

WELCOME !


On behalf of the residents and staff, we would like to express our sincere appreciation for your generous gift of time and service. We believe every staff member and volunteer is integral to our overall effort to provide the highest quality care, and look forward to having you as a member of our family.

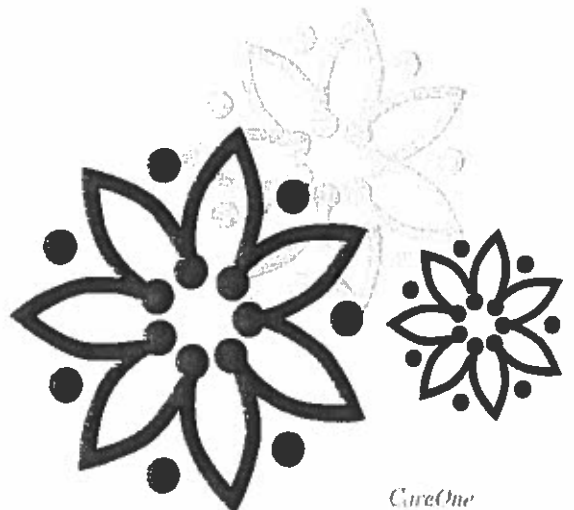
This handbook has been prepared to introduce you to our volunteer program. It should serve as a valuable reference tool for you. We encourage questions, comments and suggestions from all of our volunteers; please do not hesitate to speak with us.

We hope you will find fulfillment and pleasure in your volunteer service with us. Please consider the staff your most valuable resource.

Sincerely,

The Administrative Staff

CareOne
—  —
A Senior Care Company



Introduction

CareOne is committed to involving volunteers directly within our Healthcare facilities. Volunteers offer an opportunity to improve resident care and quality of life in our senior communities by:

- Contributing to the delivery of our services.
- Increasing our responsiveness to the needs of our residents.
- Providing different skills and perspectives.
- Increasing our contact with the local communities we serve.

Preparing volunteers and staff to understand their responsibilities in this arrangement is crucial to the success of a volunteer program. Episodic Volunteers, volunteers who volunteer one time only or for a limited period of time, and Key Volunteers, volunteers with regularly scheduled hours, require proper instruction and supervision in order to participate in our community. This program package includes the necessary instruction to help you train these volunteers and manage your volunteer program.

What are volunteer Policies and Procedures and why do we need them?

A volunteer policy is the foundation on which an organization's involvement with volunteers should be based. It forms the basis of the entire volunteer program, providing cohesion and consistency to all the elements that affect volunteers (recruitment, education, health, safety, etc.). It is the key to involving a diversity of volunteers, because it helps to define the role of volunteers within the organization.

- A volunteer policy demonstrates an organization's commitment both to its volunteer program and to its volunteers.
- It helps to ensure fairness and consistency. Dealing with volunteers means dealing with a diverse range of people. Being able to refer to a written policy ensures that decisions are not made on an ad hoc basis, and that all volunteers are treated equally and fairly.
- The presence of supportive and enabling policies can provide the encouragement and recognition that volunteers need to maximize their potential.
- Policies can demonstrate the importance of the work and the very real consequence of error when standards are not attained or guidelines are not followed.
- A volunteer policy helps ensure that paid staff and senior management fully understand why volunteers are involved, and what role they have within the organization.
- **Policies and Procedures necessary for Volunteer review are detailed in the Volunteer Handbook.**

WELCOME TO THE CENTER

On behalf of the residents and staff, I would like to express our sincere appreciation for your generous gift of time and service.

We hope you will find fulfillment and pleasure in your volunteer service with us as we strive to meet the needs of the individuals we serve.

Thank you for your interest and support. Please utilize the staff as your most valuable resource.

Sincerely,

The Administrative Staff

THE COMPANY'S MISSION

At the heart of our commitment lies a unique interdisciplinary approach that we incorporate into the treatment of our residents: A team of caring professionals including physicians, nurses, therapists, social workers, and case managers join to form a collaborative circle of care that focuses on the resident and the resident's family.

