



Mission

The Glebe Centre is a charitable not-for-profit long-term care home that provides long-term care: specialized care and community services to clients in the Ottawa community. The Glebe Centre is dedicated to developing and delivering services that support the highest quality of life for the clients we serve by living our values every day.

Vision

The Glebe Centre is committed to excellence through innovation and dedication to the clients we serve.

Values

Excellence in Care

We value excellence in care. We believe that we must provide the highest quality of care possible.

Compassion for Those We Serve

We value compassion for those we serve, which is expressed through the cultivation of loving kindness. It recognizes that all human life is sacred and embodies empathy for those less fortunate with enhanced sensitivity to the suffering of others.

Social Responsibility

We value social responsibility which is acting with concern and sensitivity, aware of the impact of our actions on others.

Fiscal Responsibility

We value fiscal responsibility, which is to use the available human and financial resources in the most effective and efficient manner.

Hospitality

We value hospitality. We encourage and support caring relationships within a welcoming environment.

Innovation

We value innovation. We encourage new ideas that create value and an improved dimension of performance.

Organization

The Glebe Centre is a not-for-profit corporation that dates back to 1886 and is run by an elected volunteer Board of Directors. The Glebe Centre is made up of a 254 bed long-term-care home and a seniors' centre. Our seniors' centre provides programs and initiatives to meet the physical, psychosocial and spiritual needs of older adults in our community. We advocate for a strong collective voice from clients, residents, families, staff, volunteers and community partners.

The Board of Directors employs an Executive Director who oversees the operations of the organization along with a management team.

The Glebe Centre organization operates under the Ontario Ministry of Health and Long-Term Care and is governed by the Long-Term Care Homes Act (2007) and its regulations.

The Glebe Centre receives its funding from resident accommodation fees, the Ministry of Health and Long-Term Care, the Local Health Integration Network and private donations.

Long Term Care

The Glebe Centre offers residents and clients a wide variety of activities and programming. Program Facilitators organize activities with input from residents and families. Current activities include art, music, pet visits, exercise classes, baking, teas, entertainment, outings, worship and much more. Our Snoezelen room is a multi-sensory environment for residents and the room is used to stimulate primary senses with music, lighting effects and aromatherapy. We also have a van which is wheel chair accessible and residents participate in van outings on a regular basis. We are resident/client focused and our programming is developed with the understanding that each person is unique and we will therefore be sensitive to the needs of each resident and client.

Community Programs for Adults 55+

Abbotsford@ The Glebe Centre, (a heritage building) houses our community seniors' centre. Abbotsford offers a variety of educational, social, and recreational activities. A Day Away program is offered four days per week to serve seniors in the early stages of Alzheimer's disease and other related dementias. This program provides an enjoyable day of activities designed to maintain independence and promote health. The Glebe Centre's community support programs include but are not limited to volunteer drivers, friendly visitors in the community and a telephone assurance program. Members and non-members alike come together to share interests, make friends, enjoy companionship and enrich the quality of their lives.

Some people want it to happen, some wish it to happen, others make it happen.

Volunteers

The Glebe Centre is committed to creating a role for volunteers where they are valued and appreciated for the contribution they make and the compassion they show to our residents and clients. Volunteers at The Glebe Centre support our mission and our values and the strategic direction of The Glebe Centre. Volunteers through a variety of roles build relationships and enhance the quality of the moment by encouraging resident and client engagement.

Your gift of time is much appreciated. Volunteer Services is here to make sure you have an enjoyable and rewarding experience. We are the liaison between you and the staff requesting your services. We recognize the contribution of volunteers both formally and informally.

Volunteer Rights and Code of Conduct

- Volunteers will be given a meaningful task.
- Volunteers will be provided with a position description and an explanation of what is expected of them.
- Volunteers will be treated as a team member.
- Volunteers will be treated with respect.
- Volunteers will receive effective supervision and guidance.
- Volunteers will receive an orientation to The Glebe Centre and on the job training.
- Volunteers will be recognized for a job well done.
- Volunteers make a commitment and are accountable to the organization.
- Volunteers are expected to act with integrity, follow The Glebe Centre's policies especially relating to confidentiality and are expected to be respectful and responsive to others and those with whom they interact.

Volunteers are responsible....

- To carry through on their commitment to The Glebe Centre.
- To be reliable by giving sufficient notice of any absences.
- To consult staff for clarification of policies and procedures.
- To be part of a team.
- To represent The Glebe Centre in a positive manner.
- To always wear a name tag while on duty, dress appropriately and wear closed toed shoes.
- To always sign in and out before and after each shift.

