

## OUR MISSION

We are dedicated to serving Idaho's veterans and their families by providing superior advocacy, excellent assistance with benefits and education, high quality long-term care, and respectful interment services in a dignified, final resting place.



Tribute Wall of Honor

# Volunteer Handbook

## Idaho State Veterans Home

“Caring for America’s Heroes”



320 Collins Road

Boise, Idaho 83702

(208) 780-1700

## General Volunteer Guidelines

NOTES:

- ◆ Speak softly at all times, especially in hallways, the library and the resident's room. Always use appropriate language.
- ◆ Do not make promises to residents that you cannot or do not intend to fulfill.
- ◆ Report any unusual requests or conversations with residents to Activities or Volunteer Coordinator.
- ◆ Try to give all residents equal attention; try not to show favoritism.
- ◆ Try not to discuss religion or politics with the residents.
- ◆ Avoid discussing their illness.
- ◆ When a person behaves in an unsettling manner, try not to take the behavior personally. Emotional blowups can result from an accumulation of frustrations and have nothing to do with the moment at hand.
- ◆ Please help us protect the dignity and rights of our residents. Do not repeat confidential information obtained from records or from a resident.
- ◆ Always knock before entering a resident's room, pause and identify yourself. If the door is closed, do not knock but return to the nursing station for assistance. Refrain from entering if a doctor, nurse or caregiver is present. Never enter a room marked "No Visitors" or "Isolation."

# Resident's Rights, continued

## Right #17 Environment, continued

I have the right to comfortable lighting and sound levels including temperature levels.

## Right #18 Participate in Resident's Groups

I have the right to form or participate in a resident group to discuss issues and concerns about the nursing home's policies and operations. Most homes have such groups, often called "resident councils." The home must give me meeting space and must listen to and act upon grievances and recommendations of the group.

## Right #19 Transfer and Discharge

I have the right to transfer or discharge if my needs cannot be met, my safety is endangered or services are no longer required. A notice must be given thirty (30) days prior except in cases of health and safety needs. The nursing home must provide sufficient preparation and orientation to ensure a safe transfer or discharge.



- ◆ If you hear criticism of the Veteran's Home from staff, residents or volunteers, please contact the appropriate supervisor so corrective action can be taken.
- ◆ Inform Activities/Volunteer Services if there are any changes to your address or phone number.
- ◆ **PLEASE BE PUNCTUAL AND DEPENDABLE!!**
- ◆ Please call Activities/Volunteer Services if you are unable to meet your assignment.
- ◆ Respect suggestions from staff members and other volunteers.
- ◆ Avoid giving your personal address or telephone number to the residents.
- ◆ **Never accept personal gifts from residents.**
- ◆ **Never ask for, or accept money from, a resident.**
- ◆ Avoid making suggestions to residents about treatments or remedies.
- ◆ Avoid showing pity to residents, but do not be excessively cheerful. The person knows how he or she feels; let them do the talking. Be a good listener.
- ◆ Always report if a resident takes advantage of a situation. If a situation arises which you cannot handle, go to your supervisor or Volunteer Coordinator. **Never argue with a resident.**

- ◆ Exercise good judgment in completing your assignments and show initiative where required.
- ◆ Never place yourself in harm's way. If a task compromises your mental or physical well-being, ask the Volunteer Services Coordinator to be replaced. You will be given another assignment.
- ◆ Do not take residents out of the unit, out of the building or off the grounds without informing the Charge Nurse and Volunteer Services Coordinator.
- ◆ Do not help residents in or out of wheelchairs or beds. This is the responsibility of trained staff.
- ◆ Do not take food, beverages or cigarettes to a resident without permission from the Charge Nurse, Activity Assistant or Volunteer Services Coordinator.
- ◆ Observe the rules. Consult your supervisor or Activities/Volunteer Services in the event you wish to learn the reason for specific rules or regulations.
- ◆ Report any injury/accident immediately to a nursing station and Activity/Volunteer Services. Remember, if you leave the building without reporting it, Workman's Compensation may not cover your treatment.



## **Resident's Rights, continued**

### **Right #13 Mail**

I have the right to send and promptly receive my mail unopened and have access to writing supplies I have requested.

### **Right #14 Staff Treatment**

The nursing home must implement procedures that protect me from abuse, neglect, or mistreatment, and misappropriation of property. In the event of an alleged violation involving my treatment, a thorough and prompt investigation will be performed and the nursing home is required to report it to the appropriate officials.

### **Right #15 Quality of Life**

The nursing home must care for me in a manner and environment that enhances or promotes my quality of life.

### **Right #16 Dignity**

I have the right to be treated with dignity and respect in full recognition of my individuality.

### **Right #17 Environment**

The nursing home must provide a safe, clean, comfortable, home-like environment, allowing me the opportunity to use personal belongings with ease. The nursing home must also assure that I have clean baths and my bed linens are in good condition.

