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## **Welcome to the Volunteer Program!**

Glacier View Lodge is a vibrant community offering long term care to 101 people, largely seniors, and supportive programs for seniors and their caregivers in the Comox Valley. The supportive programs include short term stay (Respite), Adult Day Program, Caregiver Support Program and Community Bathing Program.

We are Comox Valley's longest operating long term care facility; we trace our roots back to an initiative by the Women's Institute of Vancouver Island in 1946. We are proud to carry on the dream and hard work of the many past Comox Valley citizens who dreamt of improving the lives of seniors and their families.

Our vision is to build a community of care where people can thrive. We truly feel that Glacier View Lodge feels like home.

We welcome residents, families, friends, staff, community groups and volunteers to become part of our Glacier View Lodge family. Support provided through volunteers expands opportunities and social networks for our residents, and maintains a feeling of connection to our larger community. Volunteers truly help us to improve the quality of life for our residents.

We work as a team in providing a warm, caring, home environment that contributes to the quality of life for our seniors and their families. Our hope is that volunteers will help our residents to remain connected to what has given their life meaning.

We invite you to create an individualized volunteer job description with us. Volunteer duties are many, but cannot replace tasks that are part of our unionized employees roles. Here are a few examples of volunteer roles:

- Maybe you have a listening and empathetic ear, or a gift for storytelling?  
Be a visitor

- Do you enjoy fitness activities?  
Help with exercise programs or the bi-monthly swimming program.
- Are you a whiz on the computer or enjoy navigating the web?  
Download and deliver the email or help a resident with their own computer.
- Do you enjoy photography?  
Take photos at special events or start a photograph club.
- Do you love to shop?  
Be our weekly shopper.
- Do you enjoy socializing?  
Play cards/games, lead our bi-weekly coffee parties, join us for special events or help on outings.
- Are you Musical?  
Entertain us or volunteer with the Music Therapy program
- Crafty?  
Support our creative activities.
- Do you have a green thumb?  
Help in our gardens.
- A favourite hobby?  
Give a demonstration or work with a resident with the same interest (ie. Woodworking, pottery, sewing....)
- Could you help at mealtimes?  
Be a meal time hostess and serve coffee/tea and get people in and out of the dining room.
- Could you help us raise money?  
Join our Fund Development Committee
- Would you like to help oversee the operation of the Society?  
Become a society member and explore opportunities with the Board of Directors.

*Let us know what your special interests are so that these can be incorporated into your volunteer duties.*

*Come and help us grow our community!*



Glacier View Lodge is operated by the Glacier View Lodge Society. We are licensed through the Community Care and Assisted Living Act. In addition, we voluntarily participate in review through Accreditation Canada, an independent body that develops national standards of care.

Our principles of care are guided by our Resident's Bill of Rights.

### **Resident's Bill of Rights**

Residents have a right to:

- Feel safe, secure and protected.*
- Be heard and be understood, and to unburden their hearts and worries to others.*
- Be liked and accepted, and have their individuality recognized and respected.*
- Feel supported emotionally and spiritually.*
- Have their privacy respected, and to be cared for by caregivers of the gender of their choice when possible.*
- Experience a warm, caring, home atmosphere.*
- Receive gentle care; knowing that they will be touched, treated, and cared for respectfully.*
- Know that their pain is being taken seriously.*
- Remain active and socially engaged, by having opportunities to participate in daily activities.*
- Participate in decisions that affect their care.*
- Know that their families are welcome to participate in daily activities of the Lodge, and are included in the planning of care.*
- Know that their feelings, beliefs, and opinions are considered important.*
- Surround themselves with personal items, and feel that those "special things" will be handled with care and respect.*
- Be cared for by qualified, competent health care professionals.*



### **MOMENTS OF JOY**

We can all carry on social chit chat with people that we don't know, but we don't begin to form relationships with others until we talk about things that are significant in your lives. The most important interactions with our residents are ones that create 'moments of joy'. At Glacier View Lodge we have embraced the "Moments of Joy" philosophy that was created by Jolene Brackey. Jolene shares this story.

