

# Welcome To “Our Team”



*The First Place You Become a Masonic Home  
Volunteer Is In Your Heart!*

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*A*  
*VOLUNTEER HANDBOOK*  
*FOR*  
*THE MASONIC HOME*





Dear Volunteer,

On behalf of the residents and staff, we welcome you! We extend our appreciation and gratitude for the time and talent you are donating to our residents, as well as supporting our staff efforts.

One of the primary goals of the Masonic Home is to provide quality care for our residents. As a volunteer at the Masonic Home you will play an important role in helping achieve that goal. Whether it is by reading to a resident, serving cake at an event, or helping with an outing, you will be making a difference in the lives of our residents and adding to their quality of life.

The Masonic Home supports your efforts as a volunteer and we want your experience to be a positive one. Hopefully, the information in this handbook will answer most of the questions you may have. Please contact me if you have any concerns or suggestions.

We look forward to working with you!

Again, thank you!

*Carlene Voss*

Carlene Voss  
Director of Volunteer Services

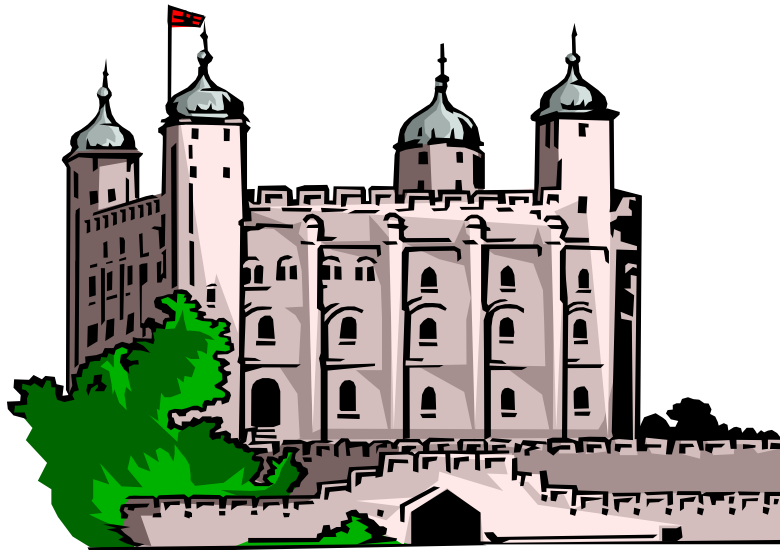
## FOREWORD

### MASONRY IN GENERAL

Freemasonry is the world's oldest and largest fraternity. Men of every walk of life belong to Masonic Lodges. Masons strive to build virtuous personal character through common belief in a Supreme Being and devotion to family and country. They are proud of their centuries of tradition and their many acts of charity and compassion.

Freemasonry originated in medieval times during the building of the Great Cathedrals in Europe. The stonemasons who created these structures formed craft guilds to enable them to travel freely from area to area and to enhance the knowledge of their trade among their members. In the early 1700's these guilds began accepting honorary members who were not working stonemasons. As "accepted masons" they eventually grew into a separate organization called Freemasonry. Today, there are more than four million Masons in the world, of which three million live in the United States.

Freemasonry has an outstanding record of helping others. Along with scholarships to assist young people in furthering their education, Masons support important research projects to find cures for many diseases. Many hospitals, orphanages, and homes for the aging are also operated through the charitable efforts of this Fraternity.



## About our Home

There are two Masonic Homes in California; one for adults in Union City and one for adults in Covina. The Board of Trustees purchased 268 acres of land near the town of Decoto (now Union City) in Alameda County. Construction began in 1896 and Grand Lodge formally dedicated the building on October 12, 1898. Since that time, thousands of elderly Masons and their dependents have been the beneficiaries of Masonic concern, and consistently receive the finest care possible at both Homes.

The Masonic Home is a non-profit continuing care retirement community sponsored by the Grand Lodge of the Free and Accepted Masons. The home features living and dining areas, recreation, worship, and health care facilities. A beauty and barbershop, gift shop and a library are also available to residents.

