



Volunteer Orientation Handbook

Volunteer Orientation Handbook

Table of Contents

Welcome to Carewest	Page 3
The Carewest Difference	Page 4
The Carewest Priorities	Page 5
DEI Statement of Commitment	Page 6
A Snapshot of Carewest	Page 7
Carewest Sites	Page 7
Carewest Programs	Page 9
Volunteer Guidelines	Page 11
Safety at Carewest	Page 12
Emergency Response	Page 13
Your Health and Safety	Page 15
What you Need to Know	Page 16
Tips to Assist you When Visiting	Page 17
Assisting Ambulatory Residents and Clients	Page 17
Ideas for Activities to do with Residents and Clients	Page 18
Carewest Locations	Page 19

Welcome to Carewest

At Carewest, we recognize the significant commitment and dedication of you, our volunteers, and the contribution that you make to the achievement of our vision for health care.

You are joining an organization that holds its volunteers and community service groups in high regard and that is truly grateful for your gift of time, energy and dedication.

You assist us in providing an extra pair of hands, a listening ear or a warm touch that contributes to our residents' and clients' quality of life.

Our commitment to you is that we will provide you with ongoing support and encouragement so that you may experience personal fulfillment in support of our residents, clients and their families.

We recognize that you are a goodwill ambassador for Carewest, in and out of the building. Your positive actions not only benefit our residents and clients but will also help to build upon the reputation we have already worked so hard to earn.

So, thank you:

For the way you care by coming here today,
For the joy you will bring, and
For all the smiles you will leave behind.

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” – Margaret Mead

The Carewest Difference

Vision

Leaders in exceptional care, supporting those when they need us most.

Mission

At Carewest, we create inclusive care communities that are person-centred, enhance client quality of life, and innovate to advance the healthcare system.

Values

Caring: We appreciate each person's unique qualities and honour each other with kindness, respect and compassion.

Relationships: We connect authentically through listening and sharing.

Excellence: We strive for high quality, safety, innovation and learning in all we do.

Accountability: We act with integrity and take responsibility for what we do and say.

Teamwork: We partner together to provide exceptional care.

The Carewest Priorities

Each day, the people of Carewest work toward a better future by following these nine strategic objectives.

Client Experience

- We strive to improve client quality of life
- We achieve excellence in quality safe care delivery
- We build communities in our care centres

Healthy Workplaces

- We are a workplace of choice
- We create leaders
- We embrace technology

Agile System Integration

- We are leaders in specialized programs for adults
- We support system capacity with adaptive service delivery

Financial Sustainability

- We optimize the use of our resources



Carewest is a publicly operated charity offering long-term residential care, post-acute and community programs and services in Calgary and Red Deer.



Diversity Equity and Inclusion

Statement of Commitment

Carewest is committed to creating an environment where diversity is celebrated.

We acknowledge, honour and advance diversity, equity and inclusion (DEI) work at Carewest, raise awareness of issues of DEI and encourage staff and clients to achieve a common understanding through listening and sharing. Carewest believes each person's unique lived experience should be accepted and embraced.

Our residents, clients, families, staff, physicians and volunteers are representative of many different backgrounds, cultures, experiences, gender identification and sexual identities. Everyone is supported, welcomed and celebrated for all the diversity they bring to Carewest.

We will continue to strive to further Carewest as a diverse, equitable, inclusive and safe place to live, receive care and work. We will learn the different ways in which we can make everyone feel included and welcomed. We will build caring relationships so that Carewest creates a community of choice for residents, clients, family members, staff and the community.

Everyone is welcome at Carewest.



A Snapshot of Carewest

Carewest operates multiple sites aimed at helping people live more independent lives. Our spectrum of care is available to adults of all ages and includes long-term care, post-acute rehabilitation and recovery services, and community programs and services. We pride ourselves on our ability to change with the community's needs and we do our best to predict what those needs may be in the future.

Year founded: 1961

Locations: 14

Service area: Calgary

Number of staff/contract partners: 3,500

Number of residents and clients: More than 1,400 facility-based residents and clients, and thousands of clients in community programs are cared for annually.

