riverside 4 – Level 4  
Westview 5 – Level 5

**Resident Identification Bracelets**

Residents wear coloured ID bands to promote awareness for staff and volunteers of potential issues as follows:

Blue = specialized diet – please check before giving food or drink to this resident  
Grey = Regular diet – this resident can make their own food and drink choices  
Orange = the resident could be resistive – please approach with caution

### **Resident Information**

Information about residents who have recently come to live at Fairhaven is available through the Reception Desk, located near the front entrance, or Programs and Volunteer Manager. To be kept informed of resident deaths, please refer to the “In Memory” board outside the Worship Centre and in the main lobby beside the elevator.

### **Resignation**

If you wish to discontinue your volunteer service, please notify the Programs and Volunteer Manager and arrange to return your name badge and parking permit.

### **Room Numbers**

All resident rooms have an assigned 3-digit number. The first digit signifies the floor i.e. level of the Home. The second and third digits signify the room number. Rooms 01 – 28 are located on Riverside and rooms 29 – 56 are located on Westview. Room numbers are located beside the resident's doorways on nameplates. Core areas and all other non-resident rooms have a four digit number with the first number representing the floor i.e. level. For example, the Programs and Volunteer Manager's office is 3007.

### **Smoking**

Fairhaven is a non-smoking building for residents, staff and volunteers. If you witness a resident smoking in his/her room, it is important that you report this **immediately** to the nearest Care Centre. A Smoking Incident Form will need to be completed with the RHA RPN or RN. Only residents are permitted to use the Resident Smoking shelter at the front of the building.

### **Statutory Holidays**

Some programs do not operate on statutory holidays. Please check with your Supervisor or the Programs and Volunteer Manager to determine which are not operating.

### **Telephones**

Volunteers may use the telephone, which is located in the lobby area on level 2. Please dial 9 first to get an outside line. Volunteers are asked not to make calls on any of the private phones belonging to the residents or on Fairhaven's business lines. Volunteers are asked to turn personal cell phones off while volunteering at Fairhaven.

### **Transfer Logos**

A transfer logo is posted in each resident's closet. There are five different colours. Each logo describes and pictures the type of transfer required to move a resident.  
**Please do not assist with the transfer or lifting of any resident.**

**Visitors**

We encourage volunteers to recruit friends and family to join our volunteer team. However, please check with your supervisor before bringing visitors to accompany you while performing your duties.

**Volunteer Hours**

You are asked to record your volunteer hours in the binder located in the Volunteer Lounge. The total number of hours contributed is reported to our Administration and Committee of Management on a quarterly basis.

**Volunteer Lounge**

A lounge has been provided for volunteers. The Volunteer Lounge is located on level 5. In addition to providing lockers and a coat rack, the lounge provides an area for volunteers to record their hours. Important information for volunteers is posted on the bulletin board in the lounge. Please get into the habit of checking it regularly.

**Wheelchair Procedures**

In order to ensure the safety and comfort of residents in wheelchairs, it is important to follow these procedures:

1. Introduce yourself and inform the resident why you are moving him/her and where you are going.
2. Check that the resident's hands are resting comfortably in his/her lap before starting to wheel the chair. Ensure that blankets or clothing are tucked in around the resident so they won't catch in the wheels.
3. Check that the footrests are down and that the resident's feet are resting comfortably upon these rests.
4. Check that the brakes are released.
5. Proceed slowly, turn corners cautiously and put the brakes on once the resident has reached his/her destination. Use mirrors when approaching main intersections.
6. Wheel forward into the elevator with the wheelchair, but back the chair out of the elevator. In this way, you will first be able to check the traffic flow. Remember to use the GREEN button to ensure the elevator door remains open while you are portering the resident on and off.
7. When assisting residents down a slope or incline, always descend backwards, with you going first, supporting the person in the wheelchair.  
CAUTION: Going up or down steps or curbs with a wheelchair requires practice. Please ask for assistance before trying this task.

**WHMIS**

WHMIS stands for Workplace Hazardous Materials Information System. It is an information program created to inform and protect employees from various chemicals and hazardous materials that exist in the workplace. As a volunteer, contact with dangerous chemicals is rare, but you should be aware of the labels and symbols on such materials. Material Safety Data Sheets (MSDS) on products used at Fairhaven are located in Building Services, Admin RN and Occupational Health and Safety Specialist offices, at Care Centres and in all Departments. Feel free to ask questions about exposure to or handling of labelled materials while volunteering at Fairhaven.

