

**Pleasant View**  
Shiawassee County Medical Care Facility  
*Caring for Life*



**Pleasant View**  
Shiawassee County Medical Care Facility  
**VOLUNTEER HANDBOOK**

275 Caledonia Drive ♦ Owosso, Michigan 48867  
PHONE (989) 743-3491 ♦ FAX (989) 743-3496



Dear Volunteer,

We welcome you to your volunteer position at Pleasant View, Shiawassee County Medical Care Facility. It is our hope that you will find volunteering at Pleasant View, Shiawassee County Medical Care Facility a pleasant and rewarding experience.

Whether you are working in an area of direct resident contact or in various support services, you are providing a valuable service to the residents of Pleasant View, Shiawassee County Medical Care Facility by the giving of yourself to help others.

We hope that you will be challenged by the work you will be doing as a volunteer. We sincerely encourage you to approach your service with the conviction that each resident is a person, for whom we are responsible for to provide daily quality care and treatment.

We are looking forward to a mutually rewarding relationship.

Sincerely,

Shana Espinoza, MSN, RN, LNHA  
Administrator



## HISTORY OF PLEASANT VIEW, SHIAWASSEE COUNTY MEDICAL CARE COMMUNITY

Shiawassee County first addressed caring for its poor when Sanford Green, Isaac Castle and Hiram Stowell were appointed by the board of commissioners to take charge of them in 1839. Less than 10 years later in 1847, the county purchased 80 acres of land on Lyons Road to be used as the county poor farm. Initially, the farm consisted of a single log cabin, but in 1858-59, several frame buildings were erected. The poor farm was an actual working farm where the residents raised animals and grew food to support themselves.

A more modern brick building was constructed sometime in the late 1800s to early 1900s. This effort was led by Charles Holman. The building was 44' x 104' and was heated by steam. All of the rooms had large water and steam pipes running across the ceilings. Special troughs had to be built under the pipes to prevent condensation from dripping on patients, who at the time were referred to as inmates.

It was determined in the late 1940s that the existing county hospital, as it was now called, was no longer meeting the needs of its patients. The rooms were very small, some measuring only 5'9" wide and 9'8" long, which made caring for patients extremely difficult for nurses. The hospital superintendent at the time, made sure the patients received the best care regardless. A bond issue was passed in 1951 to raise \$425,000 for a new facility to be built on Norton Street on six acres donated by the City of Corunna.

On June 30, 2016, ground was broken for what would be the largest project in the county in more than 30 years. Pleasant View, a 103,000-square-foot, 10-acre state of the art facility was celebrated with a ribbon cutting and public open house on January 4, 2018.



## **Mission Statement**

**Pleasant View is a dedicated team committed to integrity, quality of life, and clinical excellence through continued innovation. We support a diverse community by providing a meaningful home built on respect and love.**



## What Volunteers Can Expect From Pleasant View, Shiawassee County Medical Care Facility

When your journey begins as a volunteer, you will become familiar with the purpose and functions of Pleasant View, Shiawassee County Medical Care Facility. Being a volunteer you will benefit in many ways that will open doors to new opportunities. Through your commitment these opportunities may be in the area of relationship building, development of new interest and skills, test career possibilities, and gain a sense of self-fulfillment and worth by contributing to the resident's quality of life).

In addition you will receive the following:

1. A free meal in the Employee Dining Room, if you are working before, during or after a dinner or supper hour.  
Procedure:
  - a. When you sign in (and wearing a name tag) ask the receptionist for a meal ticket.
  - b. You or the receptionist should write your name and the date you are working on the meal ticket.
  - c. The meal ticket should be turned in at the Employee Dining Room when you go for your meal.
2. All volunteers will be provided with a name tag, which they must wear when volunteering at Pleasant View, Shiawassee County Medical Care Facility.
3. Orientation and training will be given at the start of your volunteer service to inform you of resident rights, confidentiality, HIPAA and safety concerns.
4. Periodic In-services are offered to help the volunteer in doing the various jobs that are assigned.
5. One social event is held each year. In the spring, during or near Volunteer Week, a Volunteer Awards event takes place. At this gathering, volunteers are recognized for their service and awards are given. This event gives volunteers the opportunity to become acquainted with other volunteers and staff members.
6. The volunteer is responsible for completing their sign-in sheet for each day worked. This sheet keeps track of the time that you put into volunteering.