Carewest Sites

Carewest Colonel Belcher

1939 Veterans Way N.W.

403-944-7800

- Accommodation for 175 long-term care residents, many of whom are veterans
- Complex Mental Health Care program
- Specially designed areas for seniors with Alzheimer's disease and other dementias
- Day Support Program for seniors and veterans living in the community
- Adjoins a privately operated seniors rental complex of 175 apartments – 30 of which are Designated Supportive Living suites in which Carewest is responsible for care provision

Carewest Dr. Vernon Fanning Centre

722 16th Avenue N.E.

403-230-6900

- Accommodation for 289 long-term care residents rehabilitation clients
- Neuro-Rehabilitation Unit
- Rehabilitation and Community Transition Program (RCTP) unit to support frail individuals who do not require acute care but have a variety of medication conditions that require them to have further assessment, convalescence and/or rehabilitation in order to return home or to be placed into continuing care within the community
- Enabling Quality of Life (EQuaL) Program for residents under the age of 65 with physical disabilities with a focus on fostering a sense of home, community and family for residents (three units)
- Chronic Complex Care Unit and the Alberta Health Services Satellite Renal Hemodialysis Clinic
- Younger Adult Day Support Program (YADS)
- Adult Regional Seating Clinic

Carewest George Boyack

1203 Centre Avenue East

403-267-2750

- Accommodation for 221 long-term care residents over the age of 65
- Located in the northeast Calgary community of Bridgeland
- Secure gardens and patios for residents with dementia
- Alternate Level of Care beds

Carewest Glenmore Park

6909 14th Street S.W.

403-258-7650

- A specialized rehabilitation and recovery centre that offers short-stay and day programs for 151 clients
- Musculoskeletal Unit (MSK)
- Rehabilitation and Community Transition Program (three RCTP units)
- Geriatric Mental Health Unit
- Day Hospital

Carewest Nickle House

950 Robert Road N.E.

403-520-6735

- Home to 10 residents under the age of 65
- Designated Supportive Living
- Located in the northeast Calgary community of Renfrew

Carewest Operational Stress Injury Clinic

Location 1: Suite #203, 3625 Shaganappi Trail N.W.

Location 2: Suite 102 - 5010 43rd Street, Red Deer, AB

403-216-9860

- Funded by Veterans Affairs Canada
- Specialized mental health services for veterans, members of the Canadian Forces, eligible members of the RCMP, and their families in Southern Alberta
- Community outreach and professional education

Carewest Royal Park

4222 Sarcee Road S.W.

403-240-7475

- Accommodation for 50 long-term care residents over the age of 65
- Close to parks and other green spaces
- Beautifully designed and decorated with a comfortable feel
- Spacious studio rooms with bay windows and patios

Carewest C3 Beddington

8120 Beddington Blvd. N.W.

403-520-3350

- The Comprehensive Community Care (C3) program offers 90 spaces for seniors with unstable chronic illness who live in Calgary and require support to live at home.

Carewest Sarcee

3504 Sarcee Road S.W.

403-686-8100

- Home to 85 long-term care residents
- Comprehensive Community Care (C3) Program
- Alternate Level of Care beds
- Rehabilitation and Community Transition Program (RCTP) unit
- Located in a park-like setting in southwest Calgary

Carewest Signal Pointe

6363 Simcoe Road S.W.

403-240-7950

- Home to 48 residents with complex mental health care needs who require a secure unit
- Dementia Day Support Program
- Community resources library
- Six safe, secure themed gardens

Carewest Garrison Green

3108 Don Ethell Blvd. S.W.

403-944-0100

- 200-bed long-term care facility, which includes accommodation for approximately 90 residents under the age of 65 with physical disabilities along with accommodation for 110 seniors who require 24-hour care in a residential setting

Carewest Rouleau Manor

2206 2nd Street S.W.

403-943-9850

- 77-bed, long-term care facility, serving adults with dementias and other cognitively complex mental health care needs
- Located at the Holy Cross Centre

Carewest Programs

Carewest programs and services cover a range of care including complex continuing care – in long-term care or supportive living settings – rehabilitation and recovery services, day programs and community programs. Our goal is to meet the needs of the community through quality care and support while effectively and efficiently responding to a health care system that is continuously evolving.