Our goal will always be for an ongoing placement or a minimum of six months. We understand that circumstances change unexpectedly and continuing as a volunteer is not always possible. We are open to special circumstances or short term placements that will benefit our residents and clients. These short term placements will end on a previously agreed upon date. Volunteers who decide to end their volunteer assignment with The Glebe Centre should advise their immediate supervisor or the Coordinator of Volunteer Services. An exit interview is beneficial in helping plan future volunteer roles.

Always return your swipe card to either your immediate supervisor or the Coordinator of Volunteer Services.

Volunteering at The Glebe Centre - What you need to know

Placement

All new volunteers will participate in an interview/orientation process. If accepted, volunteers will receive an assignment from the Coordinator of Volunteer Services based on their preferences, needs and goals. The volunteer will be assigned a staff supervisor and will begin volunteering at a mutually convenient time negotiated between the volunteer and the staff supervisor. Volunteers cannot volunteer until they have submitted a police check.

Training & Orientation

Orientation begins with the careful reading of this handbook, as well as other reading material, which volunteers will receive during the volunteer intake process. Additional training or instruction will be given to the volunteer by their staff supervisor. On-the-job training is ongoing. However, if the volunteer and the Glebe Centre feel that additional, formal training would be beneficial, arrangements can be made through the Coordinator of Volunteer Services to attend workshops or seminars in appropriate areas. Volunteers are welcome and encouraged to attend in-service training offered to staff on a regular basis. Watch for the posters placed throughout the facility.

Appropriate Dress

Volunteers should choose shoes and clothing that are both comfortable and presentable. Please wear comfortable, closed, toe and heel shoes with non-skid soles when volunteering. Our residents, like many older people, can be quite conservative in their outlook on dress and manners. Residents will feel more comfortable with volunteers if you dress appropriately. For example; shorts, torn clothing and skimpy tops are not appropriate. Always use moderation in clothing and accessories. Please refrain from using any products that contain perfumes.

Identification

Once approved as a volunteer you will be issued a volunteer name badge. Volunteers must always wear this badge while on duty. This helps both staff and residents identify you as someone who belongs here and will help us to remember your name.

Parking

We do not offer free parking; there is three hour parking throughout the neighbourhood.

Signing In / Out

ALL VOLUNTEERS MUST sign in and out each time they are on duty. There is a sign-in book located in the main reception area. Signing in and out is important for security reasons. We need to know who is in the building in the event of an emergency. Signing in and out also enables us to track the hours of service you have completed. This is especially important for students or volunteers who need specific volunteer hours.

Volunteering creates a national character in which the community and the country take on a spirit of compassion, comradeship and confidence.

What to Do If You Can't Come In?

Once a volunteer accepts an assignment, our expectation is that it is taken as seriously as you would a paid job. Be consistent and prompt in your attendance. Volunteers are a very important part of our daily activities; residents and staff need to know they can depend on you. If you cannot come in for your shift, or you will be late, please contact your staff supervisor or the Coordinator of Volunteer Services. Contact information will be provided for you.

Accidents / Incidents

If you or a resident becomes ill or injured while on duty, or if you witness or experience any form of verbal, emotional or physical abuse you must report it immediately to your supervisor or one of the nursing staff. You are not expected to handle these situations.

Concerns, Complaints, Compliments, Suggestions

Keeping the lines of communication open is the key to any successful relationship. We encourage volunteers to make their voices heard. Volunteers may complete a concerns/complaints form through their staff supervisor, a team leader or the Coordinator of Volunteer Services. If your supervisor or the Coordinator of Volunteer Services is not available you may notify the unit Team Leader. (Suggestions can also be made using the suggestion boxes located outside each elevator.)

Privacy (See Confidentiality)

The Glebe Centre is committed to privacy and complying to privacy legislation. As a volunteer you must follow The Glebe Centre privacy policies, this includes holding all matters in confidence including personal health information.

Age

Volunteers must be a minimum age of 13 to volunteer. Under the age of 18, they must obtain signed permission from a parent or guardian to volunteer. A consent form can be found at the bottom of the application form. We offer a youth volunteer program in the summer and youth can volunteer on Saturdays. We do not allow 13 – 17 year olds to volunteer without supervision.

Volunteer Records

All volunteer records are kept secure within the Volunteer Services office. Personal information will only be used for the intent it was collected. With your permission your name and picture might be used to distribute e-mail bulletins, Glebe Centre newsletters and other internal fundraising initiatives. In the event a volunteer does not want his/her information used for these purposes they may indicate this on their application.

Letters of Reference

For volunteers in good standing we are happy to provide you with a personal letter of reference within a reasonable period of time; this can be obtained through the office of the Coordinator of Volunteer Services. We will not provide a letter of reference or provide hours of service after one year has transpired since you last volunteered. Always ask for a reference and your hours when you discontinue volunteering.