A dedicated, caring and well-trained professional staff provides quality health care, a clean environment, and nutritious meals, interesting recreational programs and challenging activities that encourage physical, cognitive and social growth of the residents.

Over 250 residents live at the Union City Masonic Home. These residents come from many parts of the country and have varied backgrounds. This provides an element of diversity and interest to their lives, as well as to the lives of our staff and volunteers.

The Masonic Home residents and staff are dedicated to the exemplification of the tenets of Freemasonry: Brotherly Love, Relief and Truth.



## *About Acacia Creek*

Acacia Creek is a not-for-profit Continuing Care Retirement Community (CCRC) located on the beautiful 301-acre site of the Masonic Home in Union City, CA. Acacia Creek offers a truly rewarding retirement lifestyle-one that is filled with friendship and fun, vitality and excitement, security and peace of mind for the future.

### **The Acacia Mission**

Your Values. Your Community. Your Home.

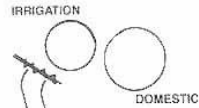
The mission of Acacia Creek Retirement Community is to provide a vibrant and secure environment for seniors in the Bay Area. Acacia Creek offers a comprehensive array of programs and services to promote healthy aging and compassionate care to residents, reflective of their changing needs. We are committed to providing value-based pricing and services.

Acacia Creek reflects and responds to the changing and emerging retirement needs of today's seniors. We care for the whole person-mind, body and spirit – by offering a comprehensive array of recreational programs and supportive and health care services.

Acacia Creek's value-based pricing preserves the assets of residents and supports the health of the Community. We partner with high-quality providers and researchers to ensure residents have access to the full complement of care they desire and deserve.

Acacia Creek's innovative design promotes healthy aging in an environment of active living while offering residents security, comfort and peace of mind.

# MASONIC HOME FOR ADULTS



Skilled Nursing

Wollenberg (Grider) - 2<sup>nd</sup> floor - sign in Touch Screen

Traditions - 5<sup>th</sup> Floor

Sedam 3<sup>rd</sup> floor sign in Touch Screen - Staff/Volunteer lunch room next to Cafeteria

