

Helping Hands Adult Day Program

Volunteer Handbook and Inquiry Packet

Mission Statement

The "Helping Hands Adult Day Program" is organized as a community service program for charitable and educational purposes, more specifically to establish an adult day social program within Nevada County by providing a safe environment for dependent adults and to allow respite for their caregivers.



"Holding Your Heart in Our Hands"

ADCL#297004181

Physical Address: 17645 Penn Valley Dr, Penn Valley, 95946

Mailing Address: Po Box 309, Penn Valley, 95946

Phone: (530) 432-2540 Fax: (530) 432-2485

Website: <http://nchelpinghands.com>

Director Email: director@nchelpinghands.com

Social Worker: socialworker@nchelpinghands.com

Dear Potential Volunteer,

Thank you for your interest in becoming a volunteer for Helping Hands Adult Day Program. We are so excited to have the opportunity to get to know you and add you to our work family. Please fill out the below Questionnaire and Volunteer Agreement form and return them to us at the mailing address above or by email. Once we have received your questionnaire and volunteer agreement, we will call you for a follow up visit and interview.

In order to volunteer with us you will need to provide us with the following:

- 1.) Volunteer Questionnaire
- 2.) Volunteer Agreement

These will be required upon acceptance as a volunteer:

- 3.) Current TB (PPD) Test Clearance
- 4.) Valid Driver's License or State ID Card
- 5.) Proof of COVID -19 Vaccination and/or Booster
- 6.) Background Clearance (please visit this link <https://www.sterlingvolunteers.com/> and apply for the clearance. It is a \$40 out of pocket expense. You will not be allowed to volunteer with us until you have been cleared.)

We look forward to meeting you!

Sincerely,

Colleen Bond
RN, Program Director

Questionnaire

1. What is your main reason for wanting to volunteer at "Helping Hands"?

2. What are qualities you believe a volunteer should have?

3. What experience or skills do you have that will benefit our program?

4. What expectations do you have from us?

5. How willing are you to befriend the participants in our program?
___ Not at all ___ Some ___ As much as possible

6. In your opinion, how important is cooperation with the program staff?
___ Not at all ___ Fairly important ___ Very important

7. To what degree do persons with impaired memory or dementia problems bother you?
___ Not at all ___ Some ___ Very much

8. How well do you feel you are at communicating with elderly or disabled individuals?
___ Poor ___ Fair ___ Excellent

9. What other volunteer opportunities have you been involved with?

10. Have you attended any educational classes or any training programs that have helped you improve your communication skills?

11. What other training or credentials do you currently have? (CPR, First Aid, CNA, LVN, etc.)

12. Do you have a current (within 3 months) TB (PPD) test or CXR? ___ Yes ___ No
If yes, can you provide proof? ___ Yes ___ No

13. Are you fully COVID-19 Vaccinated? ___ Yes ___ No
If yes, have you gotten the booster shot? ___ Yes ___ No
If yes to one or both above, can you provide proof? ___ Yes ___ No

Policies for Volunteers

Volunteers will...

- Be respectful to staff and participants at all times
- Follow instructions
- Speak in a calm and reassuring manner
- Wear name tag at all times
- Dress appropriately; closed toed shoes, shorts or skirts that are modest only
- Keep personal belongings in designated area (the program is not responsible for lost or stolen property)
- Lunch is provided, however participants and staff come first and seconds may not be available
- No smoking anywhere on the premises, near or in buildings (this is a SMOKE FREE PROPERTY)
- Must have TB test and Conference Volunteer Background clearance (please see cover letter for link to clearance, \$40 out of pocket fee required)
- Always address participants by first name
- Escort participants to where restroom is located when guidance is needed and alert staff if toileting assistance is needed
- Assist with lunch set up, food delivery, and clean up
- Assist with activities, play games, etc.
- Dance with physically stable participants – ask staff if unsure or when gait belt is needed
- Escort participants on walks with staff member approval
- Assist participants to find seating or recliners to rest
- Be aware of behavioral issues with clients and alert staff when needed
- ALWAYS inform staff when taking a break or leaving the program for the day
- Ask supervisor or staff for directions when needed

Volunteers will not...

- Assist participants in the bathrooms with toileting needs unless staff has given prior approval (May assist with washing hands/face)
- Lift or transfer participants who are in wheelchairs
- Dance with fall risk participants
- Make decisions regarding participants abilities without consulting supervisor or staff first
- Make efforts to “fix” program computers or other physical equipment without asking first
- Lend to or borrow money or any personal property from participants, staff, or other volunteers while at the program

Understanding the Participants

Clients in our program are referred to as participants (or PTPs). In an Adult Day Program (ADP), participants generally need help with aspects of personal care, assistance with activities, companionship, and supervision for safety during the day.