Long-Term Care:

Long-term care centres are designed specifically for individuals with complex medical and functional needs who require 24-hour, on-site Registered Nurse assessment and/or treatment. Programs are supported by an interdisciplinary team of health care professionals whose goal is to support quality of life in safe, comfortable and supportive environments.

- EQual (Enabling Quality of Living) – For adults aged 18 to 64 who have disabilities related to a disease or condition, such as multiple sclerosis or a brain injury, who require the full-time support of a continuing care centre.
- Chronic Complex Care – For adults who need specialized respiratory support, who also require the full-time support of a continuing care centre as well as people who require specialized treatment, such as hemodialysis or peritoneal dialysis.
- Seniors' Care – For frail seniors aged 65 and older, who require the full-time support of a continuing care centre. Carewest offers a mix of secured and unsecured units.
- Mental Health Care – A program providing comprehensive care for adults with complex behaviours due to underlying mental illness, neurocognitive disorders such as dementia or brain injury. Carewest offers a mix of secured and unsecured units.

Designated Supportive Living:

Offers assisted living for adults who may need extra support such as 24-hour health monitoring, personal care and medication assistance. DSL is for individuals who have complex medical needs that are predictable and safely managed with onsite professional nursing (LPN level) and the direction of a home care case manager.

Alternate Level of Care:

Short-stay beds for clients who no longer require the resources of acute or post-acute care but who do require interdisciplinary care, support, rehabilitation and extensive discharge coordination while they await an appropriate living option.

Post-acute Rehabilitative and Recovery Services:

A variety of programs for adults following an acute-care stay, who have stabilized and need additional assessment, rehabilitation and treatment before returning to the community. Programs are supported by an interdisciplinary team of health care professionals.

- Geriatric Mental Health Program – A short-stay program for seniors who have primary psychiatric disorders who require assessment, treatment and rehabilitation to be able to return to the community. This is a voluntary program for those who are recovering from acute mental health conditions.
- Musculoskeletal (MSK) Program – For adults requiring further assessment, monitoring and active rehabilitation to enable them to return to the community, following an acute phase of musculoskeletal injury or who have had a bone or joint surgical procedure and require care and rehabilitation.
- Neuro-Rehabilitation Program – For adults who have had a neurological injury, such as a stroke, and require additional assessment, recuperation and rehabilitation.
- Rehabilitation & Community Transition Program (RCTP) – A short-stay restorative care program that supports medically stable adults who do not need an acute-care level of service, but may require additional assessment, recuperation, and therapy before returning to the community.

Community Programs:

Programs to enable residents of Calgary to remain independent in their homes and maintain a quality of life for as long as possible.

- Comprehensive Community Care (C3) Program – A unique, long-term maintenance and support program for seniors who live in their homes in Calgary. Integrated and coordinated care is provided by a 24-hour health care team through a medical health clinic, day program, home support, transportation, access to respite beds and emergency response telephone system.

- Day Hospital – A community-based program for seniors experiencing a mix of physical, mental, emotional and social concerns. The emphasis is on assessment and treatment within a short-term, goal-based program that offers education, support and therapies.
- Respite Care – Respite care available for short-term, continuing-care residential stays up to two weeks to provide support for adults with chronic illness and to provide respite for families so they may have a break from care giving.
- Operational Stress Injury (OSI) Clinic – An ambulatory care clinic funded by Veterans Affairs Canada that supports former and current Canadian Forces members, and members of the RCMP suffering from an Operational Stress Injury who require specialized assessment and treatment.
- Adult Regional Seating Clinic – A specialized community service where individual needs of clients are assessed and special equipment prescribed and fabricated to make clients safer, more comfortable and independent in their wheelchairs.

Day Programs:

Programs to enable residents of Calgary to remain independent in their homes and maintain a quality of life for as long as possible.

- Wellness Day Programs – Available to adults over the age of 65 who are living in the community and who require a social, leisure and health-promotion program and whose families would benefit from respite services.
- Dementia Day Program – Available to older adults who live at home with dementia, affecting their ability to socialize and interact in community activities and whose families require respite services.
- Younger Adult Day Support (YADS) Program – For adults 18 to 65 with chronic illnesses, brain injury or physical disabilities, who require a social, leisure and health-promotion program and whose families would benefit from respite care.

