



Volunteer Handbook
Revised August 2014

St. Mary's Adult Medical Day Care
24400 Mervell Dean Rd
Hollywood, MD 20636
301-373-6515

Dear Volunteer,

Thank you so much for donating your time to St. Mary's Adult Medical Day Care! You are an integral part of the success of our program, and the staff and Participants are truly grateful!

All volunteers should report to Dawn Adkins, the Activities Director and Volunteer Coordinator. If you are a WEX volunteer, you must see Sherry Pierce, RN to have your time sheet signed.

Please read this Volunteer Handbook carefully. Do not hesitate to ask one of us if you have any questions or concerns.

**Dawn Adkins
Activities Director
Volunteer Coordinator
St. Mary's Adult Medical Day Care**

The Aims and Purposes of St. Mary's Adult Medical Day Care

1. To furnish each Participant with a home-like and family-like atmosphere with emphasis on care, kindness, and understanding of individual needs
2. To give quality Participant care.
3. To serve well-balanced and attractive meals with special considerations to and supervisions of special diets.
4. To furnish recreation, entertainment and individual rehabilitation therapy guidance, to make each Participant's day a pleasant, healthy, useful and creative experience.
5. To operate our facility to conform to the highest and finest ethical practices of our profession.

Policies and Procedures:

Calling Out Procedure: If you are unable to volunteer at St. Mary's on your scheduled day, we ask that you call us as soon as possible and speak with Dawn or Sherry at (301) 373-6515. Voice mail is available 24/7.

Cell Phones: Cell phones are not allowed to be visible in any of the public activity areas in St. Mary's. You may keep your cell phone in the Activities office and check it when you are off the floor. Please give anyone who may need to reach you in an emergency the number here at St. Mary's (301) 373-6515.

Dress Code: We want you to be comfortable while you are volunteering! Please wear sneakers or other comfortable shoes. Open-toed shoes are not allowed. Jeans are acceptable. Just remember to dress modestly: if you wear spaghetti straps please wear a sweater, no muscle shirts or undershirts and no bra straps visible.

Flu Vaccine: St. Mary's Adult Medical Day Care strongly recommends that volunteers receive an annual flu vaccine. Influenza (flu) is a contagious respiratory illness caused by influenza viruses and it can cause mild to severe illness. Older people in particular are at high risk for serious flu complications. In an effort to protect you as well as our participants, we strongly recommend that all volunteers be vaccinated against the flu each year. There are many places to get a flu shot, including your doctor's office, local pharmacies, health department, clinics, etc., and it may be covered by your health insurance. Information about a flu shot clinic at St. Mary's will be made available to you if applicable.

Illness: Please do not come in to volunteer if you are ill! If you have a productive cough, runny nose and/or a fever of 99 degrees or higher please stay home. Also if you have had any nausea and/or diarrhea you must be symptom-free for 24 hours before returning to St. Mary's.

Inclement Weather: Occasionally we close the center or delay our opening because of the weather. If in doubt, please call the center and listen to your local radio stations (97.7, 98.3, 102.9) for information about our status for the day.

Language/Decorum: Please do not use inappropriate language with any of our Participants. Please treat them with respect and dignity.

Parking: You can park in the spaces in front of our building and in the lot adjacent to our center. Please do not park on the sidewalk, as that blocks the buses from accessing the center.

Sign In/Sign Out: When you arrive at St. Mary's please sign in using the black or pink binder on the shelf in Activity Room 2. This is a good place to keep your time sheet as well if applicable.

Tuberculosis Testing: St. Mary's Adult Medical Day Care strongly recommends Tuberculosis (TB) testing for volunteers. If you are planning on volunteering more than 8 hours a week, than you must have this done prior to your first day. Tuberculosis is a disease caused by germs that are spread from person to person through the air. It is very contagious and can be fatal. For that reason we want to avoid having anyone at the center that has the disease, so that it is not spread to others. St. Mary's currently requires that all participants and staff be tested for TB before they begin work/participation at St. Mary's. We strongly encourage all volunteers to be tested, and in some cases may require it.

When You Are Out On the Floor:

Activities: It is the mission of St. Mary's to provide enjoyable, stimulating and challenging activities for our Participants. You as a volunteer are an important and integral part of our success with this. We ask that you encourage Participants to take part in the scheduled activities and that you help engage them in the particular activity. Please note the following:

1. We are present in an activity to help engage the Participant. Volunteers and Employees are not to participate in the activity unless it is to repeat a question to a hearing-impaired or vision-impaired Participant. We are not to complete art projects, answer trivia questions, etc., we are to help the Participants do it themselves. We are present as helpmates.
2. You may be asked to lead an activity. Again, this means you are a facilitator, not a Participant. Your job is to explain the activity, make sure everyone understands the activity, and that all of the Participants remain engaged in the activity
3. If a Field Trip is scheduled for the day you are volunteering you are welcome to attend! You would accompany someone from the Activities Department and possibly a Program Assistant/CNA and help facilitate and manage the group.
4. You are a volunteer and we are so grateful for your time. If there is any activity you are not comfortable leading or helping with please see someone from the Activities Department.
5. If you have a particular talent or interest that you would like to share with us at St. Mary's, please let Dawn know.

Dining: Each St. Mary's Participant has the opportunity to enjoy breakfast, lunch and a snack here. Breakfast is set up in the morning and is offered to each Participant as they arrive. Lunch is at 11:45, and the snack is served at 2 pm. Certain procedures must be followed if you are helping in the Dining Room.

1. Hair must be tied back away from the face at all times, or a hair net may be worn. Please bring a clip or hair tie, or ask a kitchen staff member for a hair net.
2. Gloves should be worn at all times while serving food, and should be changed frequently as needed. ***Please note:*** if you have handled dirty dishes you must change your gloves before handling clean dishes.
3. Participants should be given a choice of what to drink (hot tea, coffee, milk and different juices for breakfast; lemonade, ice tea or milk with lunch; hot tea, coffee or milk with dessert and water or milk with snack)
4. Please ask a staff member before giving any of the Participants a second helping.
5. Participants ***may not*** be given food from any outside source.
6. Any drink or food belonging to a volunteer must be kept in the Activities Office
7. Tables should only be cleared after a Participant has been asked and has confirmed that he or she is finished with the meal. Gloves must be worn at all times during clearing. There is no rush to clear tables. Please wait until most of the people at the table are finished with their meals before you begin clearing.
8. Dirty tableware goes in the bucket. All remaining liquids should be poured into the sink. Leftover are placed in the trash can and then the dirty dishes are put in bin on the counter. Unused butter and jelly can be saved for the kitchen.

Fire Drills/Fire Emergency: In the event of a fire drill or fire emergency please remain calm and listen to the Administrative Staff for evacuation directions. Participants who are mobile and do not need assistance will evacuate first, followed by Participants who walk with assistance and then those in wheelchairs. Your role is to help Participants stay calm and move carefully to the designated area.

Dealing with Family Members or Professionals: While we encourage you to be polite and friendly with family members or professionals who may be in the building, please do not answer any questions or volunteer any information

about our Facility or our Participants. Please direct anyone with questions to Sherry Pierce or Dawn Adkins.

General Safety:

1. Please do not transfer our Participants to or from wheelchairs to chairs. You may walk with someone to a chair, but we do not want you to lift or physically aide any Participant for your safety and for theirs!
2. In the unlikely event that a Participant should fall, please do not try to move or lift him/her. Stay with the Participant until a staff member arrives and then allow the staff member to assess the situation. Once staff have arrived please leave the area and assist in helping other Participants engage in activities.
3. You may walk with a Participant to the toilet and wait outside for him/her if you are comfortable, but you are not required or permitted to aide with toileting. Please see a CNA or Program Assistant if you or the Participant needs help.

HIPAA: The Health Insurance Portability and Accounting Act means that everything you hear or see at St. Mary's stays at St. Mary's as far as our Participants are concerned. You may not discuss a Participant with another Participant while here in the center or outside of the center. Most of our Participants have health issues of varying degrees but we are required to protect this information and keep it private.

Participant Engagement During Meals: Most of our Participants are very social during meal times. They have their particular tables they like to sit at and particular friends they like to talk with during meals. However, if you should see a Participant who is not engaged please sit down with them and make conversation, or help them get engaged with others at the table. We encourage you to socialize with and get to know the Participants. Before meal time is the perfect time to do this!

Date: _____

Name: _____

I have been given a copy of and have read the St. Mary's Volunteer Handbook.

Signature: _____

I have received a handout entitled ***Vaccine Information Statement/Influenza Vaccine: What you Need to Know***. I understand that St. Mary's Adult Medical Day Care recommends that all volunteers receive a flu shot annually.

_____ I have had a flu shot this year. Date: _____ Location: _____

_____ I will be getting a flu shot this year. I will provide the proper documentation to St. Mary's Adult Medical Day Care after receiving the shot.

_____ I decline a flu shot. Reason: _____

Signature: _____ Date: _____