As part of the normal aging process, older persons experience physical, emotional, and mental changes. Physical changes affect their health, senses, and memory. As physical health is affected by age, many persons may also have to deal with illnesses* that are incurable but can be treated or controlled by ongoing medical care and medications.

*Diabetes *High Blood Pressure *Arthritis *Urinary Tract Infection *Kidney Disease *Liver Disease *Heart Disease *Cancer *Parkinson's Disease *Gout *COPD *Developmentally Challenged *Many Others

Dementia is the loss of intellectual functions (such as thinking, remembering, and reasoning) of sufficient enough severity to interfere with a person's daily functioning. It is a group of symptoms which may be caused by certain diseases or physical conditions. Some causes of dementia are reversible, while others have no cure.

Alzheimer's disease is the most common form of progressive life altering dementia. This is a degenerative disease that attacks the brain. There is no known cure, though there are medications which may slow down the progress of the symptoms. There are three major stages and knowing which of these stages a participant is currently in will determine their needs and how you communicate with them.

NOT ALL PARTICIPANTS WITH DEMENTIA HAVE ALZHEIMER'S

Many of our participant's experience common health problems which can lead to confusion, short term memory loss or other complications. If you notice a **sudden change** in a participant's behavior, be sure to tell your supervisor or another staff member on duty immediately.

It Could Be Important

Communication

Communication is the exchange of information, the “give and take” interaction between persons. Whatever the task at hand is, if you are unable to communicate with participants at the program, you will be frustrated. When you do communicate properly it makes the day more pleasant for both of you.

One approach is to practice an “other-focus” communication style. This simply means that your main interest is on the other person’s needs, concerns, emotions, and reality. Your face-to-face contact and conversation with a participant should tell them that you care about them.

You must be genuinely interested in a person in order to build a relationship. Every person has a story to tell. Learning about the life and history of a participant will help you understand and appreciate them. It will also provide you with clues to their concerns, interests, likes, and dislikes.

Listening requires patience, acceptance, and concentration. You need to give participant’s time to speak what is on their mind. Persons with reasoning difficulties and memory loss may also have trouble saying what they mean. It is quite common that their words are jumbled in confusing sentences. They may also use words incorrectly. You will need to listen carefully to hear the meaning of what they are saying.

- If you are unable to understand what a participant is saying, ask questions to clarify. Be sensitive to their feelings. ie; Are you telling me about your pet dog?
- If your inability to understand them is upsetting them, stop and redirect their thoughts to another subject. ie; I love the color of blouse you’re wearing. It’s my favorite color.

When a participant is unable to verbalize their needs, they will often become anxious. This can be interpreted as anger, confusion, fear, depression, frustration, and/or anxiousness. A persistent and caring attitude can help a participant become less anxious and less concerned about a problem. Feelings are not to be judged but understood and accepted. ie: Everything is going to be fine. I’m here to help you.

Wandering

Wandering is often a common and repetitive behavior among dementia participants and can be seen in several ways. Volunteers should be able to identify these behaviors and alert staff if they are not aware. These behaviors look like:

- Constant and aimless pacing
- A desire to go home to “feed the children”, etc.
- Boredom
- Wanting to go to a familiar place from their past
- Being lost, or trying to find a place – like the rest room
- Feeling claustrophobic or trapped and want to be outdoors

Volunteers and Staff have a shared responsibility in dealing with wandering

- All dementia participants should be considered potential wanderers, except those who are unable to walk away.

While at the program, participants are under the care and responsibilities of the staff and volunteers. If participants leave the building unnoticed, they are in danger of becoming lost and putting themselves at risk of injury, accident, or crime.

- The program has a plan for locating missing wanderers.

Prevention is the best way to prevent a wanderer from becoming a missing participant. **KEEP YOUR EYES OPEN** and **BE AWARE** of the participants at the program while you are volunteering. If you are concerned about where a participant is, ask a staff member to help you locate them. Most often they will be somewhere in the room, the quiet room, or the rest room. You can never be too concerned about keeping participants safe from wandering.

The Alzheimer’s Association has the “**Safe Return**” program in which some participants are enrolled. Should a participant go missing, ask how you can assist with a search and how to cooperate with the authorities.