Volunteer Guidelines

Here is information to help you settle into your role as a Carewest volunteer

Volunteer Contact Person

When you start volunteering at Carewest, you will be introduced to your volunteer contact person. A staff member from Carewest will be assigned to you to help you settle into your new role. Please feel free to contact this individual if any questions arise during your volunteer time with us.

Signing In/Signing Out

We ask you to sign in and out each time you come to volunteer as a way to know who is in the building at any given time, in the event of an emergency. Please refer to the site-specific information on where to sign in at the site.

Wearing your Name Tag

Following the orientation and interview, a name tag will be made for you. Please wear your name tag to enable residents, clients and staff to identify you as a volunteer. It is important to be able to identify who you are for the benefit of our residents, clients and staff.

Use a Locker for Personal Belongings

Please see your site-specific information to determine if and where lockers are available for your use. A number of sites do have lockers available for your use.

Parking

To assist you with the time you spend at Carewest, we provide free parking. Please refer to Volunteer Services for more information. Bicycle racks are also available at some sites.

Onsite Food / Beverages

During an assignment, volunteers are entitled to bottled water, juice and/or coffee. To be eligible, volunteers must be wearing their name tag.

Safety at Carewest

Carewest is committed to creating a safe environment for volunteers. We believe that safety is everyone's responsibility and is an important part of every activity throughout the organization, including volunteers. Volunteers who carry out their activities in a safe manner help ensure a safer environment for clients.

- Report all safety hazards and any injuries to the care staff.
- Please use the correct equipment for each task (e.g. do not stand on a chair with wheels – use a step ladder instead).
- Do not use broken or defective equipment. Please notify the care staff and remove the piece of equipment so that others cannot use it.
- Be aware of your own physical ability when performing tasks. For your own safety it is important not to exceed your personal limitations.

Accidents

To ensure appropriate investigation and timely follow-up, we require all accidents or injuries to be reported to management. An Unusual Occurrence Report must be completed by Carewest staff after the incident/accident has occurred.

Insurance

All volunteers are covered under Carewest's general liability insurance policy. Volunteers are not covered by Workers' Compensation.

Infection Control – Hand washing

A combination of hand washing with soap and water and/or an alcohol-based hand sanitizers is extremely important for the protection of both you and the residents and clients. There are hand sanitizers provided throughout the sites.

Practice hand hygiene for 15-20 seconds when:

- Entering the building at the beginning of your activity.
- Before exiting the building at the end of the activity.
- Before and after handling food, assisting with resident or client nutrition (if trained to do so) and after touching equipment or furniture.
- Before direct contact with residents or clients or between residents or clients.
- After blowing your nose or using the washroom.

Smoking

There is a No Smoking policy in effect for everyone. Visitors, volunteers and staff must not smoke inside the building or on Carewest property. A smoking area may be provided for the use of residents and clients at some of the Carewest sites.

Emergency Response

Emergency Codes

All volunteers are expected to be familiar with the emergency responses and procedures to ensure the safety of residents, clients, visitors and staff in the event of an emergency situation. The following are the seven emergency codes you need to know. You can also refer to your Codes Insert Card found in your volunteer ID:

Code Red: Fire	Activated if there is smoke or fire R – Remove those in immediate danger. E – Ensure the room door is closed. A – Activate the fire alarm. C – Call 9-911 to report the fire alarm and site address. T – Try to extinguish the fire if it is safe
Code Green: Evacuation	Activated following another code Staff are expected to evacuate others to safety Open an Evacuchek to indicate the room is empty There are two stages in a Code Green: Stage 1 – Evacuation of Involved Unit(s) <ul style="list-style-type: none">• People are moved by the safest route to other areas of the building.• People are removed from all rooms of the involved unit(s) and placed behind the nearest fire doors. Rooms will be identified as having been being checked and unoccupied by closing the evacuchek (if applicable) or placing a pillow outside room door. Stage 2 – Evacuation of the Building <ul style="list-style-type: none">• The entire building is evacuated to an External Reception Site until further arrangements can be made.
Code Yellow: MISSING CLIENT	Activated when a client is missing <ol style="list-style-type: none">1. Search immediate area.2. Page client's name three times to return to the unit.3. Use Momentum software to try and locate the client (for Momentum sites)4. Contact Most Responsible Person (MRP).5. Page "Code Yellow, client's name and home unit" 3 times for building search (use search checklists).6. Assigned staff will search areas inside and outside the building using a search checklist.7. Contact family, physician, police, transportation services, taxi services, etc.8. Client needs to be assessed by an RN/LPN when found.