Student Placement and Confirmation of Hours

Students are an integral part of our volunteer community. Please contact the Volunteer Coordinator if you have any questions regarding student placements.

Tips and Gratuities

As a volunteer you are not permitted to accept gifts or gratuities from residents, clients or family members. Should someone offer a gift or gratuity, respond politely, but explain that it is against policy for you to accept. Tell the person there are other options, including writing a letter of appreciation, or making a donation to the fundraising department.

Volunteers perform tasks in a manner that supports the culture of safety at The Glebe Centre. Volunteers:

- Recognize and respond appropriately, in accordance with established policies and procedures regarding resident/client safety.
- Report or communicate to your supervisor all resident/client safety concerns or incidents.

Confidentiality

Any information you acquire at the Glebe Centre from or about residents, clients, staff or other volunteers is strictly confidential. ONLY a designated staff member of the Glebe Centre can release information regarding residents and the Glebe Centre. Only specifically designated persons are authorized to disclose information concerning residents and The Glebe Centre. The unauthorized release of information is considered a serious matter, and the volunteer may be subject to disciplinary action. Discussing The Glebe Centre on Face book is prohibited.

Volunteers Must Not

- Give any food to residents or clients without consulting your staff supervisor or team leader. Some residents may be frail and at risk of choking, others may have specific diets.
- Help any resident go to the bathroom, stand up or reposition in a wheel chair. Many residents are frail and need the help of nursing staff who are trained to do this – you could hurt them or yourself. Call the nurse if the resident requires assistance.
- Take anyone outside without checking with your staff supervisor or the team leader.
- Distribute literature or use your position here to sell products, services or solicit charitable donations.
- Accept money. Residents and clients sometimes want to express gratitude for your assistance by offering money or gifts. Please refuse tactfully and firmly. You may tell them that if they wish, they can make a donation to The Glebe Centre.
- Lend money to or borrow money from residents or clients

Everybody can be great because anybody can serve. You don't have to have a college degree to serve. You don't have to match your subject and your verb to serve. You only need a heart full of grace, a soul generated by love. Martin Luther King Jr.

Termination of Service

The failure to act in a way consistent with the overall mission, vision and values of the Glebe Centre may result in a termination notice. Actions which pose a threat or risk to residents, clients, volunteers or staff, (such as, verbal and physical abuse, theft and/or breach of confidentiality,) will result in immediate termination. Unsatisfactory

performance that persists subsequent to coaching and training interventions may also result in termination of a volunteer assignment. Remember the first priority is to enhance and enrich the quality of life of our residents and clients.

In the event that a volunteer/student is found to have made a serious error in judgment, he or she may immediately be dismissed from volunteer activities or placements at The Glebe Centre. Reasons for immediate dismissal may include:

- Stealing from a resident
- Engaging in an act of violence, including physical assault, neglect, emotional abuse, verbal abuse, sexual assault or financial material exploitation.
- Harassing a staff member, volunteer or resident. Harassing can be defined as a form of discrimination based on the following grounds: race, ancestry, place of origin, color, ethnic origin, creed, age, marital status, family status, political or religious affiliation, record of offences, disability and sexual orientation or gender.
- Alcohol or drug abuse while representing the organization.
- Using the records of residents for personal gain.
- A breach of resident or volunteer confidentiality.
- Non-compliance with The Glebe Centre's Code of Conduct.

Our staff and residents depend on the services of our volunteers. For this reason we ask that you be punctual when reporting for your tasks. If you know you are going to be late, or unable to attend, please call your supervisor.

Events & Recognitions

Throughout the year we recognize volunteers in many ways both formally and informally. In April we participate in National Volunteer Week and hold a formal volunteer reception to celebrate the contribution of our volunteers.

Responsive Behavior

Some residents at The Glebe Centre may demonstrate challenging or responsive behavior as a result of medical conditions, dementia or fear. Such behaviors may include cursing, screaming, yelling, hitting, scratching, grabbing, inappropriate sexual comments and possibly inappropriate touching.

These behaviors may be caused by:

- Dementia
- Depression
- Metabolic and nutritional imbalance
- Infection or fever
- Cardiovascular disorders
- Insufficient information
- Neglect or inattentiveness to emotional state
- Misinterpretation of an interaction

What can prompt these behaviors?

Environmental factors, such as loud noises or bright lights.

Approaching a resident from behind and touching or speaking to them may shock or scare the resident.

A resident may be frustrated due to a physical disability, inability to communicate or unsuccessful attempts with activities of daily living such as eating, going to the bathroom and dressing.

An image or memory may trigger repressed feelings.