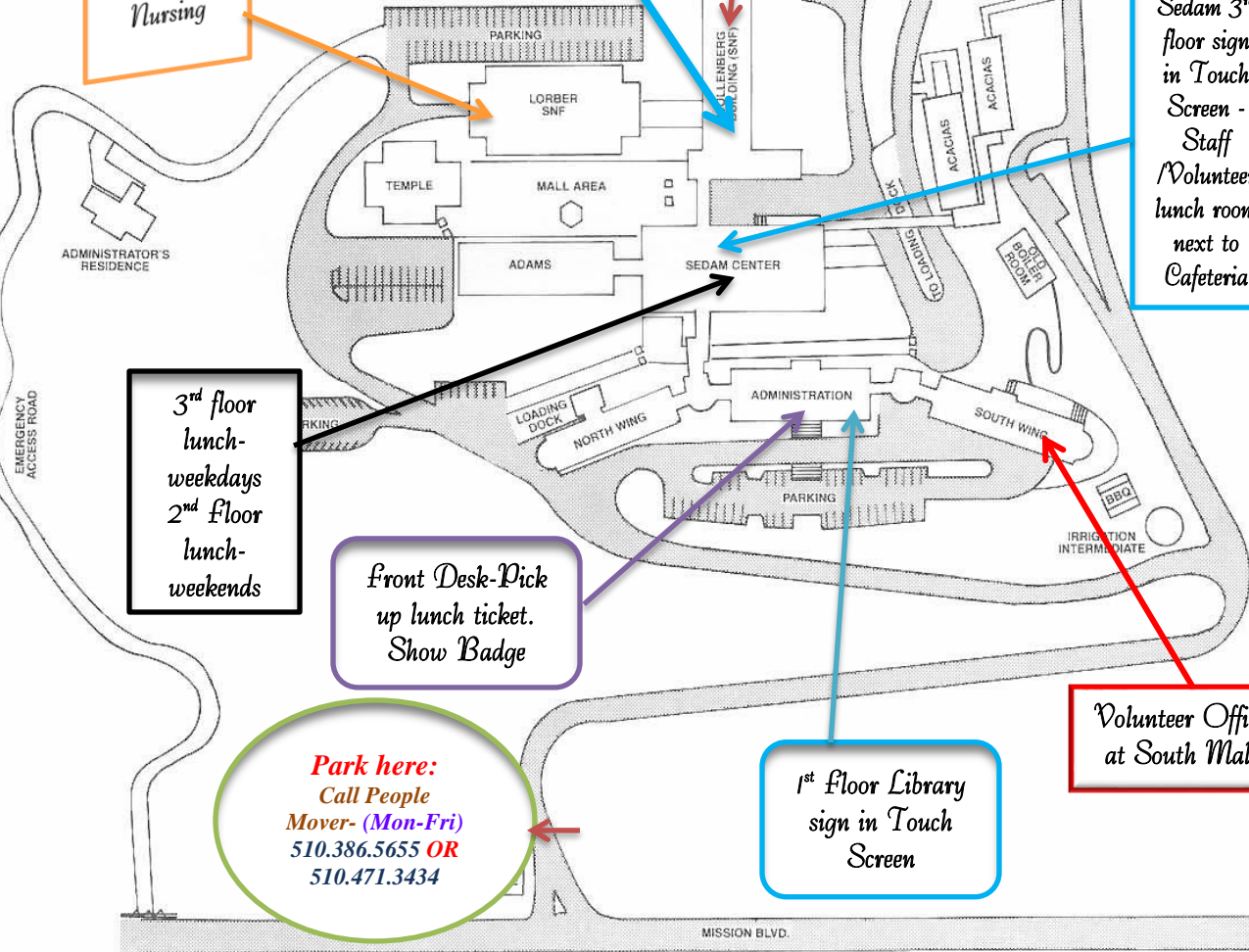
3<sup>rd</sup> floor lunch - weekdays  
2<sup>nd</sup> floor lunch - weekends

Front Desk - Pick up lunch ticket. Show Badge

**Park here:**  
Call People Mover - (Mon-Fri)  
510.386.5655 OR  
510.471.3434

1<sup>st</sup> floor Library sign in Touch Screen

Volunteer Office at South Mall





## **Parking Instructions**

When arriving at the Masonic Home for your volunteer shift please inform the guard you will need the **People Mover**. Proceed through the gate and park in the parking lot on the left hand side. Call the People Mover at (510) 386-5655.

Ask the driver to take you to the Administrative Building. Proceed to the library on the 1<sup>st</sup> floor and sign in. Once you have signed in proceed to your respective volunteer location.

When you have finished volunteering for the day, contact the People Mover at (510) 386-5655 to return to your vehicle. If the People Mover driver does not answer their direct line they may be driving, please call the main number at (510) 471-3434 and they will radio the driver. People Mover hours are from 7:00 a.m. to 5:30 p.m. Monday through Friday.

If you are volunteering on the weekends you may park in any parking lot, in Staff or Visitor spots only.

**PLEASE DO NOT EVER PARK IN A RESIDENT'S PARKING SPACE!**

*Please remember hours of operation for the People Mover are*

*Monday through Friday ~ 7:30 am to 5:30 pm*



## **VOLUNTEER SERVICES**

Residents show a special attachment and appreciation for our volunteers. The friendship and assistance of volunteers provides an on-going incentive to residents. Volunteers work hand-in-hand with staff to encourage residents to participate in activities of daily living. As a Masonic Home Volunteer you will have an opportunity to meet residents, staff and other volunteers with many different talents and interests.

Our Volunteer Program is based on your contribution of time, talent, interests and availability. We offer a wide range of volunteer opportunities. We have flexible assignments available that we hope you will find rewarding and enjoyable. We will provide you with training to enable you to assist our residents as well as give you the opportunity to interact with our outstanding professional staff.

