

## **2023 Annual Volunteer Training**

Every year we (Tel Hai) are required to provide training to our volunteers. This packet is that training. I ask that you read it over then sign the attached form and send it back to me (Erika Snyder). There might be information in this packet that does not specifically relate to your volunteer position on campus...thank you for reading the information anyway!

If you are reading this through the link on the Tel Hai website, there is an electronic verification you can check off, then there is no need to send me the form. Thank you for volunteering and for completing this training. Please have the verification returned to me by Wednesday May 31<sup>st</sup>.

### **Volunteer Hours**

- Because Tel Hai is a 501(c)3 we are required to track volunteer hours. There are 2 easy ways to track your hours.
  - Write your hours on a piece of paper and give it to Erika.
  - Log into Volgistics and enter your hours. If you would like more information on this, please let me know!

## All volunteers are required to abide by our HIPAA policy

What is HIPAA and what does it mean? HIPAA stands for the Health Insurance Portability and Accountability Act. This is the act that protects your personal information. Below are some specifics on how we should protect resident information.

**Privacy** - all "*individually identifiable health information*" whether electronic, paper, or spoken must be protected. What type of information is included in this protection?

1. Names of the resident, relatives, or household members
2. All geographic subdivisions smaller than a state (where the resident lives)
3. All elements of dates relating to the resident; including birth date, admission date, discharge date, date of death
4. Telephone and Fax numbers
6. Email addresses and websites
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. When in doubt...keep information confidential!

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

Safety First!!  
Below are some tips to help keep you safe!

## **Emergency Call Bell System**

Call bells are located throughout the campus for your safety. Call bells should be used only in the case of an emergency. A friendly reminder: that there will be a charge on the resident's monthly bill any time a nurse provides care, consultation, or assistance in their home or in a common space. The resident and/or volunteer may also call 911 for emergency service.

## **Severe Weather Awareness**

All volunteers 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, volunteers are encouraged to make advanced preparation whenever possible. Volunteers **should not** volunteer if a potential weather occurrence is expected. Volunteers are welcome to go to the Community Center, StoneCroft CWPA or Auditorium/Chapel in the event of an emergency.

## **In Case of Fire**

Don't PANIC! Volunteers should become familiar with the location and operation of fire extinguishers in common spaces in your volunteer location. Fire alarm boxes and extinguishers are strategically located throughout the community, you are never far away from an extinguisher or alarm box. NEVER use elevators in the case of a fire!

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

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

## **WHOA!! What's the rush?!?**

For everyone's safety, please adhere to the 20 MPH speed limit while on Tel Hai's grounds. Please be alert and watch for pedestrians, scooters, golf carts, bicyclists, children and pets.

## **Suspicious Activity**

Volunteers 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 484-986-7549.

## **Wheelchair Safety**

When transporting anyone in a wheelchair, use the following tips:

1. When pushing a wheelchair over an uneven surface, always turn the wheelchair around and back it over the bump. This includes when you are entering and exiting an elevator.
2. All residents being transported in a wheelchair **must have foot** rests and have their feet placed properly on the foot rests.
3. If the person you are transporting has an electric chair, please make sure you are educated on its use. Please do not assist if you have not been properly trained.
4. Anytime that you arrive at your destination make sure that the brakes on the chair are engaged.
5. If you feel uncomfortable or are unsure of the task, please do not attempt to transport and ask for assistance.

## Types of Abuse and their Definitions

**Abuse** is defined as the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish. Abuse also includes the deprivation by an individual, including a caretaker, of good or services that are necessary to attain or maintain physical condition, cause physical harm, pain or mental anguish. It includes verbal abuse, sexual abuse, physical abuse, and mental abuse including abuse facilitated or enables through the use of technology.

**Verbal abuse-** is defined as the use of oral, written or gestured language that willfully includes disparaging and derogatory terms to residents or their families, or within their hearing distance, regardless of their age, ability to comprehend, or disability. Examples of verbal abuse include, but are not limited to; threats of harm; saying things to frighten a resident, such as telling a resident that he/she will never be able to see her/her family again.

**Sexual abuse-** is non-consensual sexual contact of any type with a resident.

**Physical abuse-** includes hitting, slapping, pinching, and kicking. It also includes controlling behavior through corporal punishment.

**Mental abuse-** includes, but not limited to, humiliation, harassment, threats of punishment or deprivation.

**Involuntary seclusion-** is defined as separation of a resident from other residents or from her/his room or confinement to his/her room (with or without roommates) against the resident's will, or the will of the resident's resident 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.

**Willful** – means the individual must have acted deliberately, not that the individual must have intended to inflict injury or harm.

**Mistreatment** – means inappropriate treatment or exploitation of a resident.

**Exploitation-** means taking advantage of a resident for personal gain through the use of manipulation, intimidation, threats or coercion.

**Misappropriation of resident property-** means the deliberate misplacement, exploitation, or wrongful, temporary, or permanent use of a resident's belongings or money without the resident's consent.

**Neglect-** is the failure of the facility, its employees or service providers to provide goods and services to a resident that are necessary to avoid physical harm, pain, mental anguish, or emotional distress.

**We are all here to care for and protect our fellow residents. If you ever suspect abuse: ALWAYS report it to a Supervisor or Administrator. When in doubt, say something!**

## 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

WooHoo...you've finished your training! Thank you so much for reading through the packet, I hope you found it informational and helpful! Please return the bottom portion of this page acknowledging you have reviewed and understand the enclosed information.

Thank you!  
Erika Snyder  
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610-273-9333 ext. 2010

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I \_\_\_\_\_ acknowledge that I have read and understand the Volunteer Services Training 2023 information.

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Signature

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Date