*Thank you for joining the team at Fairhaven.*

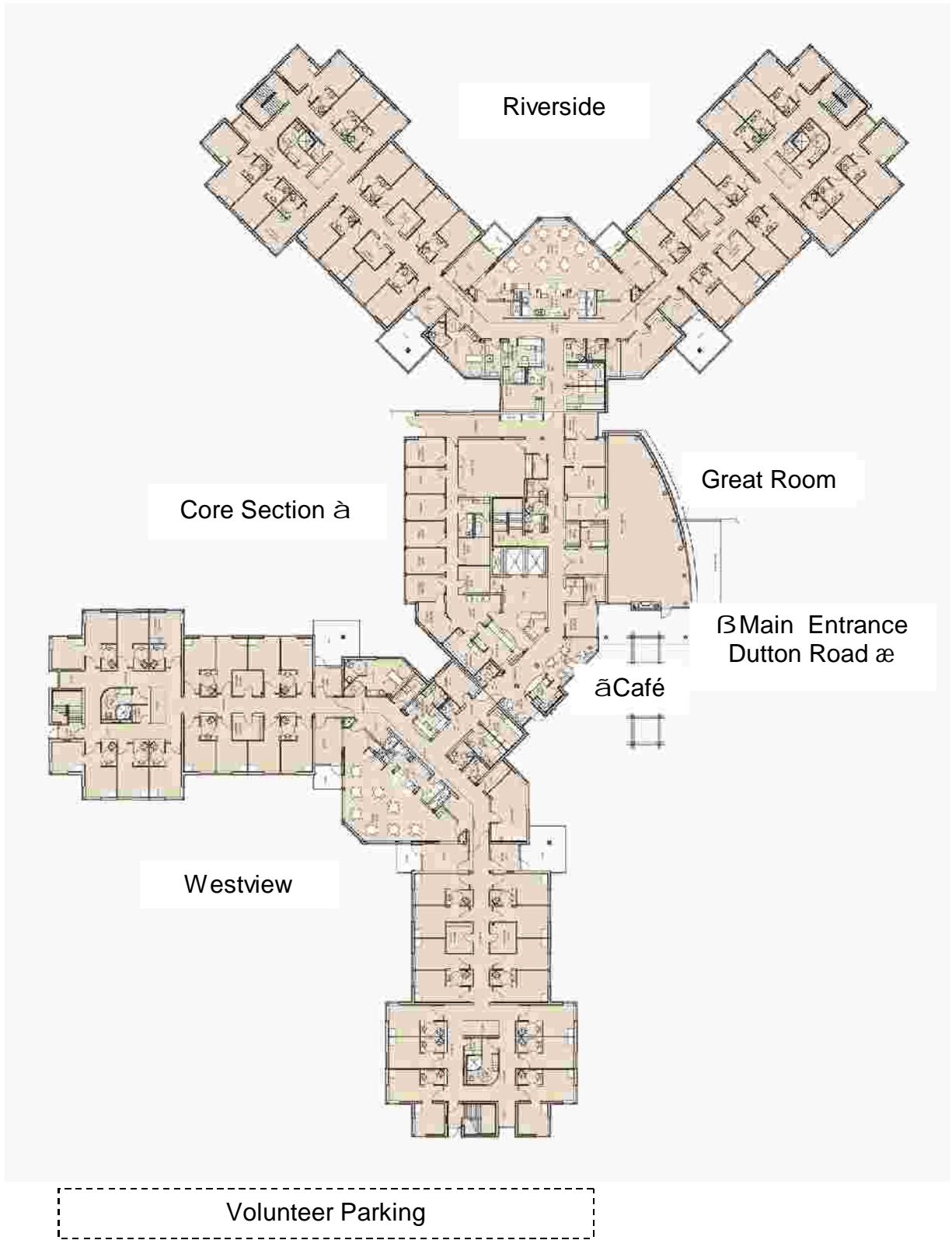
*We hope your experience here is  
a rewarding one.*

*If you enjoy your volunteer role,  
tell others;  
if you don't, please tell us!*

~ | TM

### FAIRHAVEN FOOTPRINT

(Level 2 is shown)



**WAY FINDING AT FAIRHAVEN**

Level	Westview Side of the Building	Core Section of the Building	Riverside Side of the Building
1		Main Kitchen Staff Entrance Housekeeping & Laundry Maintenance	Riverside Special Care Secure Garden
2	Westview 2 Dream Garden RN Conference Room	Main Entrance Reception Great Room Café	Riverside 2
3	Westview 3 Admin RN Conference Room/First Aid Post	Worship Centre Hospitality Suite Rhonda Lusic's office	Riverside 3
4	Westview 4	Physiotherapy Room Staff Room & Balcony	Riverside 4
5	Westview 5	Hairdressing Shop Volunteer Lounge	