When a participant is obviously missing from the program, all available staff and volunteers will be utilized to search the building, grounds, and immediate neighborhood for them. The Program Director or Supervisor will notify the local sheriff to enlist their assistance in looking for the person, and the participant’s family or caregiver will be called to come to the program as soon as possible and to give ideas on where the participant would try to go. All persons looking for the individual will have a cell phone on them for communication and a staff member at the program will be assigned the job of keeping track of all incoming information and relaying it to those searching.

Common Difficult Behaviors

As you work with adults who suffer from cognitive (mental) impairments, you are most likely going to face some behavior problems. Knowing ahead of time that these behaviors are expected, and that it is you, not the participant who is capable of adapting in order to modify the behavior, will hopefully prevent some frustrating

moments. If adverse behaviors occur between participants, you should intervene by redirecting one of them to a different location and activity. Always reach out to staff to assist you if needed in these situations.

When you encounter difficult behavior, there are steps that can help you manage it and reduce frustration.

- **First, make an effort and try to identify the behavior. (Is it wandering, yelling, crying, etc.?)**
- **Next, try to understand the cause. (Is it noisy, confusing, too busy, too bright, too difficult, etc.?)**
- **Then adapt the environment or what you are doing. (Change rooms, turn the music down, try a new activity, take a walk, etc.)**

New volunteers sometimes wrongly assume that participants will always be compliant, grateful, and pleasant towards those that are trying to assist them. However, participants may act out in disruptive and inappropriate ways that lead to frustration and conflict at the program. This is usually not on purpose. They have many different conditions they cope with and cannot always control how they react to things.

Some of these more challenging behaviors are:

- **Repetitive actions and speech**
- **Suspicious thoughts**
- **Anxiety and agitation**
- **Aggression, such as hitting, yelling, or swearing**
- **Refusal to comply with instructions**
- **Inappropriate touching, removal of clothing, and/or urinating in public**

Inappropriate behaviors are embarrassing to staff and volunteers who may be caught by surprise. Sometimes these behaviors are quickly judged and labeled as wrong, immoral, or inconsiderate. Visitors or other uninformed persons may not understand that a person with dementia does not always have proper judgement of what is considered socially acceptable behavior. They may blame the staff or volunteers for not preventing or supervising a participant's behavior.

Guidelines for handling inappropriate behavior are:

- **Minimize the immediate impact** by protecting the participant. Remove them from the room, or shield them from others eyes while redirecting them.

- **Firmly redirect participants.** Say something like “Shall we play another game” while taking the difficult participant’s hand and saying “Please come with me, I have something to tell (or show) you.”
- **Avoid overreacting or judging.** Remember they are not doing this on purpose. Don’t argue or scold or pass moral judgement. Some behaviors may simply be one-time impulse actions. A volunteer who responds in anger, surprise, or panic will only add to the disruption.
- **Prevent the behavior.** This may be possible if the behavior is due to a specific cause you can identify or from an unmet need. Sometimes a pattern becomes obvious and a solution can be implemented.

Developmentally Disabled Participants

Adults who are developmentally disabled (DD) need the care, the service, and activities that Adult Day Programs offer to remain as active and healthy as possible. However, the reasons for their impairments or disabilities are different from older persons with dementia.

Developmental disabilities refer to one’s decreased abilities to perform mental, social, and work tasks for themselves. These disabilities have been with the person from an early age, often since birth.

Older adults with developmental disabilities have different needs from younger persons with similar disabilities and from participants with dementia. Physical disabilities, mental and functional impairments often become more difficult with aging.

Older developmentally disabled adults tend to have had a limited education compared with younger adults having the same disability. This is because our society has become more aware and can provide better instructional opportunities than previous generations. Unfortunately, many disabled older adults continue to have difficulty with writing skills and mathematical counting. Society has often labeled individuals with DD as mentally retarded, and while this is a clinically correct term, it is not appropriate to use this terminology when interacting with them or their caregiver. The use of the term MR has negative connotations and staff/volunteers need to be sensitive to the feelings of participants and response of their families to such labels. Showing respect and dignity is of great importance at our program from everyone.

Volunteer Information

Name: _____

Address: _____

Phone: _____ Cell/Home: _____ Text Ok: ___ Yes ___ No

Email: _____

Emergency Contact: _____ Relationship: _____

Phone: _____

Volunteer Agreement

By signing below, I acknowledge that I have received and read the Volunteer Handbook and that I agree to abide by the volunteer policies set forth by "Helping Hands Adult Day Program".

Volunteer Signature

Date

Supervisor or Program Director Signature

Date