

## Volunteer Status

**Active:** Having logged 25 or more hours in the previous calendar year.

**In-Active:** Having logged 25 or fewer hours in the previous calendar year. At anytime during the year a volunteer may be reactivated by contacting the volunteer office.

**Short-term volunteer:** Volunteering for less than 20 total hours in a calendar year. This typically takes place in a condensed period of time and is not reoccurring. This includes an internship, job shadowing or work study program.

## Proper Body Mechanics

What are body mechanics?

- Using the correct muscles to complete a task safely and efficiently.

Why are they important?

- Keep you safe, avoid unnecessary injury, keep you from getting prematurely fatigued when performing repetitive tasks

What do they include?

- Proper ways to lift, push, pull and even sit at the computer!

Lifting

- Get as close as you can to the load
- Wide base of support
- Bring center of gravity low
- Lift with your lower body muscles, not with your arms or back
- Never twist your back

Sitting

- Screen at eye level
- Shoulders in line with the hips
- Sit upright
- Feet flat on the floor
- Use a towel or pillow for support for your lower back

Pushing/Pulling

- Easier to push than pull
- Wide base of support
- Use lower body muscles

Ask for help! It is better to take extra time to stay safe than to rush and get injured.

## Hand washing

Hand washing is one of the best ways to protect yourself and your family from getting sick. Hand washing is easy to do and it's one of the most effective ways to prevent the spread of many types of infection and illness in all settings—from your home and workplace to child care facilities and hospitals. Clean hands can stop germs from spreading from one person to another and throughout an entire community.

**When should you wash your hands?**

Help stop the spread of germs by washing your hands often, especially during key times listed below.

**Before, during, and after** preparing food

**Before** eating food

**Before** and **after** caring for someone who is sick

**Before** and **after** treating a cut or wound

**After** using the toilet

**After** touching garbage

**After** changing diapers or cleaning up a child who has used the toilet

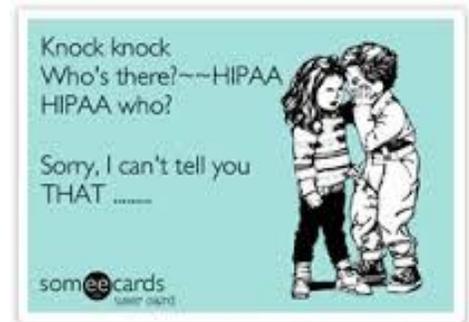
**After** touching an animal, animal feed, or animal waste

**After** blowing your nose, coughing, or sneezing

## **HIPAA – Health Insurance Portability and Accountability Act**

**Privacy** - all "*individually identifiable health information*" whether electronic, paper, or oral is to be protected. These include:

1. Names of the resident, relatives, or household members
2. All geographic subdivisions smaller than a state
3. All elements of dates relating to the resident, including birth date, admission date, discharge date, date of death
4. Telephone numbers
5. Fax numbers
6. Electronic mail addresses and web addresses
7. Social Security numbers
8. Medical record numbers, health plan beneficiary numbers, account numbers, certificate/ license numbers
9. Vehicle identifiers and serial numbers including license plate numbers
10. Device identifiers and serial numbers
11. Biometric identifiers including finger and voice prints
12. Full face photographic and comparable images
13. Any other unique identifying number, characteristic or code



**Confidentiality** – personal and medical information given to a health care provider will not be disclosed to others unless the individual has given specific permission for such release.

**Security** - the technical and non-technical safeguards that organizations must have in place to secure individuals' protected health information.

## **Residential Living Safety Tips**

### **Foot Traffic Advice**

When residents are walking on Beaver Dam Road and Tel Hai roads they are requested to be aware of traffic and always walk against oncoming traffic.

### **Emergency Call Bell System**

Call bells are for emergency use only! There will be a charge on the resident's monthly bill any time a nurse provides any type of care, consultation, or assistance in their home or in the Health Care Center. The resident may also call the emergency number for ambulance service (9-1-1); Residents may wish to call their attending physician. Emergency pendants are available for a cost. Contact Residential Living Social Services at 484-796-4260 for more information. Also see *Emergency Call System and Procedure for Personal Emergencies in the Resident Handbook*

### **Severe Weather Awareness**

All residents should be aware of severe weather forecasts and warnings through personal observation, television, radio, Channel 965 and/or the National Weather Service and follow instructions or guidelines mandated by the County or Tel Hai Retirement Community. In conditions

such as hurricane, severe wind, prolonged power outage, major snow storm, or tornado, residents are encouraged to make advanced preparation whenever possible. Residents are welcome to go to the Community Center, StoneCroft CWPA or Auditorium/Chapel in advance of a potential weather occurrence.

