

# Sanctuary at Bellbrook Volunteer Handbook



## Sanctuary at Bellbrook Retirement Community

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# Welcome to Sanctuary at Bellbrook!

We truly appreciate the time you are giving to “brighten the days” of our Elders. We sincerely hope that the time you spend at Sanctuary at Bellbrook will bring special meaning to your life.

Sanctuary at Bellbrook is a retirement community developed and managed by Trinity Senior Living Communities, part of CHE/Trinity Health.

Retirement communities, nursing homes, residential facilities and community services are part of the care directed to older persons and their families. Through our provisions of service, we seek to impact the feeling of belonging both in the Elder community and in society as a whole.

As a retirement community volunteer you will be working as a member of the Sanctuary at Bellbrook team. You are a key person playing a unique role in the delivery of total health care by making the Elders feel that they are still involved in life and part of society as a whole. The sense of gratification you feel from being truly needed and from knowing that you are making the lives of Elders more meaningful and enjoyable will be a fulfilling experience.

A concerned and dedicated volunteer is an invaluable asset to this community, and greatly appreciated by the Elders, their families, and the staff. We need the help of our volunteers if we are to continue to maintain the high level of total health care we have set as our standard.

This manual is designed to serve as a working guide for all volunteers. Its purpose is to provide for consistency in the administration of the Sanctuary at Bellbrook volunteer program. We hope your experience proves to be one of personal satisfaction and growth. Thank you for your commitment!

## Our Mission Statement

We, CHE Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

## Our Core Values:

### *Reverence*

We honor the sacredness and dignity of every person.

### *Commitment to Those Who Are Poor*

We stand with and serve those who are poor, especially those most vulnerable.

### *Justice*

We foster right relationships to promote the common good, including sustainability of Earth.

### *Stewardship*

We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

### *Integrity*

We are faithful to who we say we are.

## The Eden Alternative

The Eden Alternative has the potential of remaking the experience of aging and disability across America and around the world. It is a powerful tool for improving quality of life. To make that happen however, we need to teach others about what The Eden Alternative is and how they can use it to transform the communities in which they work.

We create coalitions of people and organizations that are committed to creating better social and physical environments for people. We are dedicated to helping others create enlivening environments. We are dedicated to eliminating the plagues of Loneliness, Helplessness, and Boredom. We are dedicated to helping people grow.

The core concept of The Eden Alternative is strikingly simple. We must teach ourselves to see the environment as habitats for human beings rather than facilities for the frail and elderly. We must learn what Mother Nature has to teach us about creating vibrant, vigorous habitats.

The Eden Alternative shows us how companion animals, the opportunity to give meaningful care to other living creatures, and the variety and spontaneity that mark an enlivened environment can succeed where pills and therapies fail. Our goal is to help people weave together the philosophy of The Eden Alternative with the real world of daily practice.

## Building Information and Policies

### Hours

South Entrance: Doors are open at 7:00 a.m. and locked at 9:00 p.m.

Main Entrance: Doors are open at 8:30 a.m. and locked at 5:00 p.m.

### Parking

Volunteers are to park near the South entrance along the rocks and enter in the South entrance.

### Valuables

Leave cash and valuables at home. The facility cannot be responsible for missing items.

### Smoking

This is a smoke free facility.

### Telephones

Please do not use the telephones for personal calls. The concierge will accept only emergency incoming calls for employees and volunteers.

## **Liability**

Sanctuary at Bellbrook assumes liability for an accident or injury to an Elder by a volunteer who is acting within the scope of his or her assigned duty. A volunteer who commits a serious error, jeopardizes the jobs of staff members and in extreme cases, cause the facility legal issues. It is essential that you follow the instructions given to you at all times. In case of an injury to the volunteer while performing assigned duties, the Department Leader you are working with should be notified immediately.

## **Stairs**

Do NOT take Elder up or down the stairs.

## **Food**

Please check with the nursing staff before giving food or beverage to Elders. Some Elders have restricted diets such as diabetics, or swallowing and chewing difficulties.

