



McLean County

**NURSING HOME**

(309) 888-5380

901 N. Main Normal, Illinois 61761

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## GUIDELINES FOR VOLUNTEERS of McLean County Nursing Home

Welcome to the Volunteer Program for the residents of McLean County Nursing Home!

As a volunteer working with our residents, you are a very important part of our team.

Through the efforts of all our staff and volunteers, McLean County Nursing Home has achieved a reputation in the community for providing quality care.

Listed below are a few qualities that we look for in our volunteers:

- A sincere interest in the elderly
- Friendliness and a caring attitude
- Dependability
- Courtesy

Below are the steps to become a Volunteer:

- Complete an application, including a background check
- Take a tour of the facility
- Review the guidelines for volunteers
- Introduction to staff and/or residents
- Complete a TB test (provided by the McLean County Nursing Home and/or the McLean County Health Department at no cost to you).

Thanks for your interest in helping McLean County Nursing Home!

*Lidia Navarra*

Activity & Volunteer Coordinator

309-888-5174

## The Following is a guide for all McLean County Nursing Home volunteers.

### 1) Residents' Right to Privacy -

- a) Medical and personal care are private. Volunteers must respect the privacy of a resident at all times. Volunteers may not share information about a resident or his/her care to unauthorized persons without the permission of the resident or their Power of Attorney. A resident has the right to have private visits at any reasonable hour. The only exception is if his/her doctor has ordered limited visits for medical reasons.
- b) A resident may ask a visitor to leave their personal living area.
- c) A resident has the right to make and receive phone calls in private.
- d) The facility must deliver a resident's personal mail promptly, and promptly send mail out for the resident. The facility may not open a resident's personal mail unless the resident asks them to do so.

### 2) Confidentiality - As a volunteer, you will have direct contact with many of the residents residing in the McLean County Nursing Home. It is possible you will learn some confidential information about our residents ranging from family relationships to their medical history. This information is strictly confidential and should not be discussed with others outside the facility.

### 3) Disaster Preparedness - If you are present at a time of a disaster, move to the **Dining Room**. Locate and ask a staff member (preferably a department head or charge nurse) where your help may be needed.

### 4) Emergency Response Procedures -

- i) **Elopement:** The facility has policies and procedures to monitor residents who are at risk for elopement (high risk of leaving the facility without authorization). **Contact a staff member immediately if you believe a resident is in danger of elopement.** There is a list of high risk residents at each nurse's station and the front desk. Anyone taking a resident outside the facility **MUST** have authorization to do so and must notify the nurse and the front desk that they are leaving the building (even to sit on the patio or walk around the building).
- b) **Emergency While Acting As a Medical Escort:**
  - i) Transportation is arranged by the Volunteer Coordinator using the BNTS Connect Mobility bus, Liberty Transport, Hadaway Transport, or our facility van. If a volunteer is with a resident on any of these modes of transportation and there is an emergency, ask the driver to radio for help.
- c) **Falls:**
  - i) If a resident falls while in the building, **have the resident to remain in their current position and call out for assistance.** Stay with the resident and wait for a staff member. **Do not attempt to move the resident.**
  - ii) If a resident falls outside the nursing home, contact the nursing home immediately so it can be determined if there is a need for them to be taken to an emergency room.

### 5) Infection Control -

- a) Use proper hand washing and sanitizing techniques at all time. This is as much a protection for you as it is for our residents.
- b) Hand sanitizer is available throughout the nursing home. Use it as often as needed.
- c) Gloves are available on all residential units and the dining room for your use.

6) **Resident Care -**

- a) At no time is a volunteer to move, reposition, or take a resident to the bathroom.
- b) Nursing must be notified to assist the resident with any personal care. **A volunteer must call for assistance from nursing staff for any and all resident care.**
- c) Do not give a resident food or drink, whether or not they ask for something specific, without asking the resident's nurse first.

7) **Personal Expectations -**

- a) Volunteers should dress professionally while volunteering. Clothes can be casual, but tops may not be revealing or have any offensive words or advertisements on them. Flip flops are not allowed.
- b) Volunteers will wear a nursing home provided name badge while volunteering.
- c) Volunteers may use the refrigerators in the staff lounge to store a lunch box. A hot meal ticket can be purchased at the reception desk for \$2.00 – no free meals are available.
- d) If you are unable to volunteer, and/or have questions/concerns please call Lidia Navarra at (309) 888-5174 for activities, and for medical transportation, call Chelsea Dyer at (309) 888-5316.