### **In Case of Fire**

NEVER use elevators in the case of a fire! NEVER PANIC! If the elevator is stuck, the emergency button may be pushed and the phone may be used in the elevator to call for help to the Meadows Health Care Center. In an emergency, the elevator will return to the first level. The large elevator in the Hillcrest apartment building will return to the third level.

Residents shall become familiar with the location and operation of the fire extinguisher in their residence. Maintenance will inspect the fire extinguisher annually to be sure it is in working order. Fire safety programs are offered annually. Fire alarm boxes and extinguishers are strategically located throughout the Meadows, Lakeview, apartment buildings, StoneCroft Commons and the Garrett Community Center.

### **Don't Drown/Turn Around**

During heavy rains, Tel Hai has experienced flooding from the lake and stream at the main entrance and along Beaver Dam Road to the east of Tel Hai. Residents need to be advised of this for their safety and they should not enter high water with their vehicle.

### **Security Advice**

Security is scheduled for regular duty hours throughout a 24-hour period. Residents are responsible for locking their individual apartment and/or cottage doors. Any suspicious visitor may be reported to the Administrator of Residential Living during business hours or to Security via the Health Care Center Supervisor at 610-273-4520 after business hours or may contact Security at 484-338-1547.

### **No Speeding, Please**

For everyone's safety, residents and guests are expected to honor the posted 20 MPH speed limit within Tel Hai's grounds. Please be alert to pedestrians, scooters and golf carts, bicyclists, and children.

### **Suspicious Activity**

Residents may report any suspicious person or activity to the Garrett Community Center reception desk or StoneCroft Commons reception desk during regular business hours or to the Nursing Supervisor 610-273-9333, ext. 2118 during non-business hours or contact Security at 484-338-1547.

## **Wheelchair Safety**

When transporting with a wheelchair;

1. Any time that you are pushing a WC, and you arrive at an uneven surface, always turn them around and back them over the bumps. This includes when you are entering and exiting an elevator.

2. If they do not have foot rests and hold their feet up while you push them be aware that they can put their feet down at anytime. (This has resulted in injury to both the transporter and the person in the wheel chair).
3. If the person you are transporting has an electric chair, please make sure you are educated on its use, if not do not attempt to transport.
4. Anytime that you arrive at your destination make sure that the brakes on the chair are engaged.
5. If you feel uncomfortable and are unsure of the task, please do not attempt to transport and ask for assistance.

### **Types of Abuse:**

**Physical:** Physical abuse is the use of physical force that might result in injury, pain or impairment. Hitting, striking, punching, slapping, kicking, whipping, burning, shaking, forced feeding, and pushing are examples of physical abuse.

**Emotional:** Emotional abuse is also known as psychological/verbal abuse. This type of abuse takes place when a person frightens, belittles, rejects, threatens, isolates, or humiliates the elder. Name-calling, yelling, or keeping the elderly person in a confined space are all examples of emotional abuse.

**Financial:** Financial abuse happens when the perpetrator improperly or unlawfully controls the elder's finances, property, and real estate holdings through misappropriation, forgery, lying, coercion, deception, theft, or withholding access to bank accounts.

**Sexual:** Sexual abuse occurs when the perpetrator engages in unwanted sexual activity with the elder through threats, brute force, deception, or taking advantage of a person who lacks the mental capacity to give consent. Sexual misconduct takes place when the perpetrator exploits his or her position or power or authority to persuade the elderly person to participate in unwanted sexual activity.

**Neglect:** Neglect is a more passive type of abuse that occurs when the perpetrator intentionally or unintentionally withholds care or provides inadequate care to an elder who is unable to care for him or herself. The elderly person might go without basic needs such as hydration, food, safety, necessary medications, medical care, and other necessities.

**What do you do if you suspect abuse: Always report it to a supervisor.**

### **Dementia Overview**

- Normal Aging
  - The individual may experience slower recall or forgets only parts of an event
  - Remains able to follow spoken and written instructions
  - Difficulty concentrating (requires fewer distractions, less noise, etc.)
  - Capacity to learn stays intact, however new information may take longer to absorb.
- Dementia
  - Decrease in memory, language, learning ability, judgment and orientation.