*"Bob was an avid fly fisherman and loved fishing the streams of Oregon. I met Bob when he moved into our facility after being diagnosed with Alzheimer's. He had a wonderful relationship with his wife. I asked her to bring me one of Bob's fishing poles. We were all outside enjoying the sun when his wife opened the*

*door with a fishing pole in her hand. I gave the pole to Bob and asked if he would show us how to cast. He tossed the line out with such ease and then handed me the fishing pole. Needless to say, I didn't do very well, but he enjoyed watching me try. Then I asked him "How do you tie the lures on?" He grabbed into the air for a fishing line, which wasn't really there, and he moved his hands and fingers as if he were tying the knot. He looked over at me with the imaginary knot in his hand and a smile on his face. I said, "You're amazing." And he just laughed.*

That was a Moment of Joy for Bob. He relived one of his own simple pleasures, fly fishing. A pastime he loved. If his wife didn't bring in his fishing pole, this moment would not have occurred. We would have missed our opportunity to create a moment of joy, but instead we captured it. We created a moment of joy for people who were watching, a moment of joy for me, for his wife, and most importantly a moment of joy for him. When could Bob have that moment of joy again? Will he remember reliving that moment of joy several times each day? (no) If he doesn't get tired of sharing that memory because his short term memory is gone, how will he feel if you help to trigger this and other memories throughout the day? (increased self-esteem, happy, content, connected to others who know his story). How could this impact daily care for a resident if he is feeling positive and aware that you know important stories about his life?" What kinds of triggers or props would you want around you, in order to bring back your positive memories? It is our hope to unlock the memories in our resident's long term memory. The more we use visual, touch, smell, hearing ~ all of our senses, the more likely we are to trigger memories.

We know that finding ways to reconnect our residents with their lifetime moments that created a sense of success, joy, pride and achievement, will create moments of joy ~ all the things that create meaning in our lives. It may not be possible for any of us to have an entirely perfect day, but it is our hope that we can create many perfect moments for our residents. As you journey with our residents at Glacier View Lodge, we hope that you are able to experience some of these moments with our residents.

We are also fans of the Eden Alternative philosophy of care, founded Dr. Thomas. This is a favourite of his quotes:

***You can make the argument that meaning is as vital as food and water and shelter. Because a human being who feels as though they have no place in the world, who feels they no longer belong, who no longer matters - they are the easiest pickings for the grim reaper. People without meaning in their lives die.***

Dr. Thomas teaches that it may not be health conditions that cause seniors to suffer, but loneliness, helplessness and boredom. Volunteers help us increase socialization and connections to meaningful activities and alleviate loneliness, helplessness and boredom.

## SPENDING TIME TOGETHER

Many of those who come to live at Glacier View Lodge may be experiencing changes to memory. At your orientation we will talk more about the Moments and Joy philosophy and also the Positive Approach Techniques taught by Teepa Snow. You will learn some techniques that will allow you to have successful visit.

Visiting with residents is one of the most important volunteer contributions. Volunteers share the gift of time to spend to listen and explore the stories that are important to the resident. If you find that residents wish to talk about things that are difficult, please ask our staff for assistance.



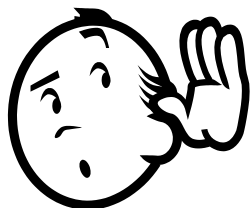
Here are a few suggestions for visiting:

Use props to start conversations. Pick a topic from the residents social history to talk about, use photos or doorway memory boards to ask about their family or favourite activities, or bring an object you think they might enjoy to help you start your conversation (ie. Flower, book, recipe, etc.)

People never lose their sense of humour or opinions. Ask residents to share their opinions on different topics, and smile and laugh when you are together.. “Laughter helps us forget our troubles, at least for a while, and it’s good for us too!” Humour is but one of a whole list of positive emotions; hope, faith, love creativity, and playfulness are others. Tapping any of these emotions can help to make your visit successful.

Get to know your resident and find things that you can do together. We have many areas and supplies that you can use during your visits. You could also invite a resident to attend one of the Lodge activities with you. Some people like to attend only when they have a friend along.

## HEARING



As a person ages, he/she will usually experience some degree of hearing loss. The person with impaired hearing often feels isolated and lonely. They generally have difficulty communicating in group settings or in settings with a lot of background noise.

**If you are not familiar with ways to communicate with someone with a hearing loss, here are some suggestions:**

- Talk at a moderate rate; not too fast and not too slow.
- Talk in a normal tone of voice, clearly and accurately. Avoid the tendency to drop your volume at the end of a sentence. Some people may have difficulty hearing high pitches or low pitches.
- Keep your hands away from your mouth. This will help those who lip read.
- Face the resident when conversing and gain eye contact. Try to be in good light.

## VISION

Some degree of vision loss is common as people age. Loss of sight is a physical loss and is devastating in itself. However, loneliness and depression caused by the sensory deprivation can perhaps be even more devastating.