## VOLUNTEER BILL OF RIGHTS

### EVERY VOLUNTEER HAS:

1. The right to be treated as a member of the total care team. Respected and appreciated for your contribution.
2. The right to a suitable assignment with the consideration for personal preference, education, training, and experience. A volunteer will not be assigned to those task staff would not rather do.
3. The right to protection from jobs that could cause injury or illness. If injury is to occur, volunteers have the right to receive first aid treatment and to be covered by liability insurance. Volunteers have the right to be notified of a contagious illness among residents and given the option when to work.
4. The right to know about the organization including the history, its mission and goals, who it serves, and the programs and services provided.
5. The right to be trained for the volunteer job through detailed on the job training with the basic knowledge of the residents given. Volunteers should feel confident and comfortable with the job assignment.
6. The right to continuing education and training as a follow up to initial training and to keep informed of new policies and procedures. Continuous education and training helps increase the volunteer's self potential, growth, and skill
7. The right to change volunteer positions to better suite the volunteer preferences, needs, and abilities. Positions may also change by added responsibilities and advanced assignments.
8. To right to be heard when making suggestions, giving input about the program and policies of the facility, the expression of opinions and when needing to have questions answered. .
9. The right to recognition in the form of promotion and awards, and through day to day expression of appreciation.



THE THREE R's OF VOLUNTEERING

RESPONSIBILITY

- The effective VOLUNTEER...
...is regular in attendance.
...knows and understands the mission and goal of the Facility.
...knows what he or she should and should not do as a volunteer.
...respects resident's rights.
...is enthusiastic about the volunteer work he or she is doing.
...does his or her best to carry out the job assigned to them.
...understands the importance of confidentiality.

RAPPORT

- The understanding VOLUNTEER...
...tries to determine needs and finds ways to meet them.
...supports the staff in their goals of providing quality care to the residents.
...treats staff and residents with respect.

REWARDS

- The successful VOLUNTEER...
...Provides assistance where needed and leaves knowing they have eased the work load of the staff or provided encouragement and help for the residents.
...receives the sincere gratitude of the entire Pleasant View, Shiawassee County Medical Care Facility staff.
...provides supplemental services to residents that enrich their lives.

FOLLOWING THE THREE R'S CAN HELP LEAD YOU DOWN THE PATH OF BECOMING AN EFFECTIVE, UNDERSTANDING, AND SUCCESSFUL VOLUNTEER!!!

VOLUNTEER DO'S AND DON'TS

DO's:

- A. Be natural but always pleasant. Have a smile and maintain a sense of humor.
B. Protect resident confidence, this means no gossiping about residents.
C. If your volunteer work is visitation, try to visit at least once a week.
D. Always knock on the resident's door before entering the room. If the privacy curtain is drawn, do not go behind the curtain without asking permission to do so.
E. Record your volunteer hours on your time sheet and complete any other documentation as required by the HR Department.



DON'TS:

- A. Don't give out information to anyone concerning a resident's condition. Refer all questions to the charge nurse or department supervisor.
- B. Do not give a resident food unless the charge nurse has given permission.
- C. Do not change a resident's bed position, transfer a resident, or do anything requiring training or technical knowledge. Call a nurse when necessary.
- D. Do not make promises that you cannot keep.
- E. Do not take a resident off the floor or out of the building without requesting permission to do so from the charge nurse.

**SUMMARY OF RESIDENT BILL OF RIGHTS**

While a resident is living at the Pleasant View, Shiawassee County Medical Care Facility they will always have the following rights:

- To be safe from harm.
- To receive treatment for their physical and mental health problems.
- To inspect and have a copy of their medical records.
- To leave the facility.
- To privacy.
- To be treated with dignity and respect.
- To receive treatment without being discriminated against.
- To live in a clean environment.
- To have meals that meets their needs.
- To be able to see visitors they wish to see.
- To use the telephone.
- To vote.
- To know what services the facility provides, cost of services, and ways to pay.
- To keep their own money.
- To complain about the care they receive or any rights that may have been violated.