## Resident's Rights, continued

### Right # 9 Privacy, Property & Living

I have the right to proper privacy, property, and living arrangements. I have the right to have private visits and phone calls. Nursing staff is relied upon to protect my property from theft. I am to be notified by nursing staff or social worker if my room or roommate is changed. I also have the right to see any person who gives me help with my health, social, legal, or other services at any time such as my doctor, a representative from the health department, and my Long-Term Care Ombudsman.

### Right #10 Social Services

The nursing home must provide me with any needed social services designed to attain or maintain my highest level of well-being. Some of these services include counseling, discharge planning, solving disputes with other residents and contacting necessary legal and financial professionals.

### Right #11 Free Choice

I have the right to choose my own personal physician and be informed of or participate in planning my care and treatment including any changes to my care and treatment.

### Right #12 Grievance

I have the right to voice grievance concerning my care without fear of discrimination.

- ◆ Cell phones must be off during your volunteer time here. If you must use a cell phone, please go outside the building to make your calls, or ask staff to use the office phone.
- ◆ When returning residents to their unit, always return to the Nurse's Station, do not return them to their room.
- ◆ To avoid possible injury, always ensure resident's hands are on the armrests or in their lap and feet are on the foot pedals (when present). When pushing the wheelchair, push at a slow, steady pace.
- ◆ Do not be excessively affectionate: kissing, embracing, etc. There can be health issues and it is possible for such gestures to be misinterpreted.
- ◆ Personal belongings including Purses: The Veteran's Home does not have a secure place for you to leave your personal belongings and/or purses. Please leave these items at home or in your car. Do not carry your purse/backpack around with you while you are volunteering. If you must bring something, you can leave your items in one of the front offices, but it will not be secure. The Veteran's home will not accept responsibility for lost property.
- ◆ Remember to sign in and out in the Volunteer iPad (located in the lobby) **NOT** the Visitor Book.

## Smoking

- ◆ Smoking (for volunteers of legal age) is permitted outside only in designated smoking areas. The designated smoking areas are as follows:
  - 1) picnic table outside of laundry.
  - 2) back patio in the covered area.If unsure, please ask a staff member for locating these areas.
- ◆ May smoke/vape with residents on an approved, case by case basis.
- ◆ No smoking is permitted in front of the building.
- ◆ **In addition to maintaining compliance with Idaho Indoor Clean Air Act, safe deposit of smoking materials is paramount to maintaining a safe environment.**

## Dress and Personal Hygiene

All volunteers are expected to dress, maintain their personal conduct and exercise personal hygiene in a manner consistent with the nature of their volunteer work and within reasonably accepted limits of the community and the setting where volunteer work is performed.

- ◆ Personal hygiene must be impeccable. Fingernails must be cut to a reasonable length.
- ◆ Cologne/perfume should be used moderately only and hair must be clean and oil free.

## Resident's Rights , continued

### Right #7 Get Proper Medical Care

I have the right to be fully informed about my total health status, medical condition, medical records, prescription, vitamins, supplements, and nursing home fees in a language that I understand. I and/or my family have the right to participate in decisions on my care plan and advance directives. The nursing home cannot require a minimum entrance fee if my care is paid for by Medicare or Medicaid.

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### Right #8 Manage my own money

I have the right to manage my own money or choose someone I trust to do this for me. I must sign a written statement, if I deposit my money with the Nursing home or ask them to hold or account for my money. The nursing home must have a system that ensures full accounting for my funds and allows me access to my bank accounts, cash, and other financial records; they must protect my funds from any loss by providing protection, like a surety bond.

## Resident's Rights, continued

### Right #3 Be Free from Discrimination

Nursing homes must comply with local, state and federal civil rights laws. They must not discriminate based on race, color, national origin, disability, age or religion.

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### Right #4 Be free from Abuse and Neglect

I have the right to be free from physical, verbal, sexual and mental abuse. If I feel I have been mistreated (abused) or the nursing home isn't meeting my needs (neglect), I may report this to the nursing home, my family, my local Long Term Care Ombudsman or State Survey Agency.

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### Right #5 Be free from Restraint

The nursing home can't use any physical restraint (like side rails) or chemical restraints (like drugs) to discipline me or for the staff's own convenience.

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### Right #6 Make Complaints

I have the right to make a complaint to the staff of the nursing home or any other person without fear of being punished. The nursing home must address the issue promptly.