### You could help by:

- Encouraging the resident to wear his/her eye glasses for all activities. Assist the resident to keep their glasses clean.
- Ensuring the resident has adequate lighting, especially for reading, sewing, writing or other close work. Avoid glare from highly polished walls, table tops, floors and from windows without shades or coverings.
- Finding out where to sit that the resident can best see you.
- Using available functional aids for the visually impaired such as large playing cards or checkers. Make use of contrasting colours.
- Using talking books, large print books, newspapers, calendars and magazines. Large faced clocks are often helpful.

## LANGUAGE AND SPEECH

Loneliness is a major concern for the person unable to communicate. Social isolation and the frustration of trying to be understood can be overwhelming. Being unable to speak, however, does not mean that communication would not be understood. Speech and language impairments are caused by conditions such as stroke, Parkinson's disease, head injury and dementia. *Loss of speech or language is not caused by the aging process.*

### Suggestions:

- Encourage the resident to communicate in any way he/she can. Maintain eye level, make eye contact and look for changes in facial expressions.
- Speak at a moderate rate; not too fast and not too slow. Check to see if the resident has understood you.
- Talk in a normal tone of voice. Avoid shouting. It is often easy to assume that the person with speech impairment is also hearing impaired.
- Do not repeat words that the resident does not understand. Rephrase the words instead.
- Use other forms of communications such as books, pictures, and gestures.
- Remember that silence is also an effective way to communicate!

**Aphasia** may occur following an injury to the left side of the brain. The injury may be the result of a stroke (CVA), a tumor, or an accident. People with aphasia have a reduction in the ability to use words or other symbols. They have difficulty understanding speech and reading, speaking and writing, and in dealing with arithmetic process.

### Talking with the Aphasic Resident:

- Keep any communication simple, with short phrases. Don't talk quickly.
- If the resident cannot use words correctly, empathize by saying "That's hard to get out. I'll do the best I can to understand you."
- Use non-verbal skills.
- A communication board or book may be useful to communicate by writing or pointing to pictures or words that are printed.

## MEMORY LOSS

Many of our residents experience memory loss. Here are some ways that we adapt the environment and our communication:

- ◆ Shake hands when you greet someone. This establishes a connection.
- ◆ Smile. Many people rely on the positive non-verbal cues.
- ◆ Keeping directions and communication simple.
- ◆ Acknowledge the residents worries first before trying to find a
- ◆ Don't correct residents. You will learn more at the orientation about acknowledging residents concerns and talking to them about their worries.
- ◆ Talk about the things that are important to them.  
Use the Memory Boards, Photo Albums or Treasured Moments posters, or ask the staff to tell you something that triggers positive memories!



## Recommended viewing

What is Dementia? <https://www.youtube.com/watch?v=fmaEql66gB0>

How to Talk to someone with Dementia <https://training.mmlearn.org/blog/how-to-talk-to-someone-with-dementia-alzheimers-or-memory-loss>

## GENERAL VOLUNTEER ETIQUETTE AND INFORMATION

1. **Visit only when you are well.** Please participate in screening before you enter the building. Wash your hands when you enter and exit the building, prior to assisting with food-related activities, and as required following resident contact. There is antibacterial lotion available at the front door and a washroom that is available for your use. A medical grade mask will be provided for you to wear at all times within the Lodge. Please bring us a copy of your Covid-19 vaccine record.

Flu shots are available to volunteers each fall. We invite you to help our residents stay well.

*From time to time, the Lodge may be closed to visitation. Notices will be posted on our front door on these occasions. We will not be able to contact all volunteers individually.*

2. Put your things away in the volunteer area and pick up your name tag. The name tag will identify you to other staff and serve as a memory prompt for the resident. Please leave your name badges on the cork board at the end of each visit.
3. Document your visit by signing out on the **Volunteer Log**. The Volunteer Log is kept beside the bulletin board. *For those requiring references, these will be provided after a minimum of twenty hours have been contributed.*
4. We are a non-smoking facility. We ask everyone to support that designation.
5. We respect residents' privacy by knocking and awaiting an invitation before entering a resident's room.

6. Younger volunteers are asked to address each resident as Mr., Mrs. or Miss... unless they have asked us to use their given name.
9. Please help us to know the whereabouts of our residents by completing the **Sign Out Sheet at the Nursing Station** if you go off unit, outdoors or into the community with a resident.
10. In respect of our staff and to keep you and our resident's safe, please do not perform work that is the responsibility of staff members (ie doing personal care, helping a resident to rise out of their wheelchair, fixing their equipment, etc).
11. There have been occasions when residents wish to show their appreciation to staff and volunteers by offering gifts of cash or valuable items. These cannot be accepted. If you have difficulty refusing or returning cash or valuable gifts, please bring it to the Director of Resident Lifestyle & Community Programs to resolve
12. Please do not visit should there be Labour Action.