<p>Code Blue MEDICAL EMERGENCY</p>	<p>Activated when there is a medical emergency</p> <ol style="list-style-type: none"> 1. Shout for help! Ask someone to page Code Blue and location 3 times. 2. Stay with the client/victim. 3. All assigned RNs and LPNs and physicians must respond immediately to location. 4. Send staff to get chart (level of care) and Code Blue cart. 5. First Aid Kits can be found on Most Responsible Unit (MRU), main kitchen and Physical Plant Services (PPS) workshop.
<p>Code White VIOLENCE/ AGGRESSION</p>	<p>Activated when an individual displays aggressive behaviours that could cause harm</p> <ol style="list-style-type: none"> 1. Remove those in immediate danger. 2. Maintain a safe distance from the aggressor. 3. Contact MRP/RN or page Code White and location 3 times. 4. Any staff may call 9-911 and ask for police assistance.
<p>Code Purple HOSTAGE</p>	<p>Activated when there is a hostage-taking or an unknown person in the building with a weapon</p> <ol style="list-style-type: none"> 1. Maintain your own safety. Seek cover. Notify others in the immediate area. 2. If possible, move clients, visitors and staff in the immediate vicinity to a safer area 3. Call 9-911 stating that there is a hostage or weapon in the building and lives are in danger. 4. Page "Code Purple"/ Location" (i.e. unit, department,) and call MRP. 5. Prevent others from entering the area/ department /location until Police report that it is safe. 6. Be prepared to provide the following information (as much detail as possible): a) Exact location of captor and hostage b) Demands made by suspect (if known) c) How many: Captor(s) d) Weapon(s) e) Hostage(s) f) Any available description of captor(s) or weapon(s)
<p>Code Brown BUILDING-RELATED EMERGENCY</p>	<p>Activated when there is a building-related emergency There are five main code brown situations:</p> <ol style="list-style-type: none"> 1. Electrical systems/power supply 2. Water supply/flooding 3. Sewage backup 4. Chemical spill/hazardous material 5. Loss of life safety systems (nurse call system/elevator/communication systems) <ul style="list-style-type: none"> • Remove clients from affected area/monitor safety • Alert someone to page "Code Brown, nature of code brown (e.g. flooding), and its location" 3 times. 6. Assigned Emergency Responders go to paged location and follow Code Leaders direction

Code Grey SHELTER IN PLACE	Activated when there is a possibility of an external air contamination 1. Close all windows and external doors. 2. Shut off all window-mounted air conditioners. 3. PPS shuts down all air-handling operations. 4. Bring all people inside the building.
Code Black BOMB THREAT	Activated when a bomb threat is received 1. Alert other staff to the bomb threat by waving the orange bomb-threat report 2. Record details of the threat using the orange bomb-threat report. 3. Call 9-911. 4. The MRP may organize a search for suspicious objects.
Code Orange EXTERNAL DISASTER	Activated when Carewest has been identified to receive evacuated clients or citizens 1. Follow Code Leaders Direction 2. Help set up areas for the clients (e.g. beds, chairs) 3. Provide care and comfort for incoming temporary admissions 4. Staff who are not on shift may be called in to assist with the emergency.

Fire Safety

During your first week of orientation, you will receive an overview of the basic fire and safety procedures. This will include orientation at your site concerning the location of fire exits, the expected procedures and emergency codes to be used in the event of a fire and the location and correct use of fire extinguishers. Carewest conducts regular live fire drills as well as table top planning exercises.

Fire Alarm:

A “Code Red” announcement, followed by the area within the site in which the Code Red is occurring, will be made.