Our volunteers provide their special services seven days a week. You can request to have assignments during the day or on weekends. Occasionally we do have a **few** assignments in the early evenings.

You will have an opportunity to discuss your assignment preferences and areas of interest during your initial interview with the Volunteer Staff. Please feel free to discuss available assignments or the need for assignment changes at anytime with the Director of Volunteer Services or Volunteer Office Staff.

Thank you for choosing the Masonic Home, and our residents, as recipients of your very special volunteer service. We hope you find your experience here rewarding as well as fulfilling.



## **RESPONSIBILITIES**

### **Orientation and Training**

Once accepted into the Volunteer Program, you will receive orientation so that you will become familiar with the policies, procedure, and philosophy of our Home. This orientation will also give you information about the residents we serve and will include a tour. Depending on your area of service, you may be assigned to work with an experienced volunteer or with a staff member who will provide on the job training.

### **Signing In**

You will be given your own personal "PIN number" at your orientation or shortly thereafter. You will use this "PIN number" to sign in and sign out at the touch screen computers. It is important that you sign in and sign out every time you come in to volunteer. Areas where you have expressed an interest in helping will show on the computer screen. Touch the area you will be assisting on that day. Touch screen computers are located in the **Library** on 1<sup>st</sup> floor of the Administration building, **lunch room** in the cafeteria, as well as **Grider**. It is very important that your hours are recorded either using the computer or by filling out appropriate paperwork.

### **Supervision**

As a volunteer you are responsible to the supervisor and/or staff member of the department to which you are assigned. You are encouraged to bring any problems or question you may have regarding your assignments to the Director of Volunteer Services. Teens **MUST** be supervised at all times.

### **Schedules**

Volunteers are encouraged to be punctual and dependable. We count on you! We hope you will consider your volunteer assignment a commitment to service. If you are unable to come in on your assigned day, please call the Volunteer Office as well as your immediate supervisor and let us know.

### **Confidentiality**

All information shared by or about our residents concerning personal affairs and physical condition must remain **CONFIDENTIAL**. Questions about a resident should be directed to appropriate nursing personnel.

### **Conduct**

There is an atmosphere of basic courtesy and kindness among residents, staff and volunteers resulting in a comfortable, relaxed environment. Imagine yourself as one of our residents and think of how you would like to have people behave in your home. Courtesy is the rule for everyone.

## Safety

Please observe the following rules:

- Walk, don't ever run!
- Push wheelchairs slowly
- Report any unsafe conditions immediately

## Assignments

Your assignment is based on your availability, skills set and interest.

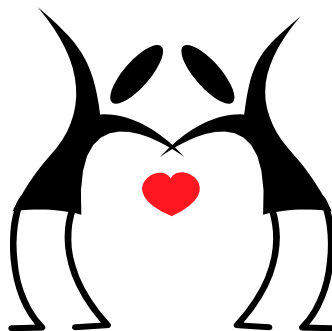
## Solicitation and Distribution

You may **not** engage in solicitation or distribution of materials on our premises at any time.

## Termination

Termination of volunteer service could result from the failure to comply with established policies of the Home. Causes for immediate termination of service would include, but are not limited to, lack of respect for a resident, alcohol or drug use on premises, malicious damage to resident's or Home's property, stealing, dishonesty, smoking in restricted areas, solicitation, acceptance of gratuities or excessive absences.

**At no time is a volunteer to accept a gift from a resident**, nor should volunteers give residents food, gifts or money. If a resident makes any request of a volunteer that is not covered in this handbook, please ask for guidance from the Director of Volunteer Services.



## **VOLUNTEER BENEFITS**

### **Complimentary Lunch:**

Lunch is served in the café on 3<sup>rd</sup> Floor, Sedam Building from 11:15am – 1:00 pm. If you like a hot lunch you will need to get a lunch ticket from Front Desk, show your badge to the clerk and they will give you 1 lunch ticket. When you go to the café, sign your name on the sheet, please be sure to write down “Volunteer” after your name. Collect lunch ticket from the volunteer and hand it to the kitchen attendant. If you wish just soup and salad you do NOT need a ticket, you can just go to the Canteen and sign in, be sure to ask for “Soup & Salad.”