The nursing care center is committed to maintaining the highest levels of resident care and professional services

Throughout each day, we consistently strive to improve the quality of life for our residents by our commitment to four basic resident care ideals: Respect, Service, Dignity, and Independence. We constantly monitor the quality of our services to assure the highest levels of resident and family satisfaction.

STATEMENT OF PHILOSOPHY

The philosophy of care is based on meeting the needs and upholding the rights of our residents. We believe in maintaining each individual's right to dignity and respect. Our team of specialized caregivers are dedicated to providing the highest level of care and optimum quality of life possible for our residents. Volunteers play an integral part of our team by giving personalized attention while contributing their time, talents, and knowledge.

- Other conduct detrimental to the Center's operation or good standing in the community.
- Possession of weapons on the job.
- Failure to comply with normal rules of cleanliness.
- Immoral behavior
- Being in a volunteer area other than the one to which you are assigned.
- Poor attitude or disrespect to management, your Volunteer Coordinator, your residents or visitors to the center.

Any act of misconduct or incompetence may, in management's sole discretion, be grounds for disciplinary action and/or termination of volunteer service.

Our Mission, Vision and Values

Our Values

Challenges are opportunities

Attitudes are always positive

Respect and dignity for everyone

Excellence in care and in everything we do

Our hearts and hands are always open to help

Nurturing our residents and each other is essential

Everyone works together

Our Mission

Our philosophy is to provide all of our customers with exceptional care, service and support; enriching their lives in a respectful and dignified manner. Our customers are our residents, their families, referral sources and our coworkers and their families.

We are committed to treating every customer as a valued family member. We accept the role of leaders in the senior care industry, constantly focusing our efforts to enhancing the delivery of care through a broad continuum of services and personalized approach.

Our Vision

To become an integral part of the communities we serve by providing a continuum of care services to older adults.

To provide gracious living environments and care that exceeds our Patient and Family expectations.

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"Working Together Works"

Working together can never be a policy.
It can only be an idea.
It can never be a code of rules.
It can only be a way of looking at the world.
We can say, "This is mine," and be good,
Or we can add, "This is "ours" and become better.
We can think, "I do my share," and be satisfied,
Or we can ask, "Can I do more?" and become prosperous.
We can work alongside each other and function,
Or we can work with each other and grow.
As we have.

Our country's history
Makes it clear that combining all efforts into one
Has been the only way to achieve
That progress and that strength we take such pride in...
pride not only in what we've achieved
But pride in knowing .that we've. achieved it together
With our own work and our own visions.
That's really the key.
Because when all is said and done,
Working together doesn't only
Bring out the. best in all of us,
It brings out the best
In each of us.

GETTING TO KNOW STAFF

While you are a volunteer at the center you will meet many different staff members. Some of the people you will have contact with are:

The Administrator: Responsible for overseeing the entire operation of the nursing center. If you have a special need or question, the administrator is available to assist you.

The Admissions Director: Handles all the details associated with admission to our center.

The Director of Nursing: Supervises the entire nursing department. If you ever have a question that you feel cannot be answered by the nursing supervisor on the wing you should ask the Director of Nursing.

The Nurse: In addition to giving direct patient care, gives direction and supervision to the nursing assistants.

The Nursing Assistant: Has the very important job of giving a resident the assistance that he may need in taking care of himself throughout the day or night.

The Business (Office) Manager: Assists residents and families with questions about billing, Medicare and other business or financial matters.

The Recreation Director/Volunteer Coordinator: Will meet with you and help you to select the programs and activities in which you would like to participate. The Activities Director is responsible for developing and supervising a full range of programs to make life more interesting for all residents.

The Social Worker: Works with residents and families both individually and in groups, to help deal with the residents' needs and problems.

The Dietician or Food Service Supervisor: Helps plan an appropriate diet for residents in accordance with their doctor's instructions and their food likes and dislikes.

Housekeeping, Maintenance, Laundry, Receptionist: All of our staff people in all of our departments are here to make sure the residents' stay at this nursing center is as comfortable and happy as possible! If you have a special need or question, they are able to assist you.