If you hear a Code Red announcement, there is a fire in the area described:

- Do not panic or run.
- Follow instructions from staff if you are in the area of the fire.
- If you are with a resident or client in their room, please stay with them. Close the door and windows. Should evacuation become necessary, nursing staff will direct residents, clients and volunteers to safety.
- If you are with a resident or client in one of the sunrooms or another public area, report to the nurse on duty. You may be asked to help or to simply move to another area. Follow directions from staff.
- During group activities, volunteers must follow directions from staff in charge of the program.
- If you are not with residents or clients at the time of the fire alarm and you are not in an area close to the fire, please stay where you are until the ‘all clear’ announcement or until you are given further instructions.
- If you are working in the Gift Shop at the time of the fire alarm, close the door and proceed to the front entrance and wait there. Should the fire be around that area, close the door and go to a safe area behind the fire doors. Remain there until you hear the ‘all clear’ announcement.
- The announcement “Code Red - All Clear” is the signal to return to previous activity.

Your Health and Safety

Creating a Safe and Respectful Environment

Carewest is committed to:

- Fostering a healthy, safe and caring environment for residents, clients, employees, volunteers and visitors.
- Cultivating an atmosphere of trust, respect and dignity in all relationships.
- Protecting against disrespectful behaviour, abuse, violence, discrimination, and harassment.

All residents, clients, employees, volunteers and visitors have the right to be treated with dignity and respect. They also have the responsibility to treat others in the same manner when they are cognitively capable of doing so. All employees and volunteers are expected to ensure the safety and well-being of residents and clients regardless of the location of care and services. Carewest will take whatever steps are appropriate to support the safety and well-being of residents, clients, employees, volunteers and visitors.

Resident/Client Abuse

Carewest believes that all residents and clients have the right to live in a safe environment, one that is mindful of their physical, emotional, social, cultural, intellectual, and spiritual needs. All individuals in Carewest's sites, staff, service providers, family/visitors and volunteers, have the same right to an abuse-free, caring and supportive environment.

Abuse is intentionally caused harm, including:

- Bodily injury, such as hitting, kicking, or handling a client roughly.
- Emotional harm, such as threatening, humiliating, harassing, or socially isolating a person in care.
- Administering or prescribing medication for an inappropriate purpose.
- Stealing money or valuables.
- Failing to provide the necessities of life, such as food or medical attention.

How Do I Report Abuse?

Please report any incidents to Carewest management so that an investigation can be initiated promptly and/or a call may also be reported to the Protection of Persons in Care Abuse Information line at 1-888-357-9339 (toll free) during business hours.

What you Need to Know

Confidentiality

You may, through your volunteer activities, be given or become aware of information about a resident or client that must be held in confidence. This includes information regarding names, diagnosis, treatment, personal and family matters, etc. Under the Access to Information Act (ATIA) and the Protection of Privacy Act (POPA), release of information to an unauthorized person is a criminal offense. All volunteers will be required to sign a Confidentiality Agreement, which is a legally binding document in which the signatory attests to follow all policies and regulations regarding resident, client and staff privacy, confidentiality and information handling.

If a resident or client tells you something that you feel a staff member should know, encourage the resident or client to share this with staff, or give you permission to share this information for them. If in doubt as to what you should do, or if a conflict arises, contact your volunteer contact person for advice or guidance.

We encourage you not to assume the role of counselor, financial consultant, advisor or therapist, however well-qualified or well-intended you may be. A volunteer can often become a trusted friend and an advocate for the residents and clients. The care team requests that if you observe or are concerned with a situation to please share it with management to ensure that all concerns are dealt with in an appropriate manner.

The Right to Privacy

Residents and clients have a right to share their thoughts, feelings, philosophies or religious preferences, etc., however we must not probe for information or encroach upon others by inflicting our own values or beliefs upon them. We can walk away from unpleasant situations, whereas residents and clients are often a captive audience. Our residents and clients represent many religious and ethnic backgrounds and are entitled to express or share their beliefs. Do respect resident and client dignity and right to privacy, and always knock before entering a resident or client room.

Transparency of Relationships

We ask that volunteers not involve themselves in residents' or clients' legal or personal financial matters. Because you are in a unique relationship, we discourage these types of activities from arising. If an issue occurs that involves you, please bring it to the attention of management. Should you be approached by a resident, client or family member with an issue regarding finances that makes you uncomfortable, please raise it with management.

