

VOLUNTEER PLACEMENT CONFERENCE

Introduce volunteer and note status (certified vs. intern);

Discuss conflicts of interest;

Discuss other relevant information (e.g., if the volunteer is a former employee, or had a family member residing in facility, etc);

Discuss goals of program:

- to resolve resident complaints at facility level in friendly, informal way;
(EXCEPTION: abuse or neglect...);
- to promote resident rights, quality of care and quality of life issues;
- to promote partnership between residents, family members and staff.

Confidentiality:

- the volunteer does not share information without the resident's knowledge and consent.

Visit protocol:

- the volunteer checks in with Administrative staff or the person in charge;
- the volunteer visits residents, staff and families;
- the volunteer shares relevant observations and information (with the resident's permission) with appropriate staff;
- at the conclusion of the visit the volunteer checks out with Administrative staff or the person in charge.

Volunteers *do not*:

- regulate nursing facilities;
- provide care to residents;
- offer specific advice regarding medical or nursing care of residents;
- advise residents on business or legal matters.

We recommend introducing the volunteer at a staff meeting so facility staff can learn who the volunteer is and what their role is.

During the volunteer's initial visit(s), we recommend a key staff member show the volunteer around and introduce him or her to direct care staff.