



Hello,

Thank you for your interest in volunteering at the Masonic Home! We are pleased that you would like to offer your time and talents to assist our residents and support our staff. We have many opportunities for our amazing volunteers to give back and help out!!

We have different procedures for teen and adults who wish to volunteer. If you have any questions or concerns about our selection process for potential volunteers, please contact me. We trust that you understand the necessity of careful screening.

Adults (18 & over):

Interview:

All adults come in for a brief interview, (30 to 45 minutes). Please read and complete the application online - www.masonichome.org → About Us → Volunteer with us / Volunteer application/Volunteer Information Packet

Please note that we are a fragrance free facility; please do not wear lotions, perfume or scented shampoos while on grounds.

Please call for an appointment 510-429-6486 or 510-429-6469. At this time we talk about your interests and availability. We also chat about the opportunities that are available. If all is agreeable we explain the fingerprinting process which we pay for, and T.B. Test, which is at your expense. We will take your picture at this time also. It usually takes 7 to 10 working days to get your fingerprints cleared. (Please note that this process sometimes takes longer. This process is not under our control but the Department of Justice). After your fingerprints clear, we will contact you to come in for a 2 ½ hour orientation.

Orientation:

You must bring all completed paperwork with you when you come for orientation. Please double check and make sure you have:

- *A copy of your clear T.B. Test (must be within the last 6 months)*

- *Fingerprint application (given at time of appointment)*
- *Copy of flu shot verification form (during flu season). Mask could be worn in place of injection.*

At orientation you will sign up for the areas and times to volunteer.

Teens:

Please complete the application online - www.masonichome.org → About Us → Volunteer Application/Volunteer Information Packet

All candidates must have a clean recent TB Test (within the last 6 months). Please bring the doctor's note with you to the orientation. When ready, please call our office at (510)429-6486 or (510) 429-6469 to schedule an orientation

*A parent **MUST** accompany you for the 2 ½ hour orientation. Please do not bring siblings to your orientation.*

Please note that you must bring to orientation:

- *Your application filled out*
- *A copy of your clear T.B. Test (within the last 6 months)*
- *If you are driving to our facility, please print and complete 'The Vehicle Security Tag Permit Authorization*
- *Copy of flu shot verification form (during flu season). Mask could be worn in place of injection.*
- *And of course, a parent.*

All volunteers are required to volunteer a minimum of 40 hours per year; of course, you are welcome to do more hours if you wish.

Again, thank you for your interest...we look forward to hearing from you soon!

Sincerely,

Carlene Voss

Director of Volunteer Services

Masonic Homes of California

cvoss@mhcuc.org

(510) 429-6469

DIRECTIONS TO INTERVIEW / ORIENTATION APPOINTMENT

PLEASE ARRIVE AT LEAST 30 MINUTES PRIOR TO YOUR APPOINTMENT. TELL THE GUARD YOU ARE HERE FOR THE VOLUNTEER ORIENTATION or INTERVIEW. YOU BE COMING TO THE SOUTH MALL.

WEEKDAYS - PLEASE PARK ON THE LOWER PARKING LOT (on the left, just past the guards' station). CALL THE PEOPLE MOVER: 1-510- 386-5655 AND ASK TO BE TAKEN TO ADMINISTRATIVE BUILDING / SOUTH MALL. (IF YOU CAN'T REACH ANYONE ON THIS NUMBER, DIAL 1-510-471-3434 OUR OPERATOR AND LET THEM KNOW YOU NEED A RIDE) THE SHUTTLE WILL DROP YOU OFF UNDER THE OVERHANG. COME IN THROUGH DOUBLE DOORS AND GO IMMEDIATELY TO YOUR RIGHT. VOLUNTEER SERVICES IS PAST THE ICE CREAM PARLOR ON YOUR LEFT.