Other rights that can be limited only for special reasons:

- To have all information regarding residents kept private.
- To send and receive mail without others opening it before hand.
- To not be transferred or moved out of the facility unless it is an emergency.
- To share rooms between husband and wife.
- To practice your own religion.
- To participate in community activities.
- To refuse to work for the facility.
- To have freedom to move about.
- To wear their own cloths and keep their own possessions.
- To a safe place to keep valuable possessions.



## GAINING AN UNDERSTANDING OF THE ELDERLY

As you begin working with the elderly it is helpful to gain some understanding of the individuals with whom you will have contact with. It is very easy to stereotype elderly; this is not helpful in meeting with these individuals.

The personal contact with older individuals can no more be generalized than those of any other age level. Not every elderly person is a gold mine of wisdom and virtue. Not every nursing home resident feels lonely and abandoned. Not all elderly are gentle and submissive, cantankerous and rebellious, or eager for attention or subject to childish behaviors. Aged people are like everyone else, each one is a distinct person with different feelings and reactions. This applies to those who lack energy to respond to stimuli as much as those who reach out for personal relationships. As at any other age level, each person represents an ego, a conscious selfhood that needs recognition and understanding.

## CULTIVATING POSITIVE ATTITUDES TOWARD THE ELDERLY

- A. Treat elderly persons as reasonable adult human beings, not as children.
- B. Support the resident's dignity by requesting their cooperation not demanding it.
- C. Recognize resident's strengths and praise them for things they can do rather than dwelling on what they are unable to do.
- D. Give residents freedom to help themselves as much as they want or are able to.
- E. When a person behaves unreasonably, try not to take the behavior personally, instead try to consider that person's point of view.
- F. Respect the privacy and confidentiality; show interest in voluntary disclosures but refrain from asking prying questions or becoming personally involved.
- G. Recognize the importance of reminiscing in the lives of most elderly persons. Be a good listener. Help residents to keep in contact with the present by talking about current events.
- H. Bearing in mind that growth and change occur throughout everyone's lifetime, give residents plenty of encouragement to try new ideas and ways of doing things.

## TIPS FOR VISITATION WITH THE ELDERLY

One on one visitation provides the volunteer and the resident a wonderful opportunity to share with one another and establish a friendship. The elderly have a wealth of experience to share with someone who is willing to take the time to listen. The volunteer has the opportunity to bring some of the outside world inside to share knowledge of what is going on beyond the walls of the Facility for those who cannot go out and experience it for themselves. Through visitation, resident needs can be determined.



Tips for visitation:

- Always knock before entering the resident’s room, and assume that privacy is needed if the bed curtain is drawn.
- A person may wish to leave the area to which they are confined, a walk or a ride in their wheelchair outdoors may be rewarding to both the resident and volunteer.
- A person may enjoy playing games, putting together puzzles, making crafts, or engaging in other types of activities. Volunteers can spend time with the resident participating in these activities.
- A resident may appreciate having someone attend chapel services or other activities, the volunteer may want to arrange visits at times this could be done together.
- A person may wish to help with writing a letter or sending a card.

**TIPS FOR EFFECTIVE COMMUNICATION**

Call the elderly person by their formal name, (Mr., Mrs., Miss, etc.) until it is determined how a resident wishes to be addressed. Some older people are offended by the use of their first name. Addressing an older person properly also shows respect.

Touch is an important part of communication. A handshake, pat on the shoulder and even a hug will communicate that you care about the person needing physical contact.

Be a good listener. Having someone to share with may provide an outlet for frustrations and concerns. Try to understand the person’s problem and deal with it in a compassionate, understanding manner.

**COMMUNICATING WITH A CONFUSED PERSON**

Try to find a time of the day for visitation when the person is rested and receptive to a visit. Try to visit at the same time of the day to establish a routine. The nurse in charge can help by suggesting a good time for a visit. Visits need not to be long, sometimes shorter more frequent visits are better than long and less frequent ones.