Preventive steps

- Learn about important characteristics of each resident with whom you work.
- Learn how to approach a resident, i.e. not from behind.
- Avoid confrontation.
- Keep yourself updated on pertinent information regarding residents.
- Use calm, reassuring pleasant voice.
- Don't talk to a resident as if they were a child.

Remember to respect privacy and confidentiality at all times.

Wandering Residents

At The Glebe Centre residents who wander are everyone's responsibility. If you encounter a resident who appears confused always stay with that person. Ask for help or escort the resident down to reception and ask the receptionist for assistance. If you feel that a resident has left a secure unit stay with that resident and ask someone to go for help. Use helpful phrases like, "can I help you" or "may I walk with you". If the resident resists, keep the resident in view, call for help.

Escorting Tips

Please always ask your specific supervisor for information regarding the specific needs of your resident when escorting.

- Always walk on the opposite side of your resident's cane.
- Resident's who use walkers should be monitored by walking beside them.
- A resident about to get up from a sitting position should stand for a moment before they begin to walk. This will allow the blood a chance to circulate, preventing light-headedness.
- Some residents may become confused in the elevator. Stand close to them and say, "I am with you, everything is okay."
- Those who suffer from loss of vision or hearing are often anxious or disoriented. Again, stay close and offer assistance and emotional support.

*When you cease to make a contribution, you begin to die.
Eleanor Roosevelt*

Wheelchair Protocol

There should be tags on the backs of the wheel chairs indicating the resident's name and unit. When approaching someone in a wheelchair:

- Approach the person in the wheelchair from the front.
- Always tell the resident first that you are going to move the wheelchair and explain where they are going.
- Volunteers should always use two hands to push the wheelchair and only one person should push.
- The resident's feet should rest on the foot pedals at all times. If there aren't any pedals make sure the resident lifts their feet.
- Check to see that nothing is caught in the wheels, spokes or casters.
- The resident's arms should not be hanging over the sides of the armrest. When pushing a client to a table always make sure their hands are out of harms way.
- Elevated leg rests extend the length of the wheelchair so use extra care when judging distances.
- Walk at a slightly slower pace than normal when pushing a resident in a wheelchair.

Infection Control

Infection Prevention and Control is dedicated to reducing infections among residents, volunteers and staff. This is achieved through education programs, surveillance (actively looking for infections) and effective outbreak management.

It is important that everyone working, volunteering or visiting The Glebe Centre performs proper hand hygiene this means using an alcohol based hand rub or washing hands with soap and water. Hand hygiene done properly and at the right time, is the most effective means of preventing health care associated infections.

Volunteers are strongly encouraged to receive their flu shot. You will be notified each year when The Glebe Centre is offering flu shots for staff. We will try and accommodate volunteers at the same time.

In the event that we have an outbreak any volunteers who have not received a flu shot may not be permitted to enter the building until the outbreak is over. This will be assessed on an individual basis.

If you see or hear anything unusual or worrisome, please report it to your supervisor, the Coordinator of Volunteer Services or a member of the Nursing Staff. Do not discuss with anyone outside of the Glebe Centre. Residents and Clients have a right to their privacy.

- All employees, volunteers and students are responsible for protecting their own health and safety and that of others, as well as the safety of Glebe Centre property.
- All employees, volunteers and students are empowered to actively participate in achieving our goals by working safely, following procedures and reporting any hazards or unsafe or unhealthy conditions to management.

We do not provide parking! There is parking on the side streets but obtaining a spot can be difficult at the best of times. We hope the current parking problems will not impact your decision to volunteer at The Glebe Centre. We are currently actively working on various solutions for the parking problem.

Thank you for choosing to be a volunteer at The Glebe Centre. We value your contribution to our community of residents, clients, staff and fellow volunteers. Your involvement helps us to achieve excellence in providing the best possible experience and care of people during their journey of aging.

We offer a wide variety of programs and services for people in long term care. These include recreational and social programming, as well as a wide variety of community support programs.

You can play a vital role in supporting and enabling our elders to participate in those activities that are meaningful to them. Our elders need our help and support to experience their culture. Your involvement is essential to ensure this goal is met.

Get Involved!

If you do not understand something, ask about it. If you are unsure of anything or need more information speak with your Supervisor or the Coordinator of Volunteer Services. Experienced volunteers can also answer a lot of your questions. If you see a way to improve things, pass your suggestions on.

If you have any questions or concerns, please contact the Coordinator of Volunteer Services.

volunteer@glebecentre.ca
613 238-2727 ext. 353¹

*Those who can, do.
Those who can do more... Volunteer.*
Author Unknown

I shall pass through this life but once. Any good therefore that I can do or any kindness that I can show to any human being, let me do it now. Let me not defer or neglect it, for I shall not pass this way again. Mahatma Gandhi