Tips to Assist you When Visiting

Over the years, we have learned through trial and error many things that may assist you when you visit with Carewest's residents and clients.

- We encourage you to always introduce yourself to the resident or client and call them by their name.
- Because many residents and clients may have a hearing impairment, we encourage you to speak loudly enough for the resident to hear. Find out if they are wearing a hearing aid and ensure that you are speaking into the better ear.
- Communicate with the resident or client your plans for the day.
- Listen and take time to understand. Take an interest in photographs and anecdotes from the past. Be ready to get to know your resident or client. Try to avoid getting emotionally or personally involved in their lives.
- Be patient. Wait for their answers. Some of our residents and clients may have a delayed response, so until you know them better, you may not want to ask complex questions. Sometimes we need to break down each task to its simplest part. It may require repeated instructions and some help but most often you'll get a successful response.
- Try to converse with a resident or client on the same level face to face. Kneel or bend down if necessary to do so. This also establishes a better position for you to hear a soft voice.
- Please make allowances for disabilities, deafness, blindness, etc., but recognize that the person is still the same inside and treat them as such.

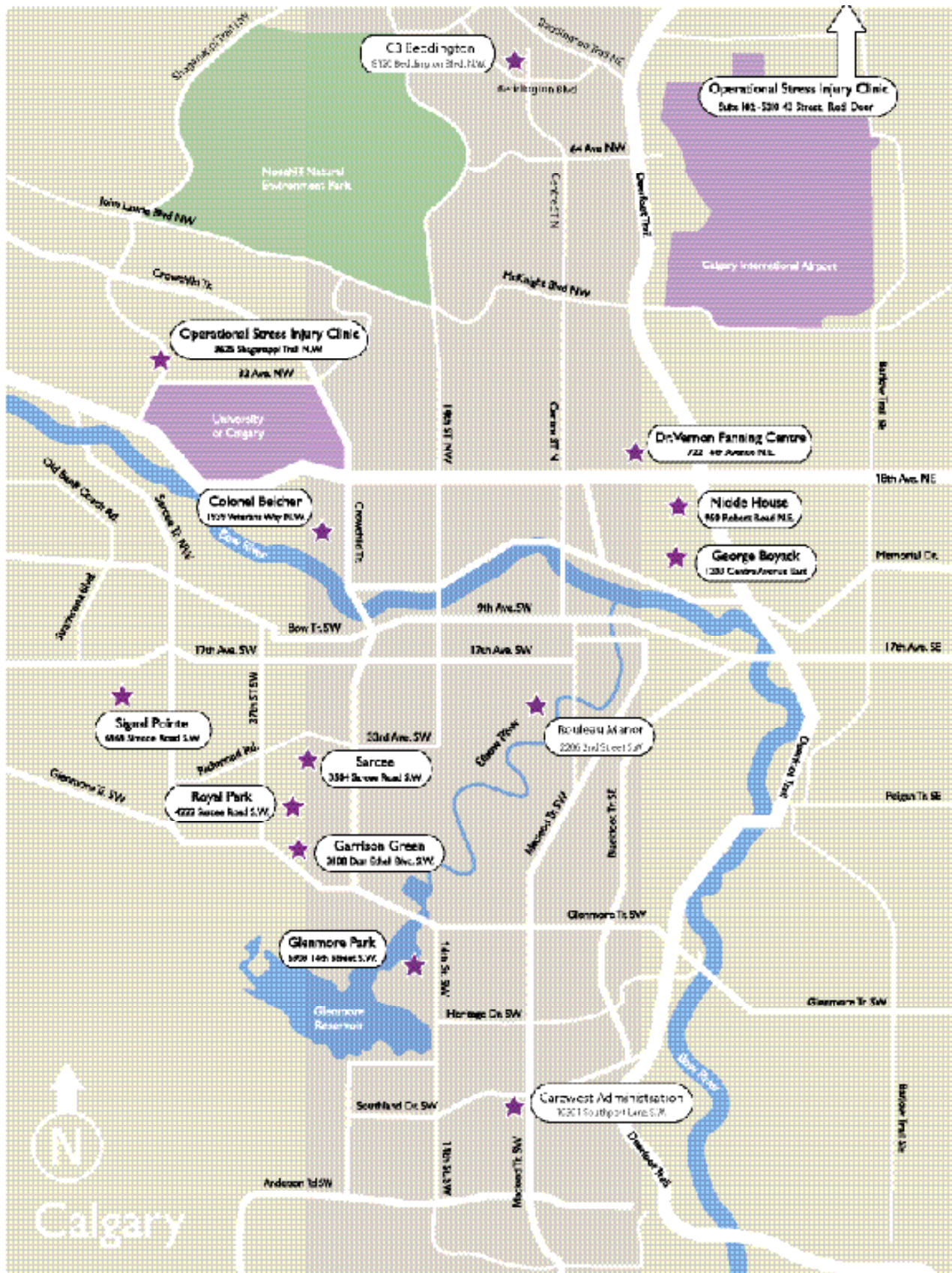
Assisting Ambulatory Residents and Clients

