

# Wharparilla Lodge

## Volunteer Manual



Echuca Community for the Aged  
Reviewed August 2012, March 2017



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## *A Welcome from the CEO*

Volunteers are one of society's greatest assets and we value the contribution of volunteers across our organisation. Our Board of Management is made up of committed volunteers who guide the operations of Echuca Community for the Aged and we have a large number of volunteers who enhance the daily lives of our Residents.

Volunteers have much to offer our elderly Residents. Volunteers provide friendship, support, and entertainment, company on outings and appointments and support staff in many other ways.

There are many positives for volunteers at Echuca Community for the Aged, a sense of achievement, the knowledge that they have enriched the life of an older person and the sense of belonging to a team of people committed to providing quality services to the elderly in our community.

Your time is a most valuable contribution and we appreciate your interest in volunteering at Echuca Community for the Aged.

Best wishes and thank you



Colin Price  
Chief Executive Officer

## ***Our Mission***

To provide and maintain the highest possible standard of care for our residents and clients

## ***Our Values***

People in our care are valued and treated with dignity, equity and respect in a safe and secure environment.

Our staff are valued and through their integrity, empathy and compassion, contribute to the quality of life of the people in our care.

The provision of seamless care and support services while valuing every day life activities.

We are responsive to the needs of the local community, recognizing its value and diversity.

All enquiries should be directed to Cassie Powell (Lifestyle) or Mel Carmichael (HR Officer)

## *Becoming a Volunteer*

### Why you might decide to become a Volunteer

- You may feel you have something to offer
- To gain experience for a possible field of employment
- You have a desire to help
- You may have an interest in or commitment to a particular program
- A way to become involved in the community

### Attributes needed to be a Volunteer

- Friendliness
- Honest
- Enjoy spending time with the elderly
- Be patient and understanding
- Being open-minded
- Being non-judgmental
- Communication skills
- Respect confidentiality
- Eager to learn about other people in the community
- Commitment
- A sense of worth in yourself and others
- An ability to build on your own strengths and skills and share with others
- Good listener
- People person
- Be a caring person

Potential volunteers are asked to fill out the application form and volunteer commitment form which are included in this Manual and return to Wharparilla Lodge Reception, attention to Mel Carmichael. You will then be contacted for an interview if there is a suitable volunteer role available.

At the interview the Lifestyle Co-Ordinator and the volunteer determine if there is a role for the volunteer at Echuca Community for the Aged and arrangements will be made for an orientation if necessary.

All volunteers must do Orientation prior to commencing at the facility.

## Please Note

- As a volunteer registered with Echuca Community for the Aged you will be covered by our insurance policy for personal accident while engaged in authorised voluntary duties.
- A police check and statutory declaration will also be required prior to commencing as a volunteer at Echuca Community for the Aged. This will be paid for by the organisation.

## Wharparilla Lodge

Wharparilla Lodge is a 92 bed facility located at Cunningham Downs.

## Volunteer Opportunities

- Being a friend – someone for residents to have a chat with
- Joining residents for morning and afternoon tea
- Going for walks with residents
- Playing games, reading books or just sitting by residents and having a chat
- Helping when going on large outings
- Assisting with activities such as craft and indoor bowls
- Assisting with therapy programs
- Assisting with resident social functions
- Accompanying residents to appointments
- Driving residents to appointments
- Helping at meal times
- Gardening and woodwork
- Assisting in the Lodge Café

## Support for Volunteers

All volunteers will be orientated to Wharparilla Lodge and will receive training related to their role as a volunteer. This training includes manual handling, health & safety, confidentiality, duty of care, food handling and emergency situations.

## ***Continuous Improvement***

Echuca Community for the Aged is committed to providing quality care to residents and welcomes feedback from volunteers that will assist us to improve our service. Comments, complaints and suggestions can be made to the Director of Care Services or your supervisor / team leader. A yellow improvement form can be completed. These are found in the foyer of the facility.

As part of our ongoing quality assurance program we monitor the quality of our services and from time to time volunteers may be asked to participate in surveys and questionnaires.

## Volunteer Commitment

### Volunteers agree to abide by the following:-

- To participate in orientation and any relevant training provided by Echuca Community for the Aged
- To be punctual and reliable and committed to the organisation
- To notify the appropriate person of any absences as far in advance as possible
- To sign in and out in the book each time attending Echuca Community for the Aged as per health and safety requirements.
- To act professionally and courteously to all patients, clients, residents, relatives, staff, visitors and members of the community in the course of your duties
- To recognise the special access to confidential information that you are likely to have and to agree to respect that confidentiality in all your dealings
- To maintain confidentiality at all times, including at home.
- To use your best judgment and if in doubt consult with an appropriate staff member
- To be accountable to your supervisor
- To adopt a mode of dress and standard of personal presentation that is in keeping with the professional profile of the organisation
- To wear your Echuca Community for the Aged identification badge on site
- To comply with smoking policies
- To observe and abide by the rules, regulations, policies and procedures that govern safety at Echuca Community for the Aged
- To report any hazards to the Registered Nurse in Charge
- Not to speak or write publicly in your capacity as a volunteer of Echuca Community for the Aged without the express approval of the Chief Executive Officer
- Not to purport to enter into contractual or other obligations or make representations on behalf of Echuca Community for the Aged
- To disclose any physical limitations or medical conditions that may affect your ability to satisfactorily perform your tasks
- Not to take drugs or alcohol on Echuca Community for the Aged premises, or to be influenced in any way by drugs or alcohol in the performance of your tasks
- Not to drive an Echuca Community for the Aged vehicle unless you are approved as a volunteer driver. If you want to be an approved volunteer driver you need to disclose your age, any health or other restrictions, or any conditions on your driver's licence that impact on your ability to drive, and to advise your supervisor of any changes during the time that you are associated with Echuca Community for the Aged

- Not to provide medical, legal or religious advice to Residents, carers' or relatives
- Not to interfere in the personal, family or financial affairs of residents
- Not to become involved in managing residents' financial affairs
- Not to benefit in a financial or material way from working as a volunteer (e.g. cannot accept fees, money, gifts, bequests). You may receive a small token of appreciation with no commercial value from a grateful relative or resident.

### Volunteers acknowledge the following

- That you will not be paid for the duties you carry out for Echuca Community for the Aged in your capacity as a volunteer
- That you may receive reimbursement or other compensation from Echuca Community for the Aged to cover expenses if this has been prearranged with the Director of Care Services.

I, ..... agree to abide by and acknowledge the abovementioned "Volunteer Commitment".

Signature: .....

Date: ...../...../.....

**Application Form**

Name:

Address:

Home Telephone:

Work Telephone:

Mobile:

Email:

**In Case of an Emergency**

Next of kin or person to contact:

Home Telephone:

Work Telephone:

Mobile

Doctor's Name:

Doctor's Telephone

Date of Birth:

Sex M / F

Country of Birth

Languages spoken

Available to volunteer *(Please Circle)*

Day

Evening

Weekends

Day's available to volunteer:

Are you available to volunteer at short notice?

 Yes No

What are your current interests and hobbies?

What special skills / attributes could you contribute to Echuca Community for the Aged?

Are you currently in paid employment?

 Full Time Part Time Student Retired Unemployed Currently Volunteering



*Office Use Only*

Volunteer position assigned

Date commenced volunteer work           ...../...../.....

Referee check                                   

Statutory Declaration                       

Police Check                                   

Driver's Licence                               

*Orientation*   /   /                             

Name Badge                                   

Orientation Checklist