# **Treatment and Care of Elders**

## **Elder's Dignity**

Respect their personal dignity at all times. Speak to them with respect as adults and not as children. Inappropriate speech includes using baby talk and/or a patronizing tone. Never talk about the person in his/her presence as if he/she were not in the room. Address Elders using their full names unless told otherwise. Be careful not to call them by names such as "honey", "sweetie", "sugar pie", etc.

## **Dealing with Confused/Disoriented Elders**

As you become more familiar with the Elders, you will notice that some may be confused or disoriented at times. Try to focus their attention on what you are saying by speaking to them on their level and facing them. Never approach Elders from behind or from the side. You might try holding their hand while speaking in a friendly, reassuring way. If they seem upset or confused, try leading them back gently to reality. If Elders become combative, please get help from a nurse, activity aide, or nurses aide; do not try to handle the situation yourself.

## **Accident/Injury**

It is very important that you report any accident or incident involving you, an Elder, or a visitor, no matter how small or insignificant it may seem. An Accident/Incident report will be initiated immediately with medical attention if necessary. Please notify the appropriate department, e.g. Activities, Pastoral Care, etc. You must check with the nurse before taking Elders out of their designated neighborhood. This ensures the Elder's safety. Elders must be dressed appropriately and not in their pajamas/gowns. Never leave an Elder unattended. When returning the Elder to their neighborhood, please inform their nurse of your return.

## **Transporting Elders**

Always inform the Elder where you are going before you take them anywhere.

If the Elder is in a wheelchair (for 3rd Floor Elders only - \*\*If the footrests are missing from the wheelchair, find the footrests. For 2nd Floor - Assisted Living- footrests not permitted) make sure their feet are not dragging or caught in the wheels.

You must check with the nurse before taking Elders off of their designated neighborhood. This ensures the Elder's safety. Elders must be dressed appropriately and not in their pajamas/gowns. Never leave an Elder unattended. When returning the Elder to their neighborhood, please inform their nurse of your return.

## Communicating Effectively with Elders

Building good relationships with elders is important for many reasons. This can be achieved if we all promote a peaceful environment and use effective communication practices throughout the Sanctuary at Bellbrook.

*Some ways to improve relationships include:*

- Smile and approach slowly and calmly from the front
- Speak slowly and in a calm, clear voice
- Introduce yourself
- Use touch if you know the person responds positively to it
- Respect the person's space
- Break a task into simple steps to avoid asking the elder to do too much
- Keep language simple
- Be conscious of non-verbal communication

Keep it simple. Many of our elders are cognitively challenged, and would respond better to short, simple statements or questions. Give instructions one step at a time, and break activities down into simple tasks.

### ***What Do We Talk About?***

Asking open-ended questions encourages conversation with an elder. Keep away from questions that can be answered with a simple "yes" or "no." Ask questions that require an active response, such as, "where did you grow up?" or "tell me about your grandson."

*Topics include:*

- Genealogy (nationality, heritage, family tree, etc.)
- Close friends/neighbors (how did you meet, activities)
- Description of childhood
- Key life events (vacations, weddings, births, etc.)
- Places lived (why did you move there? Etc.)
- Work history
- Awards received (sport, school, workplace, etc.)
- Favorite activities or hobbies
- Animals and pets
- Travel

## Fire/Disaster Procedures

### Fire

*If you discover a fire, remember to:*

**R**escue

**A**larm

**C**onfine

**E**xtinguisher

And...

**P**ull

**A**im

**S**pray

**S**weep

### Tornado

A weather alert radio is kept and monitored at the third floor nursing station. The charge nurse will announce a tornado watch or warning over the public address system. When such an announcement occurs, you should report to the designated supervisor of the area in which you are working.

## Volunteer Program

### Screening

Volunteers are screened upon completion of the application, and after an interview has been conducted, Sanctuary at Bellbrook will obtain a criminal background check, and TB tests.

