



Shoreham Village Volunteer Guidelines



Niki Rodenhizer
Manager of Recreation & Volunteer Services
n.rodenhizer@shorehamvillage.com
(902) 275-5631 ext. 8235

Karen Doucet, Nicole Rafuse, Colleen Meisner
Recreation Programmers

Brenda Boutilier
Long Term Care Assistant
(902) 275-5631 ext. 8233



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Welcome from the President- Janet Simm



Welcome to Shoreham. I want to thank you for choosing us as a recipient of your commitment to be a volunteer in the community. Know that you are joining an organization that is committed to making a difference in someone's life each and every day. As a volunteer, you are an important part of that commitment.

At Shoreham, we help people live more. It's not just the care we provide, but also the conversation we have while doing it. It can be seen in our daily interaction with those around us and our deep commitment to serve the needs of others.

Your commitment of time helps us deliver on our promise to help people live life to the fullest and flourish in a community of belonging, dignity and service. Whether you volunteer in an office, provide support to programs or help our residents participate in the various activities we have available at Shoreham, you are an important part of our team.

We encourage to become involved in our community and to share your ideas on how we can better serve our clients. Thank you for volunteering with Shoreham. You are making a difference.

Best wishes,

A handwritten signature in dark ink, appearing to read "Janet Simm".

Janet Simm,
President and CEO



Welcome from our Manager of Recreation & Volunteer Services



Welcome to the Shoreham's Volunteer team!

I believe volunteers are extremely important to our organization and to the lives of those who live and work here. I will work to help make your volunteer experience meaningful and rewarding. A volunteer should feel their impact and relationships are reciprocal.

If you have any questions or concerns, or perhaps are interested in learning about other volunteer opportunities, please do not hesitate to contact me:

Contact Information:

Niki Rodenhizer

Manager of Recreation & Volunteer Services

902-275-5631 ext. 8235

n.rodenhizer@shorehamvillage.com



Our Recreation Team

Karen Doucet – Recreation Programmer
Intro Coming Soon

Nicole Rafuse – Recreation Programmer



Hello. My name is Nicole. I joined the Shoreham team in April 2022. I have a diploma in Social Services and background in Therapeutic Recreation. My passions are personal development, exercise, and uplifting others. I am always excited to have new volunteers join our team. Welcome.

Collen Meisner- Recreation Programmer



Worked in nursing homes for 41 years, i've always knew that I wanted to work with seniors and have enjoyed everyone that crossed my path...volunteering is an extension of this service to a place I love.. I enjoy gardening, sitting on the beach, bird watching and taking care of my 2 cats. I live in Eastriver and have been married 26 years.

Brenda Boutilier – Long Term Care Assistant



Hi my name is Brenda Boutilier, I live on Tancook Island and started working at Shoreham July 2020 in the recreation department doing family & friend's visitation during Covid and still continuing to work here. Before that, I was a volunteer at Shoreham which was very fulfilling to me. I look forward to working with you.



1. The Role of Volunteers

The Shoreham Village Team

Our volunteers at Shoreham come in many shapes and sizes. We are proud to have over 120 dedicated volunteers supporting the needs of our staff, residents, and our community. Our volunteers are primarily immediate local community and surrounding community members.

We currently have a variety of volunteer roles and are always creating new roles based on and the unique skill sets of our volunteers and needs of our residents. A few of our current volunteer roles are:

- BINGO Volunteer
- Board/Foundation Members
- Card Player
- Church Pianist
- Community Clergy
- Art class Program Assistant
- Manicurist
- Fitness Volunteers
- Friendly Visitor
- Gardening Volunteer
- Palliative Care Volunteer
- Life Story Biographer
- Porter
- Recreation Assistants
- Pet Visitors/ Pet Therapy
- Musical Volunteers
- Special Events
- Spiritual Care Volunteer
- Worship Companion



2. Volunteer Information

Volunteer Position Descriptions

Each volunteer role has a position description. The position description describes the duties specific to your role as well as the hours of the shift/program and your supervisor's title. If you have not received this from your supervisor, please request a copy.

ID Cards

For safety and security reasons, volunteers are required to wear the official Shoreham photo identification card at all times when volunteering. Shoreham provides the initial card at no cost. Please report to your supervisor immediately if your ID is lost. If lost or stolen, there is a \$10.00 fee to replace the ID Card. The card is Shoreham property and you must keep it safe at all times. When you complete your volunteer term with Shoreham, you are required to hand in your identification card to the Manager of Recreation & Volunteer Services.