## **We care about Safety at Glacier View Lodge!**

At your volunteer orientation we will talk about the safety practices at Glacier View Lodge.

**Here are some of those:**

### **For the safety of our volunteers & residents:**

- Staff will assist with resident transfers, lifts or any personal care activities.
- Please check with the staff for direction on pushing a wheelchair or broda chair (wheeled recliner). It's always nice to get a ride! Please be sure to apply the brakes on the chair at your destination.
- Do not enter staff only areas of the building, such as the Utility Rooms and Kitchen.
- Using the sign out sheets at the Nursing stations when out of the care unit or building will help us to know where residents are.

### **Fire Safety**

- If you discover a fire, pull the red fire alarm switch (located close to exit doors) and notify staff of the fire's location.
- Leave the building if the fire alarm sounds, so that the staff may carry out their assigned checks.

### **Diet Restrictions**

Check with staff about diet restrictions and allergies before offering food, or assisting residents on shopping trips, meal outings or when selling them items from the Tuck Shop. If you are hostessing at meals, staff will give you



information about those with texture restrictions.

## **Dementia & Aggression**

- Volunteers may be at risk for injury due to aggression. **Please be aware that sometimes residents may react aggressively** if they don't understand the communication or if the environment is over-stimulating. If you will be spending time with residents identified at risk for aggressive responses, the staff will outline strategies to ensure that you can interact in a way that maximizes positive interactions. You will also be trained in the Teepa Snow Positive Physical Approaches techniques at your orientation.

## **Clothing**

- You might not think of clothing as a safety concern but wearing appropriate clothing helps to keep you and the residents safe. For your safety please wear low-heeled shoes with non-slip soles. Keep jewelry, makeup and nail polish to a minimum. To protect those with environmental allergies, please do not wear perfumes, scented products or bring in scented flowers. During warm weather months, long walking shorts are acceptable.

## **Youth**

- Youth volunteers must always check with a staff member before beginning an activity with a resident to ensure that it is appropriate for that resident

**\*We will be going through our COVID-19 Infection Control procedures together.**

## **CONFIDENTIALITY**

Volunteers may from time to time come into possession or have knowledge of confidential information related to the care of individuals or their families in the community as well as confidential personal information about employees or volunteers. Please **respect all information as confidential and do not repeat personal information about a resident, family, staff member or another volunteer.** *You will be asked to confirm your adherence to the Confidentiality Policy at your volunteer orientation.*

## **Lets get started....**

### **VOLUNTEER APPLICATION**

Complete the application form. Bring this with you to your volunteer orientation appointment.

\*Please note that there is an application form for secondary school students and these should be submitted as soon as they are completed to [Norah.Fish@glacierviewlodge.ca](mailto:Norah.Fish@glacierviewlodge.ca) (See your work experience office for these applications).

**YOUTH VOLUNTEERS** must be over **14 years of age**, in order to work without direct adult supervision and have the consent signed on the application form by their parent or guardian. **Younger Volunteers** are accepted, if accompanied by an adult.

### **APPLY FOR A CRIMINAL RECORD CHECK**

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All those 18 and older must apply for a Criminal Record Check to volunteer with vulnerable adults. The CRC results will be delivered directly to Glacier View Lodge. **You can do this via:**

<https://justice.gov.bc.ca/criminalrecordcheck>

Have your BC Services Card ready (Driver's license, Care Card # or BC ID).

When prompted, enter the access code **3VNDLS6QEL**

### **VOLUNTEER ORIENTATION APPOINTMENT**

Call Norah Fish at 250 338 1451, local 228, to arrange a Volunteer Orientation Appointment. These are generally scheduled on weekday afternoons.

### **FLU VACCINE**

Glacier View Lodge recommends that all volunteers have an annual flu vaccine. *Frail people develop less protection from influenza immunization than young, healthy adults. For this reason, it is important that those who may expose them to the influenza virus are also immunized.* The flu vaccine can be obtained at Glacier View Lodge each fall, or you may contact Public Health.

We're here to help you learn and enjoy your volunteer experience. New volunteer beginning their experience will work alongside with Activity staff in resident programs or are matched with experienced volunteers for support.