- There are conditions that may have dementia-like symptoms.
  - Medication side effects
  - Depression
  - Infections
  - Dehydration
- Non-reversible dementias
  - Parkinson's disease
  - Pick's disease
  - Creutzfeldt-Jacob disease
  - Alzheimer's disease
- Mild Cognitive Impairment (MCI)
  - A condition in which someone has problems with memory, language or another essential cognitive ability that are severe enough to be noticeable to others, but not severe enough to interfere with daily life.
  - 10-20% of people aged 65 and older have MCI.
- Communication Tips for Residents with Cognitive Deficits
  - Talk slowly and distinctly. Speak to the resident in a clear, warm and pleasant manner.
  - Deliver only one instruction at a time. Wait until the first instruction is processed before saying the next.
  - The tone of your voice may have more impact than what you are actually saying.
  - Do not talk about the resident in the presence of others as if they were not there.
  - Lower your body to their eye level and look directly at the resident when communicating.
  - Be attentive and patient.
  - Be sure to have the resident's attention before you start talking.
  - Share yourself. Talk about your family and your interests. Residents enjoy hearing about your life.
  - Ask questions. If you are unsure or do not know something, please ask a staff person.
  - Be sensitive to resident's needs. Try to be in tune with their needs and how they feel. Some days they may not wish to have company and on other days they may just need someone to sit with them or hold their hand.

## **RESOURCES**

National Center on Elder Abuse

National Council on Certified Dementia Practitioners

# Using Volgistics Software

If you have questions regarding logging onto the software, please contact the Volunteer Office directly.

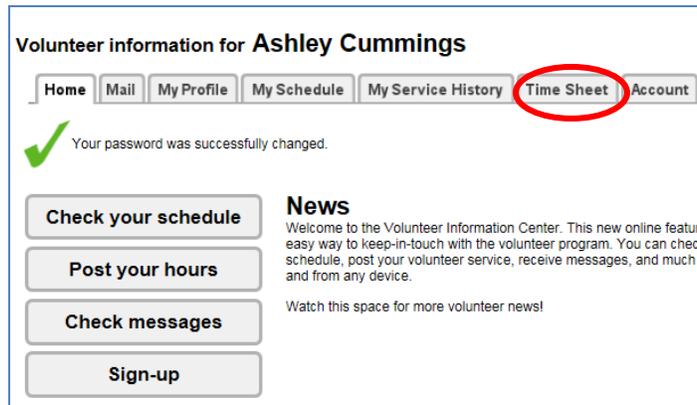
## To Log Hours

### Step 1:

Click on the Time Sheet tab OR Post your hours.

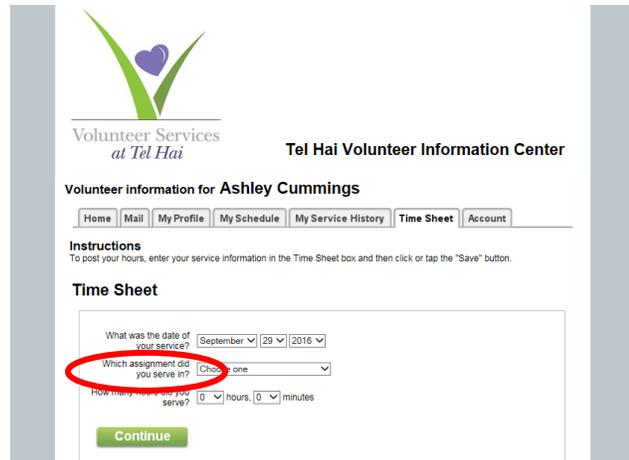
To Log your hours:

1. Select the date you volunteered
2. The volunteer assignment you did  
\*\*Contact Amy with questions\*\*
3. How many hours you volunteered
4. Click continue.