Identify yourself and state what you are going to be doing before you do it. Make sure you have their attention by making eye contact or gently touching the person you are visiting.

Talk about an object or subject that stimulates response. Call attention to an article of clothing, the weather or something in the room to get their attention. Encouraging the confused person to touch objects that have different textures can also be helpful. Items that are hard, soft, rough, sharp, warm, or cold can help a person to respond.

Be sensitive to feelings. Facts sometimes are confused but feelings are genuine.

Use the person's name frequently.

For those who seem to be living in the past, i.e., referring to a spouse that is no longer living or feeling a need to care for children who are in fact grown, Validation Therapy is a good method to use. This method of communication deals with a confused person where they are in their mind's eye. This includes things like asking the resident to tell you about their spouse, children, and siblings, where they lived, where they worked, where they went to school, and what they like to do. If a particular subject seems to bother them, move on to another that may make them feel good such as asking them about their favorite thing to do or their favorite past time.



## COMMUNICATING WITH THE HEARING IMPAIRED

- Make sure the hearing impaired person knows that you are in the room before speaking.
- Face the hearing impaired person directly while speaking and if possible sit at the same level.
- Speak in clear, slightly raised voice, but don't shout.
- Enunciate clearly, speaking slowly and distinctly.
- Do not cover your mouth when talking. The hearing impaired may try to read your lips.
- Try not to lower your voice at the end of a sentence.
- Do not eat or chew gum while talking to the hearing impaired.
- If a person has a hearing aid and is not wearing it or it appears not to be working, ask if you may assist them by getting someone to put aids in their ears or check batteries.
- Sometimes writing a message can help with communicating with the individual.

## COMMUNICATING WITH THE VISUALLY IMPAIRED

- Approach with a casual greeting, identify yourself and tell the person why you are there.
- Describe things to the individual such as colors, surroundings, weather etc.
- Encourage individuals to feel items and discuss the texture.
- The visually impaired is not necessarily deaf, so do not shout at them.
- Encourage independence, but offer help when needed.
- Always let the person know when you are leaving the room.
- Things that the visually impaired person may appreciate:
  - Reading mail (with permission), newspaper, devotional, church bulletins, etc.
  - Writing cards and letters
  - Combing their hair
  - Assistance with meals
  - Anything else that may be requested



## Pleasant View, Shiawassee County Medical Care Facility GUIDELINES FOR VOLUNTEERS

Pleasant View, Shiawassee County Medical Care Facility expects its volunteers to adhere to its procedures and policies.

### CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed to while serving as a volunteer. This includes any and all information pertaining to staff, other volunteers, clients, any other persons, or involves Pleasant View, Shiawassee County Medical Care Facility business.



### DRESS CODE

The way you dress, your grooming, language, courtesy, and behavior contributes to your effectiveness as a volunteer. Good grooming and appropriate dress is essential. Clothing should not be revealing, seductive, or otherwise disturbing to residents. Neat but comfortable clothing is acceptable. Capri's may be worn but no shorts. Comfortable shoes should be worn when volunteering. Sandals are not permitted, toes and heels must be covered.

### ABSENTEEISM

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from scheduled duty, volunteers should inform their staff supervisor as far in advanced as possible so that alternatives arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

### SUBSTITUTION

Volunteers may be encouraged to find a substitute for any upcoming absences which might be filled by another volunteer, such substitution should only be taken following consultation with a supervisor and care should only be taken to find those who are currently enrolled as a volunteer.

### EVALUATIONS

Volunteers shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the Community, to convey appreciation to the volunteer and to ascertain the continued interest of the volunteer in serving in their present position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestion that the volunteer may have concerning the position or project with which the volunteer is connected.

### NAME TAG

All volunteers are required to wear a name tag while on the job. These will be issued at the time of your orientation.

### TELEPHONE USE

No personal calls should be made from Pleasant View, Shiawassee County Medical Care Facility. Volunteers are expected to notify family and friends that incoming calls made while on duty, should be restricted to emergency calls only.

### THEFT

Stealing of any Pleasant View, Shiawassee County Medical Care Facility property, from fellow employees, residents or patients, or stealing of any kind will result in disciplinary action or immediate termination.