The TB test is required before you begin your volunteer work. TB skin tests are administered by the Assisted Living Nurses between 10:30 a.m. and 6:00 p.m. please see the nurse when you come to do your ministry. The volunteer must return to Sanctuary at Bellbrook 48 hours after the first test to have it read. A second TB test is administered one week following the first test and is again read 48 hours later. On subsequent anniversaries a paper checklist will be completed.

### Training

All volunteers are required to attend a training course on Recognizing and Reporting Abuse. When you complete the volunteer application you will be asked to schedule the training with our Director of Education at 248-656-6347.

### Scheduling

All volunteers will be scheduled for duty according to their availability and the needs of the community. Schedules should be followed as if it were employment, such as being on time and working when scheduled. If you are unable to make the scheduled day, please call the appropriate person and inform them of your planned absence. If you are a Eucharistic Minister, please call someone on your list to replace you.

## **Sign in**

All volunteers will sign in and out in the Volunteer Book located at the concierge desk in Assisted Living.

## **Communicable Diseases**

Volunteers who become ill are strongly encouraged to stay home. If you volunteer as a Eucharistic Minister please call a replacement from the list of Eucharistic Ministers provided to you if possible. Otherwise, please call the department head to notify them of your absence.

## **Universal Precautions**

It is a requirement of Sanctuary at Bellbrook that you wash your hands as you go from elder to elder to prevent the spread of infection. The proper method for routine hand washing is:

- Soap should be used upon entering the building and anytime you are in contact with bodily fluids.
- Apply alcohol-based antiseptic to one palm.
- Spread thoroughly over both hands.
- Include nails and under jewelry.
- Rub hands together vigorously.
- Continue rubbing until hands are dry.

## **Termination**

When a volunteer's conduct or performance is not acceptable, Sanctuary at Bellbrook will counsel the volunteer or they will be asked to leave. The volunteer may be warned and given a second chance, depending on the degree of misconduct.

## **Religious/Spiritual Volunteers**

Those volunteers who lead or assist with religious/spiritual services such as 1:1 room visits, communion, Mass, sacraments, and/or Protestant services should report directly to the Pastoral Care Director.

## **Volunteer Groups**

Volunteer groups are usually members of the community or area churches who schedule group visits or events through the Community Life staff and do various job tasks such as: bingo, musical events, arts-and-crafts, garden club, trick or treat with the children on Halloween, Knights of Columbus, bus outings, and clerical support, etc.

## **Community Service Volunteers**

Those volunteers who are assigned by the court system to complete a number of volunteer hours in the community are considered Community Service Volunteers. These volunteers must follow the normal screening process set forth by Sanctuary at Bellbrook.

## **Ethics**

It is important that you protect each Elder's dignity and privacy. Never gossip about Elders inside or outside of the facility. Volunteers must keep confidential things they see, hear, and learn when in the retirement community. Any information regarding an Elder is privileged information and is to be released only by proper authority. The following is the Code of Ethics for Volunteers, adapted from A Guide for Friendly Visitor, Publications No. 1012, May, 1969, New York State Department of Social Services.



## Code of Volunteers

“As a volunteer, I realize that I am subject to a code of ethics similar to that which binds the professionals in the fields in which I work. Like them, I assume certain responsibilities and expect to account for what I do in terms of what I am expected to do. I will keep confidential matters confidential. I interpret “volunteer” to mean that I have agreed to work without compensation in money, but having been accepted as a worker, I expect to do my work according to the same standards as the paid staff is expected to do their work. I promise to take to work an attitude of open-mindedness, to be willing to be trained for it; to bring interest and attention to it. I realize that I may not have assets that my co-workers have, but I will not let this make me feel inadequate but will endeavor to assist in developing good teamwork.

I plan to find out how I may best serve the residents and to offer as much as I am sure I can give, but no more. I realize that I must live up to my promises and therefore, will be careful that my agreement is so simple and clear that it cannot be misunderstood. I believe my attitude should be professional. I believe that I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.

Being eager to contribute all that I can to human betterment, I accept this Code of Volunteers as my code to be followed.”

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Signature

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Date