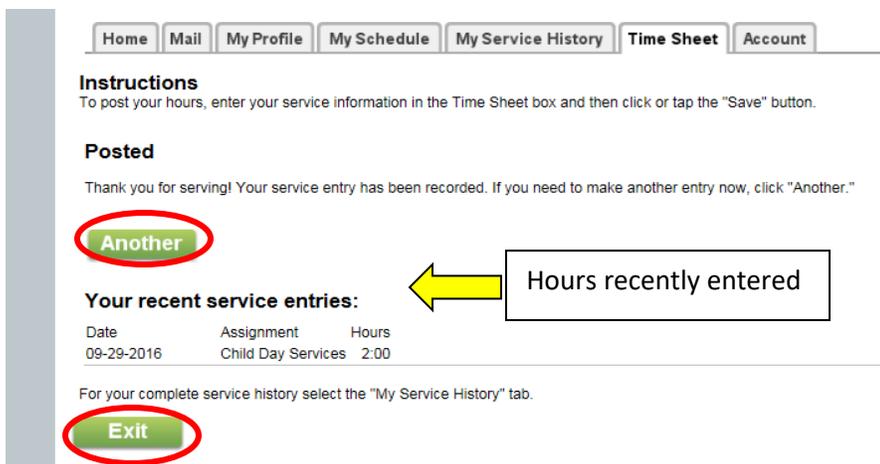
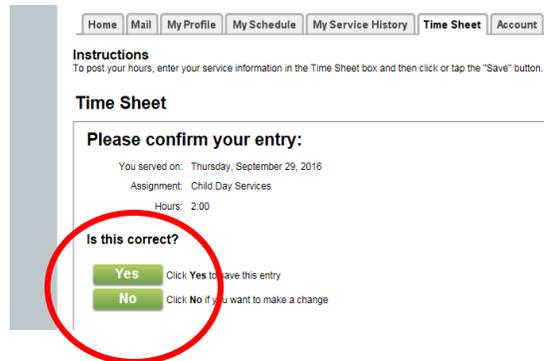
### Step 2

Double check the information you entered is correct. If you see any mistakes you can click No to change. If everything looks okay, click Yes!



### Step 3

After clicking yes, this screen will appear. From this screen you can click "another" to add more hours, click "exit" to log out of Volgistics, or any of the tabs at the top. You'll also see the times you most recently entered.



## To see your Schedule:

Click on the tab "My Schedule" to view the calendar.

On the calendar will be when and where you have been scheduled through the volunteer office.

You can navigate forward and backward to see your schedule in upcoming or past months.

You can also print this schedule by clicking "printable view" at the bottom.

\*\*If the volunteer office does not schedule your tasks, they will not appear on this view.

## To sign up for extra volunteer opportunities

### Step 1:

If you would like to sign up for extra volunteer shifts go to the 'My Schedule' tab. On your schedule you will see the shifts you are scheduled to work PLUS an orange 'Help Wanted' symbol noting days that Tel Hai still needs a volunteer in that particular volunteer position. To sign up for a day, or see what is available, click the orange 'Help Wanted' symbol.

### Step 2:

After clicking the orange 'Help Wanted' symbol, the screen below will show you what opportunity(s) is available on that day. If you would like to sign up, click on the Schedule Me button! This will then be added to your schedule. \*\*You can only sign up for positions you are assigned to.

Volunteer Services  
at Tel Hai

Tel Hai Volunteer Information Center

Volunteer information for Ashley Cummings

Home Mail My Profile My Schedule My Service History Time Sheet Account

Instructions  
Your scheduled volunteer shifts appear below. Click or tap the "Next month" or "Prev Month" buttons to view a different month.

**HELP WANTED Sign-Up!**  
We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to learn more or to sign-up.  
Show openings in All my assignments

Prev month Next month **September 2016**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6 10:00 a - 2:00 p Adult Day Services	7	8	9	10
11	12	13 10:00 a - 2:00 p Adult Day Services	14	15	16	17
18	19	20 10:00 a - 2:00 p Adult Day Services	21	22	23	24
25	26	27 10:00 a - 2:00 p Adult Day Services	28	29	30	

Prev month Next month

Printable view

**HELP WANTED Sign-Up!**  
We need volunteers on days that have the 'Help wanted' symbol. Click any of these days to learn more or to sign-up.  
Show openings in Shuttle

Prev month Next month **October 2016**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 10:00 a - 2:00 p Adult Day Services	5	6 <b>HELP WANTED</b>	7	8
9	10	11 <b>HELP WANTED</b> 10:00 a - 2:00 p Adult Day Services	12	13	14	15
16	17	18 10:00 a - 2:00 p Adult Day Services	19	20 <b>HELP WANTED</b>	21	22
23	24	25 10:00 a - 2:00 p Adult Day Services	26	27	28	29
30	31					

Prev month Next month

Schedule for  
**Thursday, October 6, 2016**

**Schedule**

Shuttle Description

7:30 a to 10:30 a Hoffman, Robert

10:30 a to 12:30 p Boyer, P

12:30 p to 4:00 p **Open**

**HELP WANTED**

Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here

Calendar view

Exit

Open position is listed here

Open time slot is **BOLD** and says **OPEN**

**Schedule me**

## Regulatory Excellence

We are obligated to follow federal, state and local laws that govern our business. We are all responsible for learning and staying current in order to perform our job responsibilities,

### Including:

- Committing to honest and ethical billing and communications
- Avoiding any kickbacks for referrals
- Avoiding inducements
- Respecting copyright laws
- Operating with standards of financial practices and controls
- Dealing fairly with all who we come in contact with
- Integrity and accuracy of all documentation
- Voluntarily disclosing when we find we are out of compliance
- Cooperating with government investigations.