Pleasant View, Shiawassee County Medical Care Facility reserves the right to examine packages, parcels, bags, containers, etc. when a volunteer leaves work, if it is felt necessary for the purpose of determining if any facility property was taken without authorization.

#### GRATUITIES

Requesting, encouraging, or accepting tips, gifts or any other forms of gratuity from residents is not permitted and may result in dismissal. If a questionable situation should arise, you are asked to check with your supervisor or the Director of Nursing.

#### SMOKING

Pleasant View, Shiawassee County Medical Care Facility is a tobacco free facility in order to provide a safe and healthy environment for residents, employees, visitors and guests. The use of tobacco inside of our facility is prohibited.

#### SOLICITATION/DISTRIBUTION

Solicitation, vending or selling to employees, residents, or in any part of the facility premises directly related to resident care facilities and resident rooms as well as any facility designated for use primarily by residents and their guest is prohibited.

Any distribution of literature on behalf of any organization is strictly prohibited.

#### LOST AND FOUND

If you should find any articles on the ground of the Community inside or out, that appear to be lost they should be turned into the business office. Articles that are lost should be promptly reported to the business office as well.

#### COAT ROOMS

Coat rooms and coat racks are available for your convenience. You are asked to keep purses or other valuables with you and place them in a safe place within the department where you will be working.

While management will make every effort to assist in the recovery of lost items, Pleasant View, Shiawassee County Medical Care Facility will not be responsible for missing possessions.

#### PARKING

Parking in any of the lots is permissible. There is no charge for parking.

#### ALCOHOLIC BEVERAGES AND ILLEGAL SUBSTANCES

Volunteers are not permitted to bring illegal drugs or alcoholic beverages on the premises of the facility. Drugs that are physician prescribed are permitted if necessary.

No volunteer will be allowed on the premises while under the influence of alcohol or illegal substances.



SAFETY

Your safety is of primary concern to Pleasant View, Shiawassee County Medical Care Facility. Think safety first. Often accidents can be avoided.

All accidents and incidents which happen to you or other employees must be reported to respective supervisors and the HR department no matter how trivial the situation may seem.

Your supervisor will make out an incident/accident report, which will then be submitted to the HR department and will be kept on file. This report must be filled out within twenty-four (24) hours following the incident.

Any accidents of other employees, residents, visitors or volunteers witnessed by or coming to the attention of the volunteer must be promptly reported to the supervisory personnel and an incident/accident report completed.

Emergency health care will be dispensed by the staff nurse when accidents occur or when brought to their attention.

In order to insure the safety of residents and volunteers, volunteers are not to transfer residents from bed to chair, chair to chair, assist them to the bathroom, or do any other service that should be performed by the nursing staff who are trained in proper methods of resident care.

In the event of an accident/incident involving a resident, volunteer or employee, the volunteer should call for help or notify someone on the medical staff and request help. A person not trained in proper methods of caring for an injured person could injure themselves and contribute to further injury to the person involved in the mishap.

\* \* \* \* \*

**INFECTION CONTROL**

\* \* \* \* \*

As a Pleasant View, Shiawassee County Medical Care Facility volunteer, you will have a responsibility to help prevent and control the spread of infection. If you develop symptoms of an infection, you are responsible for reporting them as soon as possible to your immediate supervisor or to the Director of Nursing.

If you are not feeling well, have a cold or flu like symptoms; please do not come to work. Elderly residents may contract the infection and suffer serious complications as a results of a simple cold or the flu. Not exposing residents to illness is a good method of infection control.

It is mandatory to read the information given in the material on Infection Control, Universal Precautions and Hand Washing.



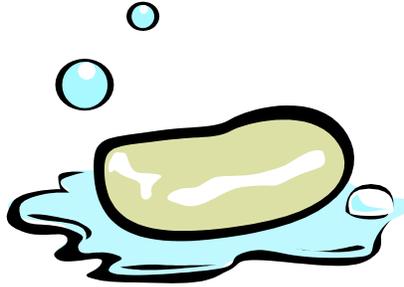
ALL VOLUNTEERS ARE REQUIRED TO HAVE A TB TEST AT THE BEGINNING OF THEIR VOLUNTEER SERVICE AND ANNUALLY THERE AFTER FOR AS LONG AS THE INDIVIDUAL CONTINUES TO VOLUNTEER AT PLEASANT VIEW, SHIAWASSEE COUNTY MEDICAL CARE FACILITY.