Sign In/Out Procedure

We require that all volunteers sign in and out when they are volunteering. Each volunteer is to sign in and out at the main entrance.

Contact Information

Please notify the Manager of Recreation & Volunteer Services if you have a change of home address, email address or phone number. It is important that we maintain accurate contact information for our volunteers.

Find us on the Internet

You can learn more about Shoreham Village on our website at www.shorehamvillage.com. Our site features information on our organization, programs and services as well as a link to our Foundation and Facebook.



3. Volunteer Benefits

Parking

Volunteers at Shoreham are provided with complimentary parking. The parking lot for volunteer use is located on the far side of the parking lot noted visitor parking.

Telephones and Personal Calls

"Emergency only" calls from your family members may be placed to the main reception. Please advise family members to indicate that it is an emergency. It is very important that the caller know what department or area you volunteer in, and, if possible, what local you can be reached at.

Shoreham Village- (902) 275-5631 ext. 8221

Volunteer Recognition

Shoreham genuinely believes that volunteers are a valuable resource providing significant contributions to the overall wellbeing of the organization. Recognition initiatives, whether they are formal or informal, reinforce and reward the outcomes people create for the organization. Acknowledging the contributions of volunteers is important for Shoreham's success.

Formal forms of Volunteer recognition include:

Volunteer Recognition Week – 3rd week of April each year.

Due to the current Pandemic restrictions, celebrations will be scheduled at a later date.

Informal initiatives/programs focus on day-to-day recognition. These may take the form of a thank you, birthday greeting, welcome, or recognition for innovation, quality service, or leadership.

4. Volunteer Responsibilities

Punctuality and Absenteeism

It is essential that volunteers arrive on time for their volunteer shift. If you are unable to make your shift due to illness or other unforeseen circumstances, please contact the Manager of Recreation & Volunteer Services or Recreation Programmers as soon as possible.



Personal Use of Social Media

Like many people, you may have your own personal social media site that you use to connect with others outside of Shoreham. It is important to recognize however, that you are ultimately responsible for what you post on social media.

Social Media Usage

Volunteers who use social media for personal purposes:

- Should not electronically “friend” a client or resident through social media sites. Such a connection can establish a familiar relationship of dependency and compromise your ability to provide support to the client or resident.
- Social media usage must reflect Shoreham’s policies on privacy, conflict of interest, use of personal information and codes of conduct.
- Do not share information, photos, videos, or make comments about Shoreham staff, other volunteers or residents on your personal social media sites.
- As a volunteer, you are responsible for all postings on social media sites; both personal sites and Shoreham sites. Avoid using social media sites to vent or discuss volunteer related issues or events. Instead, talk to your supervisor if you have any issues or questions.
- Volunteers are responsible for ensuring comments or postings on social media sites complies with all applicable laws.
- Under no circumstances should you share confidential or proprietary information about Shoreham or its clients.

Any violation of this policy will result in disciplinary action and/or termination of your position as a volunteer.

Dress Code

All volunteers should dress in an appropriate and professional manner to promote safety and maintain an environment keeping with our corporate values and standards within a health care setting. We ask that volunteers are well groomed, neat, and tidy in appearance. Your supervisor will discuss dress and appearance standards for your area with you. The following are examples of items that are not suitable:



- Garments with slogans that may be offensive to others
- Underwear-type garments (such as camisole tops)
- Sweatpants or other exercise wear
- Beach-type or cut-off shorts
- Clothing that reveals undergarments or is otherwise overly revealing

Footwear- Closed-toed, closed-heeled shoes are required when on the care floors or when portering residents. Croc plastic-type clog footwear is not permitted for safety reasons.

There may be situations or positions that require an exception to these standards. Use your own common sense and judgment. If you have any questions, please ask your supervisor.

Scent-Free Policy

Shoreham is committed to providing a safe, healthy, comfortable, and productive work environment for employees and volunteers. We ask that volunteers refrain from using scented varieties of products in the workplace or while visiting clients' homes. This includes laundry agents, soaps, hair care products, perfume or cologne, and lotions.

Smoking

Shoreham is a non-smoking facility. On Shoreham property, Cannabis is prohibited to maintain the health and safety of all residents, staff and volunteers. At Shoreham volunteers may smoke while on their breaks in the smoking hut located near the far right side of the building parking lot or in your personal car. We ask that cigarettes are disposed of safely and in a clean manner.