- Be careful to consciously slow your pace when assisting seniors or adults with disabilities.
- Start by being in front of the resident or client, placing a hand on their shoulder and then explaining to them what you are going to do together.
- Don't be hurried – allow yourself enough time to be fully available to the resident/client for the time you are there.
- Should a resident or client fall, don't panic. They will tell you how best to help. Make sure that they are safe but do not attempt to assist. Notify nursing staff immediately.
- Leave canes or crutches of seated people within reach. It can be frustrating to them if their aids to independence are not handy when they need them.

Ideas for Activities to do with Residents and Clients

- Talk about what you both have been up to since your last visit together
- Make a special scrapbook celebrating the resident's or client's lifetime
- Write or tape a resident's or client's autobiography
- Share you own favorite stories and memories
- Bring vacation photos, souvenirs, postcards, maps and tales of your travels
- Read newspapers and magazines aloud to keep resident "in touch", letters from family and friends
- Help a resident or client write or record letters, email or send cards out to people
- Bring things related to the season or upcoming holiday to do and talk about
- Music is always a great way to enjoy time together; listen to music together, sing, whistle together, teach the resident or client to play an instrument – or learn together, use some small rhythm instruments or kazoos to make you own music, play "name that tune" with records, CD, tapes or music on the radio
- Work on a craft project together
- Try a new artistic pastime together – such as drawing, painting, sculpture
- Bring along a bird book and see how many different types of birds drop by
- Ask for help in planning your garden and look through the seed catalog
- Plant and take care of an indoor windowsill garden together
- Create a terrarium to enjoy with very little care needed
- Play word and trivia games together
- Play cards, table or board games together – lifelong favorites and new ones, keep a running tally of the scores in your own tournament , try playing tic-tac-toe or hangman
- Do crossword or jigsaw puzzles together
- Watch television together and talk about the programs you've seen
- Watch a favorite DVD of an old favorite movie or musical
- Give the resident a gentle hand massage with lotion to keep skin soft
- Sensory stimulation is great for many of our residents; bring or find things around the site to stimulate the touch... different textured fabrics like silk, wool, denim, corduroy, velvet
- Arrange to be there when the pet visits happen
- Start a collection or hobby that you both enjoy doing and invite others who share the same hobby or interests as your resident
- Read a chapter of a novel or several poems each time you visit
- Write poetry or a short story together – send it off to be published
- Discuss the seasons change out the window together . . . take photos of the changing season scenes – or keep a "window diary"
- Keep a mutual journal of interesting discussions you have during your visits
- Make a potpourri together and hang it up to keep the room sweet-smelling
- Tell jokes to one another – bring along a joke book if either of your need help
- Take a walk together outside as weather permits – sit out on a patio
- Bring along your children or grandchildren and enjoy watching them play
- Celebrate the holidays together with special parties for two
- Keep track of favorite sports teams
- Learn a new word each time you visit together
- Play along with the television game shows – host your own versions
- Read the Farmer's Almanac and keep track of which predictions come true
- Make a list of all the resident's favorites – foods, movie stars, songs
- Decide what you both would do if you had \$1 million
- Design and make your own Christmas or other holiday cards to send

Carewest Locations



For more information about Carewest or Carewest locations, visit us at carewest.ca

Notes:

