Zeta Phi Beta Sorority, Inc.

National Z-HOPE Elder Care Initiative

Volunteer Training Manual

24th International President

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Building on the Principles of Zeta While Blazing New Paths
Z-Hope Adult Day Health Care Center
Policies, Procedures and Standards for Volunteers

Z-Hope Volunteer Training Manual

Mission

To mobilize and coordinate members of Zeta Phi Beta Sorority, Inc. and its auxiliaries to develop and implement sustained and substantial challenging and life-enhancing structured volunteer activities for the participants of the Chapter’s Z-Hope Adult Day Health Care Center.

Goal

To provide quality, compassionate assistance and monitoring to participants with their activities of daily living, cognitive and physical fitness, stimulating communication, interaction and socialization to enhance their quality of life and promote their independence.

Ways to Serve

- Clerical Support
- Center Maintenance
- Event Planning
- Friendly Visitor
- Grant Research
- Respite Care
- Meal Time Support
- Special Events Solicitor
- Yard Work
**Clerical Support**

Objective: To assist with various tasks at the selected Z-Hope Adult Day Health Care Center

Duties:
- Perform a variety of office tasks that may include filing, photocopying and assembly of materials for mailings, meetings, reports or manuals.
- Type various materials
- Enter data into program’s computer system and prepare output reports as directed
- Answer telephone and assist callers

**Center Maintenance**

Objective: To provide assistance with general cleaning and tidiness of selected Z-Hope Adult Day Health Care Center

Duties (Services may include any of the following):
- General cleaning
- Vacuuming
- Dusting

**Event Planning**

Objective: Assist in coordination and production of Z-Hope Adult Day Health Care Center events and fundraisers.

Duties:
- Collaborate with Z-Hope Adult Day Health Care Center staff in event planning
Friendly Visitor

Objective: To enhance the quality of life for participants through concern, support and socialization.

Duties:

- Establish relationship with participants
- Listening/conversation
- Reading to participants
- Engaging in Wit and Wisdom Roundtable Discussions
- Engaging in Memory Magic

Grant Research

Objective: To assist Z-Hope Adult Day Health Care Center staff in grant research and writing.

Duties:

- Research grant qualification, deadlines and application procedures.

Meal Time Support

Objective: To assist in meal preparation and create a pleasant social eating experience.

Duties (Services may include any of the following):

- Cooking
- Dish washing
- Grocery shopping
- Assistance with food selection and mealtime routine
- Socialization

Respite Care

Objective: To prove respite to regular caregivers and to enhance the quality of life of participants through concern, support and socialization.
Duties (Services may include any of the following):

- Listening/conversation
- Meal preparation
- Companionship

**Special Events Solicitor**

Objective: To obtain donations from community businesses and individuals for Z-Hope Adult Day Health Care Center special events.

Duties:

- Call and or visit local businesses and individuals and request donations for the selected Z-Hope Adult Day Health Care Center fundraising events.

**Yard Work**

Objective: To provide assistance with center grounds.

Duties:

- Yard work
- Grounds beautification

**Submitting Volunteer Hours**

It is very important that each month volunteers submit the time volunteered to the Z-Hope Adult Day Health Care Center staff as well as to the Chapter Z-Hope Elder Care Coordinator. Keeping track of the time volunteers have helped participants may help the Center and Zeta Phi Beta Sorority, Inc. in seeking grants and other funding opportunities. Tracking the amount of time volunteered will also help in the program evaluation and help with the goal-setting process. Time sheets and or sign-in sheets will be provided.
Caring for the Elderly

1. Boundaries
2. Do’s & Don’ts
3. Fact & Figures
4. Making the Most of Your Visit
5. Reporting Procedures for Suspected Abuse

1. Boundaries

Establishing Boundaries:

- Do not give the client your phone number
- Find out as much about the assignment as you can before you agree to take it
- Realize it is okay to say “No” to an assignment you do not want
- Do not let yourself get overwhelmed, contact the Z-Hope Adult Day Health Care Center staff for support

Avoiding Burnout:

- Limit your activities to what is possible
- Take time out when you are tired
- Do enjoyable and interesting tasks
• Set priorities

• Burnout often occurs because boundaries have disappeared.

2. Do’s and Don’ts

• DO limit your assignment to the services you agreed to perform.

• DO develop a positive working relationship with participants and staff and maintain open communication with them.

• DO submit accurate records and reports of your completed tasks, ongoing services, hours completed.

• DO know the procedures to take in case of emergencies.

• DO maintain trust and confidentiality.

• DO wear your Z-Hope Adult Day Health Care Center nametag while volunteering.

• DO respect the spiritual or religious practices of the participants.

• DO maintain an open mind and be accepting of others.

• DO immediately report any problem to the Z-Hope Adult Day Health Care Center staff.

• DO report any suspicions of abuse. If you suspect abuse of any kind-physical, emotional, sexual or financial-YOU MUST report it immediately to Z-Hope Adult Day Health Care Center staff.

• DON’T try to perform a service if you are not sure how to do it, or if that service may endanger the participants or you.

• DON’T give any prescription or over-the-counter medications or medical advice.
DON’T expose the participant and staff to contagious illnesses or diseases. If you are ill or have been exposed to a contagious disease, notify Z-Hope Adult Day Health Care Center staff immediately so that alternative arrangements can be made to cover your assignment.

DON’T accept money or any gift of value. If the participants or family members wish to show support or appreciation, suggest a donation to Z-Hope Adult Day Health Care Center.

3. Facts & Figures

- By 2030, the U.S. population 65 years or older is expected to grow by about 43.5% to about 70 million, making up more than 20% of the population.

- Currently about 1 in 4 households care for someone over the age of 50.

- By 2030 between 5.7 and 6.5 million caregivers will be needed; women provide the most care.

- Large numbers of volunteers are needed now.

4. Making the Most of Your Visit

The following concepts will help you make the most of your visit with the participants.

Characteristics Valued by Older Adults:

- Friendly
- Kind
- Cheerful
- Compassionate
- Genuine
- Good Listener
- Helpful
- Honest
- Dependable
- Good Conversationalist
- Respectful
- Empathetic
- Trustworthy

**Active Listening**

Active listening is the process by which a volunteer can gain a clearer understanding of what the participant is saying and why it is being said.

**Active Listening Techniques:**

- Use the participant’s preferred name. A person is more responsive and comfortable when called by name.
- Use a low and respectful tone
- Use direct eye contact
- Give the participant plenty of time to respond
- Try to continue the conversation even when it does not make sense to you. This is important for maintaining the participant’s self-esteem.
- Offer help, only if needed, by suggesting a word if they are struggling to find the right word.
- Restate or paraphrase what the participant has said
- Adopt a positive attitude
- Don’t anticipate what the participant is going to say
- Be aware of your body language: sit up straight, lean forward, smile, nod and use appropriate facial expressions
- Resist distractions: don’t shuffle papers, look out the window or at your watch

**Results of Active Listening:**

- The participant feels your care and concern
- Self-understanding is promoted
• Feelings can change or be realized during the conversation
• Misunderstandings can be clarified

**Daily Living**

When working with the elderly, it is important to realize that whatever their problems or disabilities may be, they are not children. Adults must be treated with dignity, trust and respect. Trusting, supporting and encouraging them to handle their own tasks, activities or problems are often a greater measure of love and concern than doing it for them.

**Help Them to Help Themselves**

An important rule of thumb is to allow them to handle just as much as they can safely handle without interference. The fact that something has become difficult does not make it undesirable; and it does not mean it is impossible. Don’t rush to do it for them; everyone needs the feeling of accomplishment. Few things can be more depressing than to give up the tasks you’ve always managed to do for yourself. It is particularly hard for an older person to reject your loving insistence on doing things for them; their ego suffers a terrible defeat when their responsibilities are snatched away. They may move more slowly now, and perhaps they are not so steady, but any task of which they are capable and which is not physically taxing should remain their responsibility.

**Indications of Malnutrition:**

• Weakness or trembling
• Excessive sweating
• Weight loss
• Sunken cheeks
• General changes in appearance
• Bouts of diarrhea
• Poor muscle tone
• Lack of energy
• Dry and reddened eyes
5. Suspected Abuse or Neglect

As volunteers, you will be in a position to observe certain indications of possible abuse or neglect of participants. Should you suspect any abuse - physical, emotional, sexual or financial; report it to Z-Hope Adult Day Health Care Center staff immediately.

Acceptance of Standards for Volunteers

The undersigned volunteer has received, reviewed and agreed to comply with the Z-Hope Adult Day Health Care Center Policies, Procedures and Standards for Volunteers.

_________________________________________             ___________________
Volunteer Signature                                                                    Date

_________________________________________             ___________________
Z-Hope Elder Care Coordinator Signature                                                Date