Drugs and Alcohol

Under no circumstances should you volunteer at our Shoreham facility, a client's home, or an off-site event while under the influence of drugs or alcohol. If you are suspected of being under the influence, you will be asked to leave immediately and may be subject to termination

Washrooms

Washrooms are located in the main lounge, Anderson wing and OT room for volunteer and visitor use.



Visitors

Resident's families and visitors are an important part of the Shoreham community. You can expect to see them throughout the Shoreham buildings. By being as helpful, polite, and considerate of their needs as you can, you add to the enjoyment of their visit.

Confidentiality and Privacy

During your volunteer assignment, you may learn intimate, personal facts about residents, tenants, members, other volunteers, staff, or their families. You may also have access to confidential information. It is important that you do not discuss these matters with anyone other than your direct supervisor or the Manager of Recreation & Volunteer Services. In addition to maintaining confidentiality, we ask that you strive to protect the privacy of our resident/client personal health information at all times. This is part of our responsibility as an organization and a requirement under the Personal Health Information Act (PHIA). Shoreham only shares personal health information with those who are authorized to receive the information. It is a breach of privacy to discuss personal health information with individuals, within or outside of Shoreham, who do not need to know that information. As a volunteer, you should be aware:

- You are responsible, and liable, for maintaining the security of the personal health information of Shoreham's clients.
- You cannot use your access to personal health information for your own purposes.
- You cannot access the confidential information of clients, family, friends, co-workers or any other individual without express consent from Shoreham.
- You cannot remove confidential information from Shoreham's premises except as authorized.
- You cannot alter, destroy, copy or interfere with confidential information, except with authorization.
- By law, volunteers are required to report privacy breaches to Shoreham in a timely manner

Personal Health Information Act
Contact Information

Department of Health and Wellness
Privacy and Access Office
1894 Barrington Street
PO Box 488
Halifax, NS B3J 2R8

Phone: (902) 424-5419
Toll free: 1-855-640-4754



Mishandling or Abuse

Resident/client abuse or any type of mistreatment or mishandling of a resident/client will not be tolerated. Every effort must be made to deal with each person in a caring, pleasant manner. All claims of mishandling or abuse of residents/clients must be investigated as part of Shoreham's responsible care. Reviews of these situations are designed to protect volunteers from unconfirmed or false claims.

Mishandling or abuse of residents/clients is defined as; any unsuitable behavior by staff, volunteer, family member, or visitor to a resident/client in their care and includes the following categories:

- Emotional or verbal abuse
- Physical mishandling or abuse
- Neglect
- Exploitation of resources (money, etc.)
- Sexual abuse
- Misuse of medicines

You are required to report any suspected or witnessed mishandling or abuse of residents/ clients to your direct supervisor or the Director of Volunteer Engagement. It is considered equally as serious to fail to report known incidents of abuse.

Discrimination or Harassment

Shoreham recognizes the dignity and worth of every individual and is committed to providing equal rights and opportunities to all. We believe in an environment that is free from workplace harassment. As such, all of us have a responsibility to maintain an environment, which is supportive of the safety, dignity and self-esteem of every person. Conduct that undermines these rights will not be tolerated. This applies to residents, clients, staff, volunteers, suppliers, contractors, family, and visitors.

Shoreham's Commitment to Equity and Diversity

Shoreham has a welcoming culture where everyone is equally valued as well as treated with dignity and respect.

Our diversity is vast and multidimensional; It spans across many characteristics within an individual, group or community. The broad scope of this diversity encompasses the following: race, gender, sexual orientation, ancestry, age, social economic status, gender identity, gender expression, physical abilities, political beliefs, and other ideologies. Understanding and respecting these differences between each other fosters a mutually supportive environment.



We truly believe serving our community means supporting the entire population. We strive to create an inclusive and diverse volunteer environment where the principles of fairness, respect, equality, dignity and autonomy are fundamental and equally exemplified in our everyday goals and behaviors. Shoreham has policies in place concerning equality and human rights. A zero tolerance towards any act of discrimination or harassment by or against volunteers and other stakeholders including the public.

Clean and Safe Environment

Shoreham takes great pride in maintaining a clean and safe environment for residents and volunteers. Although Shoreham has an amazing and efficient Environmental Services team, problems may still arise. It is the responsibility of all to report problem areas to supervisors as soon as possible and to do their best to help keep the building clean and safe.

