

Volunteer Handbook

Our Mission:

To Enrich Life and Build Community with Older Adults

Our History:

Meet Sister Annette Relf, the soul behind the mission that we serve to this day.

What has now long been known as Episcopal Homes of Minnesota was originally a single residence known simply as “The Church Home.” It was founded in 1894 by Sister Annette Relf, a nurse and Minnesota’s first Episcopal Deaconess.

Moved by the plight of the destitute “aged and infirm,” Sister Annette committed the rest of her life to serving these vulnerable souls. She rented a small home in Saint Paul and raised funds by going door-to-door. Although Sister Annette’s mission received the blessing of the bishop, it has never received any funding from the Diocese (now called The Episcopal Church in Minnesota).



When Sister Annette died in 1915, her example of undaunted courage and commitment inspired others to continue her mission. In 1920, that mission found a permanent home with the purchase of what is now the site of our continuing care campus in Saint Paul’s Midway.

Our Campus:

We offer all of the services one may need, right in the heart of Saint Paul. Here are the different buildings on our campus, along with the most common volunteer opportunities for each.

- **The Transitional Care Center at Episcopal Church Home** is a bridge between hospital and home. It is a Transitional Care Unit (TCU) where patients receive skilled nursing care and the therapies they need to regain their strength and abilities after discharge from the hospital.
 - **Greeter/Visitor:** Visits, delivers treats, and offers companionship to patients in TCU.

- **Episcopal Church Home** is a 100-bed nursing home based on the Household Model of Care.
 - **Companionship/1:1 Visitor:** Provides regular visits to room-bound elders.
 - **Escorting:** Offers transportation (by pushing wheelchairs and/or walking next to elders) to various events on campus, including church, concerts and other fun programs.
 - **Life Enrichment:** Offers assistance to LE staff, which includes but is not limited to set-up, helping throughout programming, or offering small group activities like manicures, trivia, reading the newspaper, or any other area of interest.
 - **Entertainment:** You bring the program! If you have a special talent, such as music, dance, or have friendly pets (even goats or bunnies have visited!), volunteer entertainment is always well received. We also love visits from children, and your kids will love an opportunity to meet new grand-friends!

- **The Gardens** is a 60-bed nursing home organized into households of 10 elders per floor. It is based on the Green House Model of Care.
 - **Companionship/1:1 Visitor**
 - **Escorting**
 - **Life Enrichment**
 - **Entertainment**

- **Katy's Cottage** is an Assisted Living community for individuals with memory loss and dementia. Our care philosophy emphasizes independence, dignity, and enhancing quality of life. We believe people with memory loss feel comforted with better sense of well-being, in an environment of simplicity, structured routine, and choice.
 - **Companionship/1:1 Visitor**
 - **Escorting**
 - **Life Enrichment**
 - **Entertainment**

- **Assisted Living at Iris Park Commons** offers a flexible menu of services, which include 24-hour access to a registered nurse, medication management, meal options, personal care services, housekeeping, laundry services, and more.
 - **Companionship/1:1 Visitor**
 - **Escorting**
 - **Life Enrichment**
 - **Entertainment**

- **The Terrace, Seabury, Cornelia and Midway Pointe** are our Independent Living options on campus. We also have two off-campus Independent Living options, **Carty Heights and Kings Crossing**. Our elders in these buildings are largely very involved in our campus programming, as well as their home communities, so volunteer opportunities are more infrequent.
 - **Elder Helper:** For our elders with impairments in hearing or vision, it can be beneficial to have a regular visitor who can help with odd jobs, retrieving and reading mail, and other miscellaneous tasks.

Volunteer Onboarding Process:

We offer a standardized process for onboarding volunteers, in order to provide the most consistent experience for all. The steps of onboarding are listed below:

1. **Initial Application/Meeting:** All prospective volunteers must complete an online application at episcopalhomes.org/volunteer. Following receipt of application, Volunteer Director will reach out to prospective volunteer to discuss current opportunities and areas of interest. Initial meetings can take place via email, over the phone or in person.
2. **Background Check:** All prospective volunteers that will be working directly with elders without supervision of staff are required to complete a two-step background check. The background check is paid for by Episcopal Homes.
3. **Volunteer Orientation:** Once the background check has cleared, prospective volunteer will meet with Volunteer Services staff for orientation. In orientation, we discuss tips for success, processes and procedures, your rights as a volunteer, and conclude with a tour of campus. Once orientation is complete, the prospective volunteer will be matched with an opportunity on campus and connected to the supervisor for that area. If the volunteer will be serving more than 10 hours a week, they also need to complete a two-step TB screen.
4. **Placement Meeting:** The next step in volunteer onboarding is to meet with the supervisor for your volunteer role. This meeting will cover the specifics of the role, as well as what to expect. Scheduling and other need-to-know tips for success will be covered in this meeting. Moving forward, you will communicate about your day-to-day with this supervisor, rather than Volunteer Services, in order to prevent missed communication.

Volunteer Guidelines:

As members of Episcopal Homes family, volunteers must abide by the same processing and regulations as the paid staff and follow similar nursing home regulations. All onsite volunteers must adhere to the following:

- Volunteers must hold resident information confidential and must sign a statement of confidentiality. Remember the 4H's. What you see here, and hear here, stays here.

- Sign in when you arrive and sign out when you leave: A sign-in clipboard can be found at the Welcome Center and the ECH Front Desk. If you sign in your vehicle on the general sign-in, please be sure to also sign in on the Volunteer clipboard so your hours can be counted. Another option is an individual time sheet that must be forwarded to the Volunteer Office monthly
- Please notify the Volunteer Office and the department to which you are assigned regarding a change of schedule, absence or anticipated lateness.
- Dress professionally. Volunteers must dress appropriately for their assigned areas and tasks. No shorts, sandals (flip flops, open toed shoes) or clogs may be worn. Heavy perfume and bulk jewelry should be avoided. Khakis and/or jeans can be worn in appropriate assignments. These pants must be well maintained and fit appropriately. Clothes must be neat, clean and appropriate for a business environment.
- Identification Badge. Always wear your ID badge visibly attached to your clothing so that others can identify you as a volunteer. Your ID badge will be found at the front desk closest to your volunteer assignment before your first shift.
- Volunteer position descriptions are available for every volunteer assignment and should have been given to you during the interview process for review.
- Residents should be treated according to their age, gender and environment with dignity, empathy and respect. Volunteers are asked to commit to their schedule and come regularly to their volunteer assignment. Good attendance is very important. Your position will be much more beneficial if a department can depend upon you, and you will receive duties of a much more fulfilling nature. 3 unexcused absences are grounds for dismissal.
- Volunteers must not accept or ask for money or gifts from residents or attempt to sell items to residents, staff or a resident's family members.
- Smoking is not permitted in any part of the Episcopal Homes campus. Smoking in any building will result in counseling and possibly termination of position. The campus has designated areas outside.
- Volunteers are responsible for reporting any incident involving injury (however minor). Supervisors or other responsible staff should complete an Incident Report to record information. A copy should be submitted to the Volunteer Program Director.

Performance Expectations:

Volunteers are assigned to a department and are to report directly to the supervisor of that site.

Volunteers are responsible for following the instructions given them for completing tasks and for seeking clarification of any instruction not understood.

Volunteers are responsible for arranging any breaks taken during the service period with the supervisor.

Volunteers are responsible for reporting to their site according to the schedule established when placement is made. Any changes in the schedule must be acceptable to the volunteer and the supervisor. Volunteers must inform their supervisor and Volunteer Director if any changes are made.

Open Door Policy:

At Episcopal Homes, we have an open door policy. If you have concerns about policy, procedure or anything related to our elders, please feel encouraged to speak to Volunteer Services. We will always follow up on your concerns with the appropriate leadership.

We also welcome any feedback on anything we can do as a team to make your volunteer experience more valuable. For input related to your specific volunteer assignment, see your Floor Supervisor or the Volunteer Services department.

Resignation:

Volunteers wishing to resign from their position must notify Volunteer Services and their supervisor. If a notice period can be given, it is appreciated. We are grateful for your service!

Finally, this handbook is not designed to clarify all of the different circumstances that could arise in your time as a volunteer. If you have a question or concern about anything, please feel free to reach out to the Volunteer Program Director.

Our volunteers are a vital part of the Episcopal Homes family, and they make it possible for us to accomplish our mission every single day. We hope you feel our gratitude throughout your time with us.

In gratitude,

Volunteer Program Director
Episcopal Homes

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