WEEKENDS - YOU MAY DRIVE UP THE HILL AND PARK IN THE HOMES' PARKING LOT.(VISITOR OR STAFF SPOTS ONLY) DRIVE UP THE HILL TO THE FIRST STOP SIGN. MAKE A LEFT (Towards Masonic Home) TURN INTO THE FIRST PARKING LOT, GO TO YOUR RIGHT AND THEN CONTINUE RIGHT. PARK IN ANY VISITORS SPOT OR STAFF SPOT. IF PARKING IS A PROBLEM YOU CAN PARK IN THE UPPER PARKING LOT (closer to the hills)

Please DO NOT park in the reserved Residents' spots.

CARLENE VOSS : 510.429.6469 / 510.429.6486



FRAGRANCE

Attention: We are a fragrance free facility!

Please avoid using perfumes, body lotion, cologne, strong smelling sprays, and shampoos as they can trigger people's allergies!

Thank you for being so considerate of others!

Dietary

7 Days a Week
10:00am-2:00pm or 3:30pm-7:00pm
2 people per shift

Volunteers will be helping in the Main Dining Room, Tray Line and Stock Room.

Please Note* You may be scheduled to work in one of these areas and due to staffing need be asked to work in another. Also the following duties may vary depending on the setting. The following is not inclusive of all the tasks that volunteers are asked to do.

Dining Room:

Volunteers might assist with:

- **Dishing up food**
- **Setting up tables**
- **Pouring coffee and tea**
- **Clearing tables**
- **Sort and polish silverware**

Tray Line:

Volunteers might assist with:

- **Drying trays and placing placemats on trays**
- **Organize paper storage shelves**
- **Cleaning food carts**
- **Pouring coffee, tea, gravy**
- **Sort and polish silverware**

Stock Room:

Volunteers might assist with:

- **Organize and clean dry storage shelves in stock room**
- **Inventory food items**

Dress Code:

- **Formal black pants, (NO BAGGY, SAGGY PANTS ARE ALLOWED)**
- **Black closed toe shoes, laces must be tied**
- **White, clean dress-shirt, polo shirt or long sleeve shirt**
- **Hairnet**
- **No writing or pictures on shirt**
- **No hoodies**
- **No hats**

These are the people you will report to:

For Dining Room, report to Mario Ramirez

We count on you! Please be here when you have committed. If for some reason you will not be able to come, please let us know **as soon as possible**.

Please make 2 phone calls:

- | | | |
|-------------------------|---------------------------------------|-----------------------|
| 1. Carlene Voss | Director of Volunteer Services | (510) 429-6469 |
| 2. Mario Ramirez | Dining Room Manager | (510) 429-1253 |

You can only sign up for six weeks at one time. You may call us during your last few weeks and ask us to continue your volunteer assignment.

TIPS:

Residents should be served their plates and beverages from the right.

Plates should be picked up from the left

Hairnets should be worn at all times

Table cloths should be clean, with no stains

Silverware should be placed as follows: Salad and Dinner fork to the left of plate. Knife and Spoon on the right of the plate.

Never reach over a resident to pour beverages

English is the only spoken language allowed in the Dining Room

Extra attention is needed for residents in power chairs. Keep an eye out for residents needing assistance.

Skilled Nursing

7 Days a Week
8:30am-11:30am or 1:00pm-4:30pm
1 Person per Shift

Recreation Department – Skilled Nursing

Volunteers will be helping residents and staff at Lorber Skilled Nursing.

Please note *that the following duties may vary depending on the setting. The following is not inclusive of all the tasks that volunteers are asked to do.

***Please note that all volunteers must attend an additional 30 minutes orientation, be at least 16 years old and commit to 100 hours in Skilled Nursing.**

Volunteering in Lorber Skilled Nursing is a challenging and rewarding experience. The average age of our residents who make Lorber their home is 92. Our residents that we care for here are frail having multiple medical conditions and may or may not have dementia.

As a volunteer in our Recreation department, you will be able to engage with our residents on many different levels.

When reporting in, please sign into the volunteer binder at the 2nd Lorber nursing station after signing into the Volunteer Touch Screen. If you cannot locate the Recreation staff immediately on arrival, please inform the nursing staff who you are.

The Volunteer might assist with, but are not limited to:

- **Reading to residents**
- **Delivering newspapers to residents**
- **Music and Memory iPad**
- **Transporting residents to programs**
- **Visiting assigned residents on a 1:1 basis**
- **Helping the recreation leaders with the recreation programs**
- **Helping the staff in the office**
- **Assisting with calendars, decorating etc.**

The recreation staff will work with you, so you are familiar with the daily care of the resident and what assistance, if any, they may need in a group situation.

Dress Code: Regular dress code - See volunteer handbook

*Duties may vary depending on the setting. This is not inclusive of all the tasks that volunteers are asked to do.

Skilled Nursing

There are some great assets that you as a Volunteer can bring to our program.

- **Patience**
- **Ability to easily distract a resident who may be agitated or confused.**
- **Able to engage easily with residents who may have difficulty communicating their needs due to hearing, visual or speech impairments**
- **Able to “go with the flow” when a resident with dementia is talking with you**
- **Comfortable working with residents who are chronically ill**
- **Able to effectively follow directions from Recreation staff**

We look forward to working with you as part of our recreation service team.

Please be here when you have committed. If for some reason you will not be able to come, please let us know *as soon as possible*.

Please make 2 phone calls:

**Director of Volunteer Services
Recreation Office**

Carlene Voss

**(510) 429-6469
(510) 471-3434 Ext. 6596
Or 510-475-2132**

Traditions-Adults Only

Must watch 30 minute video

7 Days a Week

9:00am-12:00pm,

12:00pm-4:00pm

4:00pm-8:00pm

1 Person per Shift

Welcome to “Traditions” we are a special care unit that specializes in care for adult with dementia and other special needs. We have the capacity for 16 residents to reside in our unit. It is a secure unit and you are required to sign in upon entering. Requires a code to access entering and exiting.

Residents living here are able to function at a high level of activities of daily living. They frequently have memory deficit and are in need of our support to continue to function as independently as possible.

Each room is shared by two residents, either two females, males or a husband and wife. We staff our unit 24 hours.

Please note: The following duties may vary depending on the setting. The following is not inclusive of all the tasks that volunteers are asked to do.

Traditions is located on the 5th floor in the Wollenberg Building.

When you arrive at Traditions you will need to sign in on the log.

Pick up the telephone, no need to dial a number, station inside will answer. Identify yourself as a volunteer reporting to volunteer. The door will automatically open.

Dress Code: Regular dress code - See volunteer handbook

The staff from Traditions: Jeanne, Lou, Isabel, Tatiana, Jessica, Joann, and Maria are happy to have you volunteering here.

Please note: Only Staff is allowed to sit behind the Nurses Station.

Special Days:

- **Every Tuesday, Wednesday, Thursday - Sittercise - 11:45am**
- **First Thursday of the month - Outing - Volunteer welcome to assist**
- **Second Monday of the month - Staff - In Service Day Help needed in Unit**
- **Third Saturday - Ice Cream Social – Help needed on this**

Mondays are “usually” our outings that we normally go for lunch or for dinner. Please double check our calendar, and you are welcome to participate.

Traditions

We have a daily activity calendar of events. Activities occur both on and off the unit. We also have a lovely garden and yard in which residents can enjoy.

Some of the things you may assist with are, but are not limited to:

- Personal care (nails, hair)
- Help with Meals (pour water/coffee)
- Take residents to Doctors/Hair appointments (in house)
- One on one time, Reading, Puzzles, other activities, See the Activities Calendar located in the hallway.

Special Talents are welcomed. Some suggestions are:

- Bring your guitar and play for the residents
- Play the piano
- Sing
- Read the News
- Ball Toss

Check with the staff for more ideas.

The following is a general orientation checklist to help familiarize volunteers to our special unit.

- Tour of unit
- Entrances/exits
- Code access
- Alarm panels
- Pull cords in resident rooms (Medical Emergency)
- Pull cords in other rooms/areas (Medical Emergency)
- Bathrooms

General Orientation Checklist Continued...

- Resident Rooms
- Nursing Station
- Meal times/dinning room Breakfast 7:30-8:00am, Lunch 11:30am, Dinner 5:00-5:30pm
- Activity calendar/recreational supply
- Daily routines
- Telephones
- Staff
- Visitor Logs
- Resident roster/room #'s

Tips on Interacting With People with Dementia

Use Good Communication Skills *Make eye contact*

What to Do:

- Move slowly and calmly.
- Approach person from the front.
- Watch your mood and body language. It's contagious!!
- Use gestures and physically guide the person, when it helps to get the message across.
- Demonstrate what needs to be done. Act things out instead of giving instructions.
- Use gentle touch and genuine smile whenever you can.
- Watch and respond to the resident's body language.
- Use signs, written words and pictures to assist where possible.
- Try to be aware of the mood in the room, calm things down if you sense stress/chaos.
- Avoid overwhelming or asking too much at a time.
- Keep a list of favorite activities.
- Affirm and validate feelings, then redirect.

SOME "DON'TS" IN COMMUNICATING WITH A PERSON WITH DEMENTIA

- **Don't use pronouns, use given names.**
- **Don't give multiple choices, keep it simple**
- **Don't tell the person about a future event**

The goals in communicating with a person who has dementia are to be creative in your responses in order to protect the self esteem, to reduce anxiety (yours and theirs) and to convey to the person that you understand what she/he is feeling.

Our staff is happy to see you here on our unit. Please do not hesitate to ask any questions at all! Please be here when you have committed. If for some reason you are not able to come in, please let us know **as soon as possible**.

Please make 2 phone calls:

Volunteer Office
Traditions Office

Director of Volunteer Services

(510) 429-6469
(510) 675-1239

Wellness Center

Monday -Friday

8:30am-12:00pm OR 1:00pm -4:00pm

(12:00pm -1:00pm lunch)

Volunteering in the Medical clinic you will be helping take care of our residents health needs.

The Volunteer might assist with, but are not limited to:

- **Answer Phones**
- **Keep waiting room tidy**
- **Organize treatment rooms / supply rooms**
- **Inventory**
- **Greet Residents**
- **Fill names in envelopes**
- **Stock the rooms**

Dress code is Professional Attire or Scrubs.

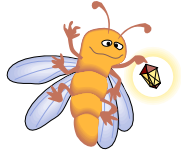
Our staff is happy to have you here in our clinic and please do not hesitate to ask any questions at all!! Please be here when you have committed. If for some reason you will not be able to come, please let us know **as soon as possible**.

Please make 2 phone calls:

Director of Volunteer Services	<i>Carlene Voss</i>	(510) 429-6469
Wellness Center	<i>Clinic Front Desk</i>	(510) 429-6432

Please remember that we sign you up on our calendar for specific dates. To continue with your volunteer assignment, please contact Carlene Voss or the volunteer office.

*** Duties may vary depending on the setting.
This is not inclusive of all the tasks that
volunteers are asked to do.**



The Ole Flu Bug

Again this year we are requesting all staff and all volunteers (adult and teen) get an influenza vaccination. When you get your flu shot if you will drop by or mail me a copy of the proof, I will put it in your file. If you have already received a flu shot please fill out the bottom of this page and mail it back to us or bring it in for your file. (You can put it in the box on my door if I am not in)

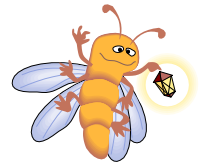
For some reason if you are not able to get a flu shot, you might be asked to wear a mask when you volunteer during influenza season. (Influenza season can start as early as October and go as late as May).

This request is to protect our precious residents and hopefully stop the spread of any flu in our facility.

Your cooperation in helping us keep our residents/staff/volunteers healthy is greatly appreciated.

Questions - call Carlene at 510-429-6469

Flu Shot Verification



Your Name _____

Please print your name above

Date of shot _____

Where did you receive your shot? (Kaiser, Walgreens, CVS, etc.)

I verify that I received my influenza shot.

Your Signature _____

(If you are under 18 years old a parent must sign)

Please return this form back to:

*Masonic Home Volunteer Services
34400 Mission Blvd,
Union City, CA 94587*