Media Calls

Shoreham is fortunate to have access to a Communications department with the expertise to respond to the media. To ensure the accuracy of the information we provide, all media inquiries are therefore handled by the Communications department. If you are approached by media or asked to participate in a news story, please direct them to or call your supervisor or the Manager of Recreation & Volunteer Services.

5. Best Practices for Volunteers

Wheelchair Etiquette

Before assisting someone in a wheelchair, introduce yourself and ask if they would like assistance. Come around to face the person, position yourself at their level, and make eye contact. Speak clearly and directly. Tell the person when you are about to move and ensure their fingers are free of the wheels and that their feet are up on the footrests. If there are no footrests ask care staff to put them on. **Do not transport a resident/ client in a wheelchair without footrests.** Footrest bags are attached to the back of wheelchairs. If footrests are removed from a wheelchair, they will go into the footrest bag. By following this practice, you can help to avoid unnecessary resident injuries. Some key points to note:

- Advise the resident of your intention to move before you do so.
- Always ensure that there are footrests if you are transporting a resident. If you remove the footrests, place them in the footrest bag on the back of the wheelchair.
- Make sure you apply the brakes if you are leaving the resident for any reason.



- Make sure the client is sitting upright in their chair. If they are sliding or don't seem comfortable, please ask nursing staff to make any adjustments.
- When entering an elevator, pull the wheelchair in backwards then apply the brakes.
- To maneuver wheelchairs over a slight rise, tilt the chair by placing your foot on the tipping bar at the lower back of the chair. Apply pushing force on the bar while pulling back and down on the handgrips. To restore the chair to the upright position, reverse procedure. Allowing the chair to drop the last few inches could cause the individual to pitch forward.

Walker Etiquette

Before assisting someone using a walker, introduce yourself and ask if they would like assistance. Come around to face the person, position yourself at their level, and make eye contact. Speak clearly and directly.

Understand that different types of walkers are provided to residents/ clients for a specific purpose. Make sure the walker is directly in front of the individual with the brakes on if it is a wheeled walker. If the walker has a "seat," it is not intended and should not be used for the resident/ client to sit on to be transported. If the resident becomes too tired to continue walking, they may sit on it temporarily. **Do not move the walker with them sitting on it.** Prior to them sitting, ensure that the brakes are on. If the resident/client is tired and needs to rest, finding an appropriate seating area is recommended. Some key points to note:

- Ensure the walker is directly in front of the resident with the brakes on if it is a wheeled walker.
- Do not sit on the "seat" of a wheeled walker while it is in use.
- If the resident is having difficulty getting up or walking with their walker, advise care staff and get them to assist you.
- Ensure the resident is wearing proper footwear that is rubber-soled and well fitting.
- Always check with staff before taking a resident with a walker outside as there are increased safety concerns associated with outdoor use that need to be addressed.
- If a resident falls, please ask them to stay still. The volunteer can either locate care staff or get a passerby to go retrieve help. Reassure the individual that help is coming. **Do not** try to get them up even if they are asking. A qualified staff person must check them out prior to continuing. Do not put yourself at risk of injury.



Falls

If a resident falls, encourage them to stay still and either locate care staff or get a passerby to retrieve help. Reassure them that help is coming. Do not assist them to stand as a qualified staff person must check them out prior to continuing. For medical emergencies, you may call the RN cell phone at 902-277-0545.

Infection Prevention

Proper hand hygiene is the most effective way to prevent and control infections. Shoreham endorses Routine Practices followed by all staff, visitors, volunteers, and residents, including preventative measures and barriers to protect you from contact with infectious germs. Be sure to wash your hands:

- Before and after you visit a resident/client, eat, drink, cough, sneeze, put on makeup, handle contact lenses, or remove disposable gloves.
 - Immediately after you touch blood, any body fluids (secretions and/or excretions), broken skin, mucous membranes and/or contaminated items (bedpans, soiled linen, etc.) whether you are wearing gloves or not. *Gloves do not replace hand washing.*
- Alcohol/waterless hand wash stations are available at the main entrances, each hall and throughout the wings. If you are ill, it is best to call in sick so as not to spread any infection to the residents/clients. Another way of protecting yourself and those around you is by getting your annual flu shot and COVID-19 vaccines. The flu shot is free to all volunteers and available at many community clinics. If you receive your flu shot from your physician or clinic, we ask that you please let us know that you have received it. Volunteers must be vaccinated fully for Covid 19. Please bring proof of vaccination each time you enter our home.
- Education to be provide- via

Resident and Client Visiting

Interacting with residents is an important and valuable service delivered by our volunteers. Shoreham believes that residents have the right to enjoy the highest possible quality of life and quality of care through engagement in meaningful relationships. When visiting with residents/clients in any of Shoreham's facilities, please observe the following guidelines.