## Dress and Personal Hygiene

Volunteers should **NOT** wear

- ◆ Clothing and/or accessories that display vulgar, derogatory or suggestive pictures, slogans or words that may be interpreted as racially, religiously, ethnically or sexually offensive.
- ◆ Clothing and/or accessories that promote drug or alcohol use.
- ◆ The minimum length of shorts/skirts/dresses and skirts is three inches above the knee. Skirts with slits should be measured from the top of the slit.
- ◆ Tank tops, tube tops, mesh, sheer, halters or bare midriff tops, tops with spaghetti straps less than three inches wide. Clothing must cover undergarments at all times.
- ◆ Pajamas, loungewear, dorm pants, sagging pants or pants worn low in the hip to reveal underwear.
- ◆ Leggings, yoga pants, tight fitting spandex type pants, pants with side slits or holes above the knee, see-through pants or tights and leotards worn as outer garments.



## Volunteer Dining Room Tasks

### Assist with Dining Room Set Up:

- ◆ Wash hands thoroughly with soap and water upon entering the dining room.
- ◆ Place napkins, cups and glasses on table spaced according to the number of names on the table tent.
- ◆ Please remember not to handle any part of the cups, glasses or silverware that will touch the resident's mouth.
- ◆ Please check all glasses and cups for cleanliness and put them upside down.
- ◆ Place appropriate silverware after checking for cleanliness on 1/2 of the napkin and fold the other side over to cover the silverware.
- ◆ Anytime any item falls on the floor, it is considered unclean. The items must be disposed of properly (to dirty cloth bin, garbage can or dish room). You must rewash your hands before continuing with clean set up.



## Definitions, continued

Violation of this policy may result in disciplinary actions including up to termination. All staff, consultants, contractors, volunteers and other care-givers will be educated about this policy as part of their orientation prior to providing services to the residents.

\*Note: Written or verbal consent requires the resident to understand the implications of their consent. Also, residents (or their representative if they are unable to consent) may change their consent at any time, which should be documented.

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## Resident's Rights

### Right #1 Be Treated with Respect

I have the right to be treated with dignity and respect and to make my own schedule and participate in the activities I choose. I have the right to decide when I go to bed, rise in the morning and eat my meals.

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### Right #2 Participate in Activities

I have the right to participate in any activities program designed to meet my needs.

## Definitions, continued

recordings of a resident or his/her private space without the resident's or designated representative's written or verbal consent, must not be done by any employees, consultants, contractors, volunteers, or other caregivers at Idaho State Veterans Home—Boise. Examples include, but are not limited to, staff taking unauthorized photographs of a resident's room or furnishings (which may or may not include the resident), a resident eating in the dining room, or a resident participating in an activity in the common area. Should a photograph or video recording be taken unintentionally; they must be destroyed unless the resident (or their representative should the resident be unable to consent) provides consent.

While residents may give consent for taking of photographs or videos, the use of those photographs must be consistent with the consent and cannot be demeaning or humiliating. Using photographs or video recordings in ways not covered by the consent may be inappropriate. Any photograph(s)/video(s) should ideally be shared with resident or their representative prior to use to make sure they do not find it humiliating or demeaning.

Staff must report to their supervisor any unauthorized (or suspected to be unauthorized) taking of photographs or videos as well the sharing of such

## Volunteer Dining Room Tasks

### Assisting Residents in Dining Room

- ◆ Wash hands thoroughly with soap and water upon entering the dining room.
- ◆ Do not chew gum while serving trays to the residents.
- ◆ If your hair is longer than shoulder length, it should be pulled back.
- ◆ If you have a beard 4 inches or longer, you should not pass trays to residents.
- ◆ Assist with bringing residents to the dining room. Always check with the nurse to make sure that they have had their medications, etc. and that they are ready to go to the dining room. Make sure resident's hand and elbows are in, feet are up.
- ◆ Seat resident at assigned table. Staff will assist with shirt protectors.
- ◆ Once tray line has begun wash hands thoroughly again with soap and water and then sanitize your hands before you serve the trays. Please refrain from touching hair, face, cell phone, etc. as you will need to wash and sanitize again before you serve the trays.
- ◆ Pass trays to residents, asking for the resident by name. Holding the tray please place the plate, beverages and side dishes in front of the resident.

## Volunteer Dining Room Tasks

### Assisting Residents in Dining Room

- ◆ Please do not lift glasses from the top but from the side.
- ◆ Remove cover from the food and ask if you can assist them with cutting meat, salt & pepper, buttering bread or opening and pouring a supplement into a glass.
- ◆ Make sure your bare hands DO NOT touch the food.
- ◆ Place the diet card next to the resident's plate.
- ◆ Bring the cover and tray back to the dish room window but always leave the diet card at the place setting.
- ◆ Return to the tray line, use hand sanitizer and repeat process for each resident.
- ◆ If you cut your hand you cannot serve meals. Gloves cannot be worn either because you have to sanitize your hands after each tray.
- ◆ After the meal, assist residents who need help in removing shirt protectors.
- ◆ Assist with dining room clean-up. Start bussing tables. Make sure nursing staff has taken their meal percentages and that the diet card for the resident is off of the table.
- ◆ If you assist a resident going back to their floor after the meal, do not take them directly to their room. Leave them at the nursing station with the nurse.

