

VOLUNTEER HANDBOOK



OUR MISSION STATEMENT

SHALEM, meaning WHOLENESS, was formed with the mission and communal desire to provide a Christian setting that enhances the well-being of seniors.

05-26-21



Shalem
Society for Senior Citizens Care

TABLE OF CONTENTS

WELCOME TO SHALEM	3
OUR COMMUNITY	4
VOLUNTEER OPPORTUNITIES	5
VOLUNTEER PROGRAM PRINCIPLES.....	6
CHARACTERISTICS OF A VOLUNTEER	6
VOLUNTEER PROCEDURES	7
CODE OF ETHICS	8
CONFIDENTIALITY/CONFLICT OF INTEREST	9
PERSONAL APPEARANCE.....	9
GIFTS/GRATUITIES	9
GRIEVANCES	9
DISMISSAL	9
HEALTH & SAFETY	10
ENSURING WELLNESS	11
WHAT ARE VOLUNTEERS SAYING	12
FAQ	13
SHALEM CONTACTS	14



VOLUNTEER HANDBOOK

Welcome to Shalem Society for Senior Citizens Care.

Thank you for becoming a part of our volunteer team at Shalem.

We hope this handbook will help to offer insight, answer any questions, and be a resource that will enhance your volunteer experience.

Shalem, meaning WHOLENESS, was formed with the mission and communal desire to provide a Christian setting that enhances the well-being of seniors.

It is our vision for Shalem to be a caring community to call HOME.

At Shalem, seniors can live out the fullness of their lives in dignity and peace. We care, share and celebrate with each other. We value respect and acceptance, justice, compassion, stewardship of resources and community.

*For we are his workmanship, created in Christ
Jesus for good works, which God has prepared
beforehand, that we should walk in them.*

- Ephesians 2:10



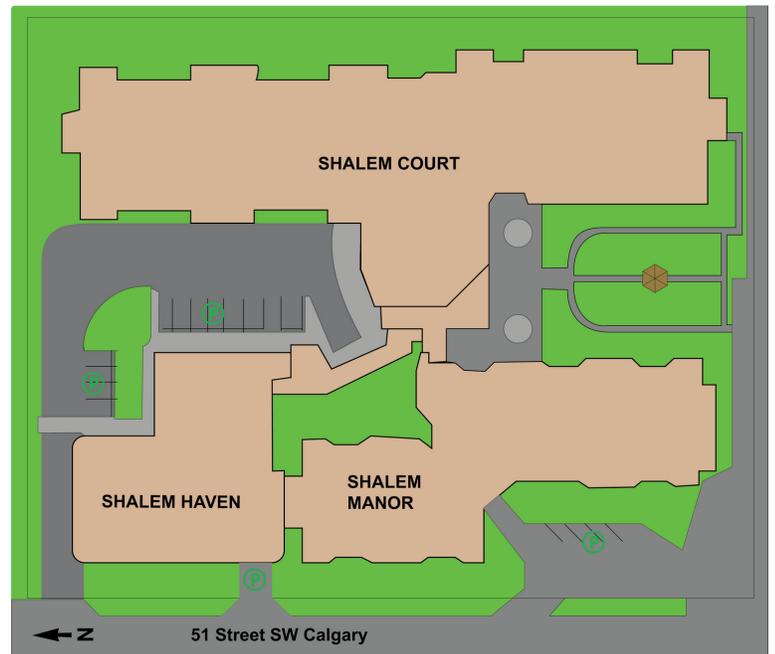
Shalem
Society for Senior Citizens Care

OUR COMMUNITY

Shalem consists of three buildings. The Manor is an independent living facility with 50 one bedroom self-contained rental units. The Court, also independent living, has 50 one and two bedroom condo style Life Lease suites. The Haven offers 42 supported living suites in a homelike atmosphere that offers a variety of services.

SHALEM SOCIETY

- Shalem Society is a non-profit organization with hundreds of members
- Shalem Society membership has an elected Board of Directors
- Shalem Society's Executive Director oversees day to day operations
- Shalem employs over 30 staff, providing various services to the residents



Shalem
Society for Senior Citizens Care

VOLUNTEER OPPORTUNITIES



Volunteers like you are an important part of life at Shalem. Volunteers help provide services and programs that enhance and enrich the residents' quality of life.

We have a variety of volunteer opportunities available and aim to match your interests and skills.

Some examples are listed below:

- Playing games, puzzles, and brain-teaser activities with seniors
- Coffee & conversations
- Participating in monthly birthday party celebrations
- Assisting with fitness classes & community walks
- Leading or assisting with Arts N' Crafts
- Engaging in special events such as ice cream/barbecue socials and holiday events
- Helping with fix-it projects around the buildings
- Pamper & Polish (painting nails and visiting)
- Shopping with residents who need assistance during our monthly outings
- Assisting seniors on day excursions
- Providing computer and IT support
- Writing cards or letters to residents
- Sharing of your Pastoral skills by leading Chapel services
- Playing a musical instrument or singing for Chapel services
- Recreational activities. Volunteers can assist with a variety of games and activities, such as carpet bowling, sack toss, darts, horse races and much more
- Participating in sing-a-longs
- Sharing your musical talents by entertaining our residents
- Organizing and maintaining Shalem's shared spaces, such as the library and activity rooms
- Organizing craft programs or social gatherings to connect Shalem with school children, church ministries, and many more community groups

VOLUNTEER PROGRAM PRINCIPLES

Believing that volunteers enhance the quality of life for both the residents and the community, Shalem:

- Welcomes and values the involvement of volunteers
- Believes volunteers are an integral component of the team at Shalem
- Seeks to provide a role that is worthwhile & challenging
- Believes volunteers form an important link between community and the residents
- Provides proper interviewing, screening, orientation training, and suitable placement for its volunteers
- Invites volunteers to participate in education and training that may be helpful
- Treats volunteers with respect
- Seeks to help make volunteer time a positive experience
- Offers ongoing recognition of the services provided by volunteers through the newsletter, thank-you cards, gifts and volunteer appreciation events
- Welcomes feedback from volunteers
- Seeks to honour God in how we support and care for volunteers by recognizing the Biblical truths to do justice, love mercy and walk humbly

CHARACTERISTICS OF A VOLUNTEER AT SHALEM

- Care and concern for all people
- Enjoyment of elderly people
- A sense of fulfillment in serving others
- Enthusiastic and positive attitude
- Demonstrates a faith walk and is God-honouring
- Lives out the attributes of a person living in accordance with the Holy Spirit, according to Galatians 5:22-23:

“But the fruit of the Spirit is love, joy, peace, forbearance, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law.”

- Ability to listen and communicate well
- Willingness to learn
- Dependable and trustworthy
- Ability to maintain confidentiality
- A sense of responsibility and commitment
- Willingness to follow directions
- Willingness to accept and follow the standards and rules of conduct as laid out by Shalem



Shalem
Society for Senior Citizens Care

VOLUNTEER PROCEDURES

- To volunteer at Shalem you will meet with the Volunteer Coordinator, fill out an application form, read and sign all agreement/waiver forms, possibly be asked to submit personal references, attend an orientation session, and in some cases complete a Police Record Check, including a Vulnerable Sector Screening.
- The Volunteer will be given direction on where to find a document containing **ALL** Shalem's Volunteer Policies & Procedures and be asked to sign a form stating they have read, understood and agree to abide by the policies.
- Throughout the interview process, the applicant or Volunteer Coordinator may discover the match with the volunteer and Shalem is not appropriate. When this happens, this will be discussed with the applicant and if possible a referral will be made to other agencies more suited to the needs of the applicant.
- Information received through the interview & screening process is confidential.
- Volunteers should enter through the Shalem Haven, 3008-51st street SW.
- We like to monitor the overall contribution of volunteers, so we ask you sign in/out using the volunteer record sheet, located in a binder at the Haven reception desk.
- Before beginning your shift, please find your volunteer name badge, alphabetized in the black Rolodex located at the Haven reception desk. Name badges should always be worn while volunteering at Shalem. These badges help residents, visitors, and staff easily identify Shalem volunteers. Please return your name badge to the black Rolodex after each volunteer shift.
- Shalem has locker storage and locks available for volunteers to store personal items. If you require locker storage, please speak to the Volunteer Coordinator. Shalem does not assume any responsibility or liability for the loss and/or damage to your personal property.
- Descriptions for each volunteer role will be reviewed and updated on a yearly basis. Volunteers will receive periodical performance evaluations. The purpose of the evaluation is to help improve the experience of the volunteer, as well as to ensure the expectations of the role are being met.
- Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.
- Volunteers are discouraged from spending time alone with seniors in their suites. If you are engaging in a one-on-one activity, please use one of the public spaces in Shalem.
- Wi-Fi is available in the Shalem Cafe and the Dining Room.
- If you require a phone, please speak to the Volunteer Coordinator or Haven receptionist. We ask you do not use a resident's telephone.
- Beverages and snacks are provided as a gratuity from Shalem for you to enjoy while you are volunteering at Shalem. If you require a fridge, please speak to the Volunteer Coordinator.
- Smoking is not permitted in Shalem. There is a designated outdoor smoking area located in the Shalem Court parking lot.
- Volunteers are asked to use the visitor parking area, located around the corner by the Haven entrance. You may also park in the Emmanuel Church parking lot, or along the road on 51st Street. Shalem is not responsible for theft or damage to vehicles or contents.

VOLUNTEER CODE OF ETHICS

Please read a complete list of Volunteer Policies & Procedures at www.Shalem.ca/Life at Shalem/Volunteering/Policies & Procedures. A hard-copy is also located at the Haven reception desk.

As a volunteer you will:

- Make an honest effort to perform volunteer activities to the best of your ability
- Be on time and honor the commitment you have made. Notify the Volunteer/Recreation Coordinator or Shalem Management if unable to attend
- Maintain strict confidentiality
- Be held accountable for your actions
- Report suspected abuse immediately to the Volunteer Coordinator, Management, or Shalem Society Board Members
- Accept direction and leadership
- Follow the rules and codes of conduct as set out by Shalem
- Cooperate with other volunteers and staff
- Be prepared to learn new skills, accept new ideas, and adapt to changing conditions
- Participate, as able, in ongoing education by attending in-house educational programs
- Advise the Volunteer Coordinator of any change to your home address, phone number, or people to notify in case of an emergency
- Refer to the volunteer job description that applies to your role for a specific and complete list of expectations. If you have any questions or concerns, speak to the Volunteer Coordinator
- Understand this is an unpaid position. You are donating your time and services

The following are examples of conduct NOT acceptable at Shalem and will result in disciplinary action, up to and including the termination of the volunteer role and possible legal action:

- Physical abuse of residents, staff or visitors
- Psychological abuse of residents, staff or visitors
- Financial abuse of residents, staff or visitors
- Abuse through neglect of a resident
- Disrespectful behavior
- Lack of courtesy
- Obscene and coarse language
- Rudeness or gossiping
- Disturbing or offensive behavior
- Theft
- Breach of confidentiality
- Intentional damage to Shalem property
- Possession or being under the influence of drugs or alcohol while at Shalem
- Any form of illegal conduct on the premises of Shalem
- Incurring expenses in the performance of their duties without prior approval
- Selling goods/services, requesting contributions, or soliciting any individual(s) concerning political or religious groups
- Smoking in the building
- Lies or falsification of records
- Any other deliberate violation management identifies



CONFIDENTIALITY/CONFLICT OF INTEREST

Volunteers will read and sign a Declaration of Confidentiality Form. This is important because over the course of volunteering, you may become aware of confidential and personal information. Shalem depends on the maturity and loyalty of each volunteer to keep confidential matters private. If there is a conflict for the volunteer between the duty to maintain confidentiality and the duty to report a possible criminal act, the obligation to report must take precedence, otherwise the life or well-being of another person might be at risk. Please report concerns to the Volunteer Coordinator, Management, or Board of Directors. When volunteers leave Shalem, the requirements for confidentiality should continue.

Volunteers will read and sign an Ethical Standards/Conflict of Interest Agreement. It states that volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict, or appear to conflict, with those of Shalem. An actual or potential conflict of interest occurs when a volunteer is in a position to influence decisions that may result in a personal gain for yourself or for a relative as a result of Shalem's business dealings.

PERSONAL APPEARANCE

You are expected to dress in a manner that is consistent with the nature of your work. Neat and clean clothing, as well as good grooming habits and personal hygiene, is expected while volunteering at Shalem.

GIFTS/GRATUITIES

You may not request/demand gifts or services from any resident or business dealing with Shalem. Shalem strongly discourages all volunteers from accepting gifts from residents. However, there are times when a resident may wish to gift you something small, especially around the holidays, so we ask that you use your discretion.

GRIEVANCES

The grievances procedure is intended to provide a fair and systematic method of dealing with complaints from or about volunteers. Grievances should be presented in writing to the Volunteer Coordinator or Shalem Management. All parties involved should attempt to reach a settlement informally. If not resolved, the volunteer can approach the President of Shalem's Society Board. Further to that, a volunteer can present the grievance to the entire Board of Directors and will be given the opportunity to make a brief presentation. Decisions regarding complaints will be dealt with promptly at all levels of decision making.

DISMISSAL

A volunteer may be dismissed for failing to comply with policies & regulations, providing unsatisfactory service, or acting in a manner inconsistent with Shalem's beliefs and values.



Shalem
Society for Senior Citizens Care

HEALTH AND SAFETY

Our foremost concern is for the safety and well-being of our residents, volunteers, staff and visitors. Shalem provides and maintains a safe and healthy environment in compliance with legislative requirements and industry standards.

Please ensure you know how to do your job safely and take the necessary precautions to ensure your own health and safety, as well as the health and safety of the residents. You can, and should, refuse any activity you feel is unsafe or lacks adequate supervision. Throughout the course of your volunteer time at Shalem, there may be opportunities to attend various health and safety training, which we encourage you to attend.

As a volunteer, it is your responsibility to review and understand your volunteer job description. If you have any doubts or concerns about your volunteer duties, please contact the Volunteer Coordinator.

If injured while volunteering at Shalem, please notify the Volunteer Coordinator/Shalem Management immediately and complete an Incident Report (located in the Policy & Procedures binder, at the Shalem Haven reception desk) Shalem's general liability coverage, with some limitations and exclusions, protects volunteers. If you would like to see a complete copy of Shalem's Insurance policies, please speak to the Volunteer Coordinator. In some instances, volunteers may be asked to sign release waivers when knowingly subjecting themselves to certain risks while performing duties on behalf of Shalem.

Accidents or Emergencies:

In the event of an accident, report it immediately. You **SHOULD NOT** transfer residents or lift them up in the event of a fall, and you **SHOULD NOT** administer first aid. Shalem Haven residents should be wearing a 24-hour automated alerting emergency pendant (SARA). If you press the pendant, staff will come to your aid. If the resident is not wearing an emergency pendant, please seek out a staff member or call 911. If you want to learn more about the SARA System, please speak with the Volunteer Coordinator.



Shalem
Society for Senior Citizens Care

HEALTH AND SAFETY CONTINUED...

-ENSURING WELLNESS-

Infection Control:

As a volunteer you are required to observe the general principles regarding infection control, such as washing your hands before and after contact with residents, after washroom use, after coughing or sneezing, and prior to coffee and meal breaks. An influenza outbreak is very serious in a seniors' home and can cause significant health issues—even death in the senior population. Therefore, if you are ill please let the Volunteer Coordinator know as soon as possible so alternate arrangements can be made.

Emotional & Spiritual Challenges:

At Shalem, we recognize and acknowledge volunteers may experience emotional and spiritual challenges when connecting with seniors. Some of these challenges may include coping with the hospitalization or death of a senior, witnessing early dementia, discussing end of life reflections/spiritual questions, and witnessing age-related losses. Shalem does not expect you to navigate these challenges on your own. Volunteers are encouraged to share and seek support by connecting with the Volunteer Coordinator/Management Staff. Shalem has supports and resources available to volunteers, such as access to Chaplain Care and Professional Counseling.

Volunteers will read and sign Shalem's Anti-Bullying Contract. Shalem will not tolerate any form of abuse. Elder abuse is defined as any action or inaction by self or others that jeopardizes the health or well-being of a senior. Common forms of elder abuse include: financial, emotional, physical, sexual, neglect, and medication. Report all unsafe conditions and suspected abuse.

All wellness (physical, emotional, spiritual) or safety concerns should be communicated directly to the Volunteer Coordinator and/or Management staff.

*Thank You
&
Welcome to the Shalem Family*



Shalem
Society for Senior Citizens Care

WHAT ARE VOLUNTEERS SAYING?

"As a volunteer at Shalem, and grandchild of a current resident, I am truly impressed at the outstanding quality of care and incredibly inviting sense of community staff have created. It is refreshing to be involved in a facility that is so dedicated to enriching the residents experience with regular opportunities to mingle and leave the building on fun outings. I cannot speak highly enough about Shalem and the amazing team of people working there."

-Sarah

"I have volunteered to play piano during the Wednesday chapel service and have experienced much appreciation and kindness from those I have met there. I went to be a blessing and have been blessed by it instead."

-Elaine

"It was a privilege and blessing to share the love of God with those who know this love. This makes for mutual blessings.

Shalom to all at Shalem"

- Pastor Harry

"I have enjoyed playing the piano for Shalem's worship services because I can bless the residents and they, in turn, bless me!"

-Jane

"We were very blessed by visiting Shalem.

The residents are so welcoming and encouraging. It is very different from the experiences we had at other seniors home. At Shalem, the enthusiasm and applause made our students feel so appreciated! When the children spent time with the seniors, the residents engaged the kids in conversation and loved to do the crafts with them. Our students talked about their visit for weeks and couldn't wait to go again.

Thank you for making our experience so memorable."

- Bearspaw Christian School



Shalem
Society for Senior Citizens Care

FAQ

Why Volunteer With Shalem?

By becoming a volunteer with Shalem, you have the ability to bless our residents by sharing your talents and time. In turn, you too will be blessed!

What Opportunities Are Available?

A list of volunteer opportunities are outlined on page 5. We aim to match interests and skills with specific volunteer opportunities.

Do I Need Experience Working With Seniors To Volunteer?

This depends on the opportunity. Some volunteer roles may require specific job skills or qualifications, but most volunteer roles require only a willingness to learn.

What Are The Steps For Becoming A Volunteer?

To volunteer at Shalem you will meet with the Volunteer Coordinator, fill out an application form, read and sign all agreement/waiver forms, submit personal references, attend an orientation session, and in some cases complete a Police Record Check, including a Vulnerable Sector Screening.

Are There Age Restrictions?

No. Volunteering is a wonderful opportunity for youth to obtain community service hours. However, volunteers under 18 years old must have written consent from a parent or guardian. Younger children are welcome with parental supervision. Children with school and church groups are encouraged to come and spend time with our seniors!

How Long Do I Have To Commit For?

It's your choice. Your commitment to a particular volunteer position depends entirely upon your circumstances, interests, and the length of time you are available. We can offer you weekly volunteer hours, or the chance to volunteer seasonally or intermittently.

What Would My Volunteer Schedule Be Like?

You can volunteer at any time of the week, day/evening, or on weekends.

What Happens When I Wish To Resign From Volunteering?

Volunteers resigning are asked to notify the Volunteer Coordinator with as much notice as possible. At the time of resignation, you may be asked to attend a brief closure interview and complete a closure form.

Where do I look if I have more questions about Shalem's Policies & Procedures?

You can find a complete and detailed document outlining Shalem's Volunteering Policies & Procedures at www.Shalem.ca/Life at Shalem/Volunteering/Policies & Procedures.

A hard-copy is also located at the Haven Reception Desk.

SHALEM CONTACTS

EMERGENCY - 911

VOLUNTEER COORDINATOR/RECREATION & WELLNESS COORDINATOR

MICHELLE VANDERWERFF

EMAIL: VOLUNTEERING@SHALEM.CA/RECREATION@SHALEM.CA

PHONE: 403-240-2800 EXT. 4

KEY PERSONNEL

403-240-2800

Executive Director	Ext. 6
Business Manager	Ext. 5
Resident & Community Life Manager	Ext. 2
Building & Grounds Manager	Ext. 3
Resident Services Supervisor	Ext. 1
Communication & Marketing	Ext. 4

SHALEM BOARD OF DIRECTORS

Secretary, Maarten Buth

Email: buthm@telus.net

Phone: 403-973-8544

President, Tony Vandekraats

Email: Tony@cwlpark.com

Phone: 587-893-4472