Visiting Procedure

- Let the wing supervisor (if applicable) know which resident you are going to see. If you are taking the resident off the floor let the wing supervisor on duty know when they are leaving and when they are back on the floor.
- Always knock and wait for an answer before entering a resident room, even if the door is open.



- It is not your role to take a resident to the washroom, even if they ask you to. (Please locate care staff on the wing)

- Never transfer or lift a resident from their wheel chair or chair. This is not your role. (Please locate care staff on the wing)

Meals with Residents

- We ask that you do not assist with feeding residents/clients without proper training. Our onsite Dietician or Educator will provide proper education for assisting with meals)

- Please do not offer a residents/clients food without checking with the care staff first. They may be on a special diet for medical reasons.

Boundaries

- While it is important to build a relationship with the residents/clients you are working with, it is also important that you develop boundaries. Do not engage in any discussions regarding their private affairs and do not share any private information about yourself, including phone number or social media accounts (Instagram, Facebook, Twitter, etc.). Please refer to our Person Centered Care philosophy.

- Never take a residents money or keys for any reason, even if they ask you to do special favors for them. Let the care staff know if the resident needs something.

- Volunteers should politely decline gifts or gratuities from residents. If the resident or client persists, talk to your supervisor or the Manager of Recreation & Volunteer Services

- Never handle a resident money, personal banking card, or PIN information.

- Always keep the door open while visiting a resident.

- Do not socialize with the residents outside of Shoreham or outside of the program that you are volunteering for.

- If a resident experiences responsive behaviours, slowly back out of the room and advise the care staff or supervisor. Leave the area and report the incident to the supervisor.

- Please inform the supervisor or the charge nurse on the unit immediately if a resident confides a concern to you.

- Let the supervisor know immediately if you witness a resident being mistreated.

- Do not touch a spill (or something else) on the floor – report it to the care or support staff who will look after it.



Ethics

Shoreham believes in a culture of ethical decision-making based on our vision, mission and values. There are times when it is unclear what the best approach is for a resident or for Shoreham. Ethics is everyone's responsibility. Examples of ethical dilemmas include treatment decisions, end-of-life decisions, achieving an informed choice, and service decisions. If you are unable to resolve an issue, the Ethics Committee provides the opportunity for ethical reflection and consultation by providing resources and support to clients, families, staff, volunteers, physicians and other health professionals on ethical issues within Shoreham. Please bring any concerns of possible ethical dilemmas to the Manager of Recreation & Volunteer Services.

6. Safety and Fire Procedure

Entrances and Exits

To ensure the security of residents, visitors, volunteers, and staff, only the main entrance doors are available to enter and leave during regular visiting hours. (8:00am-8:00pm) All other doors are for emergency use only.

Theft

Every claim or suspicion of theft or unauthorized possession of Shoreham property will be investigated. If appropriate, the local Police Service would be asked to carry out an investigation and take any necessary steps.

Shoreham considers the theft of money or property belonging to residents, volunteers, staff or Shoreham to be a very serious offence. We ask that volunteers witnessing theft or suspected theft report it to their supervisor or Manager of Recreation & Volunteer Services immediately.

Emergency Plans

Shoreham is required to maintain comprehensive emergency plans to respond to various situations. The goal is to make sure residents, staff, volunteers, and visitors are safe and secure during an emergency. Different types of emergencies are listed under "Emergency Codes" are provided with your ID card. The emergency code is announced over the overhead paging system within our facilities when an emergency occurs. When you hear these codes paged, remain where you are and follow the instructions of our staff members who are safety focused.



Incidents

An incident is any event or circumstance that could have resulted or did result in unnecessary harm to residents, staff, families, or members of the public while at Shoreham. This includes no harm incidents, where the event occurs but there is no resulting harm, as well as near misses, where the event has the potential to harm but does not affect the individual. When an incident occurs, call for qualified help as quickly as possible. Do whatever you can to assist while waiting. Never attempt to move the person until an assessment has been done. Ask someone to retrieve assistance if you are unable or call the RN cell 902-277-0545.