## HAND HYGIENE

Hand hygiene is the single most important step we can take to prevent the transfer of bacteria and infection. Each of us has the responsibility to the residents, ourselves and our families to reduce the spread of infection by using good infection control techniques.

The following is the proper and effective way for washing hands;

1. Indication for hand washing:
  - a. When they are soiled.
  - b. Between contact with residents.
  - c. Before passing trays and feeding residents.
  - d. After feeding residents.
  - e. Before and after serving coffee and other nourishments.
  - f. After sneezing, coughing, and wiping your nose.
  - g. After using the toilet.
  - h. Before and after eating
  
2. Hand washing Procedure:
  - a. Adjust water from faucet to a comfortably hot forceful stream.
  - b. Wet hand thoroughly.
  - c. Apply a generous amount of soap, using a liquid dispenser or bar of soap.
  - d. Wash entire surface of hands going two inches above the wrist, being sure to clean well between the fingers and rubbing the nails upon the opposite palm to aid in cleaning under the nails. Scrub for at least fifteen seconds.
  - e. Rinse well under the forceful stream of water, holding hands with fingers pointing down letting the water run from wrist to finger tips.
  - f. Dry thoroughly using at least two paper towels.
  - g. Turn the faucet off with the paper towels or with the blade of your wrist. Do not touch the faucet with clean hands or they will be re-contaminated.
  
3. Things to remember:
  - a. Soap does not kill germs; it loosens the microorganisms from the surface of the skin, thus facilitating the removal.
  - b. A forceful stream of water and generous amount of scrubbing is essential for good hand washing.
  - c. The rubbing action and thorough rinsing are more important than the length of time spent on washing hands.



STANDARD PRECAUTIONS

Universal precautions is the term used in Infection Control that assumes the potential presence of infectious agents in all residents and does not depend upon the use of special procedures only when identified that infectious agents are present.

When universal precautions are applied uniformly to ALL residents, the risk of transmission should be reduced. Key components of this infection control include:

1. Gloves; wear them if you are touching surfaces or equipment that may be exposed to such contamination.
  - a. Gloves should be worn if you have any cuts or abrasions on your hands.
  - b. Gloves should be worn if you are touching surfaces that are exposed to contamination of blood or other bodily fluids.
  - c. Gloves are an adjunct measure not a substitute for hand washing.
  - d. Gloves should be discarded after a single use and not to be washed for re-use.
2. Volunteers should notify a staff person if they notice blood or other bodily fluids that need to be cleaned up. **DO NOT** clean this up yourself; a trained staff member will clean up the fluids.
3. If you are setting hair, feeding residents or having contact with a resident and you feel that you need to use gloves as precaution, please feel free to wear them. They are available in all resident rooms, and bathrooms as well as many other locations in the nursing department.



GENERAL EMERGENCY PROCEDURES TO FOLLOW  
IN THE EVENT OF AN EMERGENCY

Types of emergencies that may occur:

- Fire
- Tornado
- Bomb threats
- Flooding
- Chemical or gas leaks/spills
- Choking

Guidelines to follow in the event of an emergency:

1. Always stay clam.
2. Assess the situation.
3. Follow the directions of the person in charge.
4. In the event of a fire or tornado emergency do not use the elevators.
5. Remember, the safety of persons is always the prime concern.
6. If you discover a fire, a person in trouble, or any other emergency call for help in a manner Appropriate to the situation.



ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Pleasant View, Shiawassee County Medical Care Facility Volunteer Handbook. I realize it is my responsibility to read these Volunteer Rules and Regulations. If I have any questions I am to direct them to my supervisor or the HR Department.

DATED: \_\_\_\_\_

\_\_\_\_\_  
Signature of Volunteer

If your questions are not answered in the information provided, please feel free to contact HR Department at (989) 743-3491 Ext. 535



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(Volunteer Copy)