If you are volunteering on weekends, and wish to have lunch, go to the 2<sup>nd</sup> floor dining room in the Sedam Building and show the kitchen staff your badge.

You may eat lunch at the café, outside patio, lunch room adjacent to the café or where ever you are assigned to volunteer.

Please be sure to inform your supervisor that you are going on your lunch break.

*\*Food Truck Fridays – usually last Friday of the month. Use 1 volunteer meal ticket for this ‘treat’.*



## **VOLUNTEER CHECK-IN PROCEDURE**

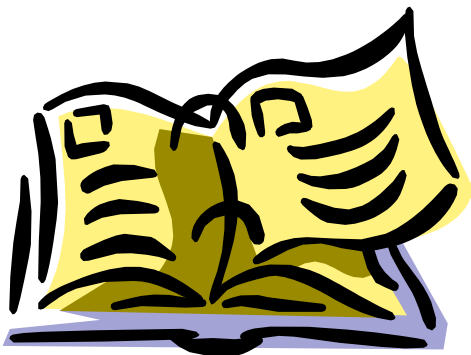
When you arrive at the Masonic Home, please sign in at the designated volunteer area. Masonic Home touch screen computers are located in the canteen “eating area” 3<sup>rd</sup> floor, Sedam and in the juice bar at Grider pool, and in the Library on the 1<sup>st</sup> floor of the Administration Bldg.

Once signed in, please proceed to the Department you are assigned to. If you are unable to locate the Staff person in charge, please call Volunteer office at 510-429-6469 or 429-6486.

**IT IS VERY IMPORTANT WHEN YOU ARE GOING TO BE OUT ILL, HAVE A CHANGE IN YOUR SCHEDULE, OR ANY OTHER CHANGE, PLEASE CALL –**

1. Carlene’s Volunteer Office (510)-429-6469 / (510)-429-6486
2. Department Manager

Name and Phone Number of person you will be assisting:



## **VOLUNTEER DOS AND DON'TS**

### **Dos**

- **Do wear your name badge and lanyard at all times** (provided by the facility).  
At the time that you can no longer volunteer your **BADGE, and CAR TAG** (according to your signed document) **must** be returned to the Volunteer Office.
- Do check in with your supervisor before beginning your duties. **Our teen volunteers must be supervised by Masonic Home Staff.**
- Do show respect by calling the resident by Mr. or Mrs. unless the resident directs you otherwise. Do not use nicknames such as “Sweetie,” or “Honey.”
- Do use your cell phone for all personal calls during **BREAKS AND LUNCH**. Urgent calls will be put through from Front Desk only.
- Do put all equipment away before you leave an activity area.
- Do respect the resident’s right to say “No.”
- Do report any emergencies or incidents immediately to the nurse on duty.
- Do make sure that wheelchairs are always locked, when residents are brought to an activity.
- Do make sure proper clothing is being worn for inside or outside activities.

### **Don'ts**

- Don't assist residents if they slip or fall. **DO NOT** try to help them up or move them. Call for assistance, and stay with the person and provide emotional support until staff arrives.
- Don't take residents to the bathroom that can't go by themselves. Don't push a resident into the bathroom area. Ask nursing staff.
- Do not accept gifts or monetary goods from residents.
- Do not help anyone in or out of a wheelchair, or reposition them in the wheelchair.
- Don't buy anything for a resident; notify nursing staff of the resident's need.
- Don't ever take resident out of facility without asking first.
- Don't leave a resident unattended in the elevators or common areas.
- Don't accept money from a resident to purchase an item. When monies exchange hands, it can get confusing for a resident. The Masonic home has a “personal shopper” for the residents who need this service. When in doubt call Volunteer Services Office.
- Don't utilize recreation areas that are reserved for residents (i.e. computer room, arcade, pool room).
- Don't use computers or office phones for personal purposes. These items are monitored.