Disciplinary action will be taken against any Team Member who fails to act in accordance with the Code of Conduct, the compliance and ethics program, supporting policies and procedures and applicable federal and state laws.

**Our success depends on your commitment to act with integrity, both personally and as part of our organization.**

## A Personal Obligation:

You have a duty to report any problems you observe or perceive, regardless of your role.

### Three-Step Reporting Process

1. Talk to your supervisor. He or she is most familiar with laws, regulations and policies that relate to your work.
2. If you are unable to talk to your supervisor, seek out another member of the management team or Human Resources.
3. If you still have a concern, contact the Compliance Official or a member of the organization's Compliance Committee.

**If none of these resolve your issue,  
you may call the**

**COMPLIANCE LINE:  
800-560-6942**

Your calls are confidential and you may call  
**ANONYMOUSLY** if you choose.

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Karla Dreisbach  
Vice President of Compliance  
FSA  
670 Sentry Parkway ▪ Suite 120 ▪ Blue Bell, PA 19422  
Phone: 215-646-0720 Fax: 215-646-0724



## Code of Conduct

**Tel Hai**  
*Redefining Retirement™*

1200 Tel Hai Circle  
Honey Brook, PA  
19344

## Code of Conduct for TEL HAI

TEL HAI is a Continuing Care Retirement Community.

Our compliance and ethics program covers the compliance issues, laws, regulations and guidelines that are relevant to a provider of senior services including residential, assisted living/personal care and skilled nursing services.

Our Code of Conduct is a shared responsibility that applies to every person at every level of our organization. This includes employees, the board of directors, volunteers, independent contractors, subcontractors and vendors who may provide or are involved with healthcare or billing.

As you read this summary of our Code of Conduct, the word Team Member will be used. This term includes all employees, vendors, contractors, volunteers and directors and officers providing care and services here at TEL HAI.

Our Code of Conduct is supported and guided by policies and procedures. Any questions regarding our Code of Conduct or our policies and procedures can be directed to your immediate supervisor, the Compliance Official, any member of the Compliance Committee or the Compliance Officer.

For a copy of the entire Code of Conduct, please visit our website at: [www.telhai.org](http://www.telhai.org) or contact your Compliance Official:

Tim Herr  
VP, Pastoral Care Tel Hai Retirement Community  
Email: [therr@telhai.org](mailto:therr@telhai.org)  
Phone: 610-273-9333 ext. 2009

## Care Excellence

Our most important job is providing quality care to our residents. This means offering compassionate support to our residents and working toward the best possible outcomes while following all applicable rules and regulations,

### *Including:*

- Honoring Resident Rights
- Zero tolerance for Abuse and Neglect  
**Any Team Member who abuses or neglects a resident is subject to termination as well as legal and criminal action. Abuse and neglect are to be reported to your supervisor immediately.**
- Maintaining confidentiality of all resident information
- Respecting and protecting resident property to prevent loss, theft, damage and misuse
- Providing Quality Care
- Accurate assessments and care planning
- Providing only medically needed services
- Using current practice standards
- Accurate and timely documentation
- Measuring clinical outcomes
- Assuring our workforce has appropriate experience and expertise to provide services
- Quality Assurance Performance Improvement programs to improve outcomes
- Committing to comprehensive medically needed services. The Medical Director will have oversight of physicians and other medical services.

## Professional Excellence

The professional, responsible and ethical behavior of every Team Member reflects on the reputation of our organization and the services we provide. Whether you work directly with residents, or in other areas that support resident services, you are expected to maintain our standards of honesty, integrity and professional excellence every day.

### *Including:*

- Hiring the best qualified employees regardless of race, color, age, religion, national origin, gender identity, sexual orientation or disability
- Employee screening
- Making the workplace a safe, ethical and comfortable environment, including a workplace free of substance abuse
- Assuring company privacy and assuring proprietary information is kept confidential
- Following the Business Courtesies and Resident Gifts policies
- Reporting any actual or potential conflict of interests
- Using property appropriately and respecting property and copyright laws
- Ensuring appropriate use of computers which eliminates improper, unlawful activity, downloads or use of games on our community's computers
- Being responsible as an organization to have honest and ethical vendor relations
- Assuring truth in our marketing and advertising.