When you are involved in or witness an incident, you may be asked to provide a written Statement in order to complete the incident occurrence report. If you have any questions regarding an incident, please speak with the supervisor.

Fire Procedure

Because of the nature of our workplace, there may be a need for staff to respond to a fire emergency. Volunteers are to remove themselves from a fire incident as soon as it is safe to do so. If it is safe, you may leave the building.

If you discover a fire at any of our Shoreham locations, remember the acronym

R A C E!

R - Remove people in the fire area from danger while calling for help; if possible close doors to limit the spread of smoke.

A – Alarm Pull the nearest fire alarm located next to all fire exits. You can also call 911 if you feel it is necessary.

C - Clear the area around the fire, working outwards from the scene. Move people behind the fire doors. Clear the hallways of all obstacles such as wheelchairs and carts that could impede the evacuation and fire response. If you feel you are able to contain the fire with the extinguisher in your area, please feel free to do so.

E - Evacuate the area as directed by a Fire Captain or Incident Commander and proceed to the designated assembly point. When evacuating an area that is smoky, remain as low as possible to reduce any smoke inhalation. Staff on units will prepare residents for evacuation as directed by the Fire Captain or Incident Commander.

- Report to the Fire Captain on the Unit (wearing a vest).
- Do not use the internal phone except for emergencies.
- Do not use the elevator while an alarm is in progress.
- Avoid panic and reassure residents.
- Stay put until you hear the “all clear” announcement over the public address system or you are directed by the Fire Captain to leave the area.

If you are not on a unit, follow the directions of the Fire Captain and shelter in the designated area (e.g. the Main Lounge, OT Room, etc.) or leave the facility as directed.



If you are caught in a fire

- Follow RACE (above) and seal off the fire.
- If the fire is behind a closed door, do not open it. Take another route out of the home or building to safety. If you must go through a smoke-filled room, put a cloth (a wet one if possible) over your mouth and nose, and one over the resident's or client's mouth and nose.
- Crawl along the floor to safety and keep as low to the ground as possible. This protects you from gases and smoke.

7. Volunteer Rights and Responsibilities

As a volunteer, you are an important and valued member of Shoreham's team. Your dedication, commitment and support helps our residents and clients live more. You make a difference. As a volunteer, you have the right:

- To be treated with dignity and respect.
You are a key member of our team and your contribution is important.
- You have a right to expect others to treat you with dignity and respect and to work in an environment where everyone's contribution is valued.
- To work in an environment that is free of discrimination or harassment.
Shoreham is committed to working with everyone in our workplace to create an environment in which diversity is valued, celebrated and promoted. We want you to enjoy coming to Shoreham.
- To engage in a volunteer assignment to suits your needs. Shoreham will work with you to develop a volunteer experience that is both fulfilling and productive. We value your opinion and encourage your feedback and suggestions.
- To know about the organization where you volunteer. We want you to know about Shoreham. We will take the time to explain our policies, procedures and programs so you feel comfortable volunteering here.
- To receive continuing education to support your volunteer engagement with us. Shoreham is committed to providing you with information about new opportunities and offering additional training to help you take on greater responsibilities.
- To receive ongoing support and direction from trained staff. You will receive direction from an experienced, well-informed staff member who will work with you to ensure you understand and feel comfortable in your role.



- To a variety of experiences. We want you to explore new opportunities, transfer to other areas of the organization or take on special assignments that reflect your interests and goals.
- To be recognized for your efforts. Recognition for the contributions made by staff and volunteers is important to us. We have developed both formal and informal ways of expressing our appreciation throughout the year.

As a volunteer, you also have responsibilities. As a volunteer you have a responsibility to:

- Learn about your role. Training is an essential part of a volunteer's commitment to service. Take advantage of learning opportunities that are available and get to know all you can about Shoreham, your role and how you can help our residents.
- Accept and respond favourably to supervision. Ongoing supervision is provided to help you be successful in your role and provide you with the information you need to perform your duties. You will also enjoy your volunteer experience more.
- To be dependable. Residents and staff depend on you being there. Do not make promises you cannot keep and follow through with any commitments you make. We are depending on you.
- Be a member of your team. Everyone plays a part. Look for opportunities to become involved or to contribute your ideas.
- To treat others with dignity and respect. Shoreham is committed to working with everyone in our workplace to create an environment in which diversity is valued, celebrated and promoted. We begin by treating each other with dignity and respect. In this way, we create a welcoming and inclusive environment where everyone feels valued!
- To ask questions and contribute your ideas. Ask if you do not understand something. We are here to help. If you have a good idea or suggestions, we are here to listen.



8. Shoreham

About Shoreham

Shoreham Village Senior Citizen's Association was founded by a group of local citizens in 1974 and is a private, non-profit organization.

- The Association is governed by a Board of Directors whose members are elected from the Association membership at the annual meeting. The day to day operation of Shoreham is under the direction of the CEO, Director of LTC and Leadership Team.
- Shoreham Village is located on Highway #3 on the outskirts of the Village of Chester. The grounds consist of some 15 acres providing a beautiful, quiet and secluded area for the residents of the campus.
- The Home presently has eighty-nine long term care residents with also a room for respite and palliative care.
- Shoreham is in partnership with Shoreham

OUR VISION, MISSION, AND CORE VALUES

Our Vision

- A leader in excellence and innovation in Long Term Care.

Our Mission

- To provide a high quality living experience for those who call Shoreham home.

Our Core Values

- **Integrity** – Being honest, ethical, respectful, open and transparent.
- **Quality** – Ensuring a high quality, safe and caring environment within our resources.
- **Teamwork** – Embracing diversity and fostering innovation and creativity through teamwork, collaboration and partnerships.
- **Joy and Fun** – Creating a comfortable, enjoyable environment where residents and their families are the focus and staff and volunteers are recognized and valued.



Strategic Direction

Program Development and Growth: Achieving excellence in care and services
Shoreham's programs will reflect the changing needs of our residents and feature a flexible approach that puts the resident at the centre of our efforts. We recognize the value of evidence-based practices and research in helping us influence future direction. We remain committed to achieving excellence through stabilizing, strengthening and positioning our existing programs to meet current and future demands.

Our Care Philosophy

Person Centered Care is knowing the person, nurturing relationships, engaging with residents and making sure they are the one to choose. Person centered care is embodied in the Simple Rules. Follow these guidelines:

- Call the resident or client by their chosen name – no one's name is "Honey," "Baby," "Sweetie," or "Dear."
- Always introduce yourself by name to the resident.
- Be "present" when speaking with a resident. Get down to their level, look them in the eye and give them a chance to respond.
- Be empathetic (acknowledging their concerns, letting them know that you are there.)
- Be respectful of their space and privacy. Always knock at their door, even if it is open, and wait for permission to enter.
- Be friendly, but not a "friend". It sets up unrealistic expectations for the resident.
- Maintain the same professional boundaries as a Shoreham employee would.
- Do not lend or borrow money, tell residents/clients your problems, "friend" them on Facebook or speak about them on social media.

Our Leadership Philosophy

Shoreham believes in and fosters the intrinsic worth and leadership qualities of the individual. We believe that leadership is the means to bring forth the best in ourselves and others. Leadership is recognized as action, not position. It begins with inner self-leadership and moves outward to influence, guide, support and lead others. It is a journey of personal growth— unique to each of us. Leaders at Shoreham reach out to serve others – clients, family, staff, volunteers, students, stakeholders, and the community. We understand and champion our corporate values, we



take responsibility for our actions, and we guide and energize others and contribute to the creation of motivational environments.

Shoreham Village Foundation

Shoreham Village Foundation proudly and actively supports Shoreham Village Home for Special Care. The Foundation conducts fundraising activities and provides opportunities for various forms of giving, including charitable bequests, planned giving and memorial donations. Their funding assistance provides much needed supports to enhance the quality of life for our residents and to enable staff to provide excellence in care.

To learn more about opportunities to support the Foundation, please contact 902-275-5631, ext. 8221



Your Volunteer Placement

We are pleased that you have chosen to volunteer with Shoreham and trust you will find your experience both enjoyable and rewarding.

You have been assigned to a specific role. If you are interested in changing your role or adding to your role please see your supervisor or Coordinator of Volunteer Resources. Volunteer IDs are to be worn only when you are volunteering.

If you have any questions or concerns about your volunteer placement, please feel free to contact:

Niki Rodenhizer

902-275-5631 ext. 8235

n.rodenhizer@shorehamvillage.com

www.shorehamvillage.com

You have been assigned to the Department _____

Your role as a volunteer is _____

Your days/hours are _____

Your supervisor is _____

Contact _____