## Definitions, continued

- ◆ **“MISAPPROPRIATION OF RESIDENT PROPERTY”** means the deliberate misplacement, exploitation, or wrongful temporary or permanent use of a resident's belongings or money without the residents' consent.
- ◆ **“EXPLOITATION”** - the unfair treatment or use of a resident or the taking of selfish or unfair advantage of a resident for personal gain, through manipulation, intimidation, threats or coercion.
- ◆ **“INJURY OF AN UNKNOWN ORIGIN”** are injuries whose source was not observed by any person or the source of the injury could not be explained by the resident; and the injury includes severe bruising on the head, neck, or trunk, fingerprint bruises anywhere on the body, lacerations, sprains, or fractured bones. Minor bruising and/or skin tears on the extremities does not meet this definition and need not be reported.
- ◆ **“EXPLOITATION THROUGH PHOTOGRAPHY”**  
To prevent the taking and use of photographs or video of residents that the resident (or their representative when they can't make their own decisions) have not granted consent or believes may be demeaning or humiliating. Taking or distributing of any photographs or video (next pg)

## Definitions, continued

- ◆ **“VERBAL ABUSE”** refers to any use of oral, written or gestured language that includes disparaging and derogatory terms to residents or their families, or within their hearing distance to describe other resident’s ability to comprehend.
- ◆ **“PHYSICAL ABUSE”** includes hitting, slapping, pinching, kicking, etc. It also includes controlling behavior through corporal punishment.
- ◆ **“MENTAL ABUSE”** includes, but is not limited to, humiliation, harassment and threats of punishment or deprivation.
- ◆ **“INVOLUNTARY SECLUSION”** means separation of a resident/patient from other residents or from his or her room against the resident’s will or the will of the resident’s legal representative. Emergency or short-term monitored separation from other residents will not be considered involuntary seclusion and may be permitted if used for a limited period of time as a therapeutic intervention to reduce agitation until professional staff can develop a plan of care to meet the resident’s needs.
- ◆ **“NEGLECT”** includes, but is not limited to, failing to provide services, withholding food and water; carrying out resident’s plan of care in a manner that may produce harm; failure to protect a resident from abuse.

## Volunteer Dining Room Tasks

Assist with table clean up by:

- ◆ Check with Dietary staff to make sure all residents have had their meal before clearing the tables. Not all residents come down to the dining room at the beginning of meal time.
- ◆ Remove everything from the table, even if only one resident has dined at the table. Everything should be removed at the end of each meal.
- ◆ Put shirt protectors and cloth linens in large cloth bin.
- ◆ Paper trash should go in a garbage can.
- ◆ Dishes and silverware should go to the dish room window.
- ◆ Wash tables thoroughly with soapy water. Wash the edges of the tables and chairs.
- ◆ Sanitize tables thoroughly with sanitizer in spray bottles. Sanitize the edges of tables and chairs with a clean towel.
- ◆ Also wipe down all condiments on the table (salt, pepper, tabasco, etc.)

You have volunteered

To serve America’s Heroes.

Do Your Work Cheerfully and Willingly!

Thank You!

## Abuse Prevention

Please read the following information that details the different types of abuse and your responsibility to ensure abuse is stopped if you see it and that it is reported if you see it, or suspect it.

1. If you see abuse taking place (theft, physical, verbal, mental, seclusion, neglect) first and foremost ensure the safety of the resident. If abuse is taking place you need to **intervene and stop the abuse**.
2. If you see abuse in any form, **stop the abuse, then report it**. Report the witnessed or suspected abuse to a nurse, and your manager immediately.
3. You will be asked to write and sign witness statement with the facts. Be prepared to be interviewed by the investigator designated by the Administrator.



## Abuse Prevention

If you witness, suspect, have knowledge of, or take part in abuse, neglect, misappropriation of property, or injury of unknown source as defined in the Abuse Prevention Program, you are obligated to report the information immediately.

First and foremost, ensure the immediate care and protection of the resident is applicable by:

- ◆ Assuring the alleged perpetrator is kept away from the resident or others.
- ◆ Having a trusted person stay with the resident.
- ◆ Allowing the resident to stay in an area he/she feels safe.
- ◆ Safeguarding the resident's property.

## Definitions

- ◆ **“ABUSE”** means the willful infliction of injury, unreasonable, confinement, intimidation, or punishment with resulting physical harm, pain, mental anguish, or deprivation by an individual, including a caretaker, of goods or services that are necessary to attain or maintain physical, mental and psychosocial well-being. This presumes that instances of abuse of all residents, even those in a coma, cause physical harm, pain or mental anguish.
- ◆ **“SEXUAL ABUSE”** includes, but is not limited to, sexual harassment, sexual coercion or sexual assault.