## Volunteer Dress Code and Grooming Standards

Every volunteer at the Masonic Home has an impact on the overall image of the organization in the eyes of our membership, our residents, our employees and our community, as well as each other. Therefore, you are asked to present a clean and neat appearance and dress in a manner that is practical and safe, as well as professional, according to your assigned position.

This facility reserves the right to determine the appropriateness of your attire. Should you fail to follow personal appearance guidelines you will be sent home.

Based on these guidelines, the following types of clothing are deemed unacceptable:



- Shorts
- Cut off pants or shirts
- Revealing clothing (short skirts, midriff shirts, low necklines)
- Tank tops
- Open toe shoes/sandals (safety reasons)
- T-shirts with vulgar or inappropriate sayings
- Sagging or baggy pants
- Sweat shirts or hoodies
- Excessive jewelry
- **Please also remember that we are a fragrance free facility**

**YOUR MASONIC HOME ID BADGE**  
**MUST BE WORN AT ALL TIMES**





**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!

## **GENERAL INSTRUCTIONS IN CASE OF AN EMERGENCY**

For the safety and protection of everyone in the facility we require the observance of a few important rules.

**Code Red:** This is our public address code for **fire** and **fire drills**. When you hear this announcement:

- Do not use the elevators
- Remain at the area you have been assigned
- If you are with a resident, remain with the resident. Follow the instructions of the supervisor in your area.

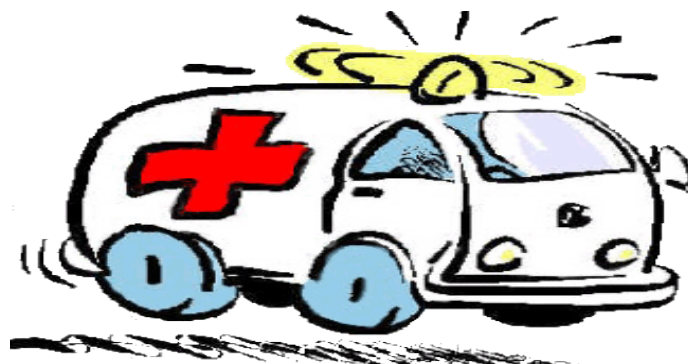
**If you discover a fire or smoke:**

- Remain calm - do not panic or show fear.
- Remove people in immediate danger, closing doors behind you.
- Sound alarm
  - Pull lever on fire alarm box
  - Notify Front Desk - Dial 0
  - If you cannot reach operator dial Fire Dept. at 911

**Code Blue or Medical Stat-**This code is used to obtain immediate medical care, either for a resident, staff or volunteer. The person reporting a Code Blue states the floor, building, room number, and/or area. Please be aware that our medical team may be entering your area.

### **Injuries/Accidents**

If you should witness an accident or receive an injury yourself you must report it immediately to the supervisor in the area that you are working and also to the Director of Volunteer Services. An incident report will be filled out.



## Guidelines for Skilled Nursing Volunteers in the Lorber Building

- Always respect the residents' dignity.
- **Privacy is precious! Please do not enter the rooms of resident without first knocking.**
  - When a resident in Lorber has the door closed it is not acceptable to enter for any reason
- Speak in a clear, moderate tone when addressing a resident. Let the resident know who is talking.
- All medications are given to residents by nursing staff only. Never buy or give any kind of medication or non-prescription drugs to residents.
- Don't assist residents if they fall. **DO NOT** try to help them up or move them. Call for assistance, and stay with the person and provide emotional support until staff arrives.
- Report to nursing staff immediately if you suspect a resident may fall or injure self.
- Residents are lifted and physically assisted from bed to wheelchair or wheelchair to bed by **nursing staff only**.
- **Be positive!!!**
- **BLUE DOTS** (*On wheelchair or walker*) - Resident possible of fall risks.
- Report immediately to the nurse any physical change which you judge to be unusual. This may prevent a possible fall.
- Gently encourage residents to join in activities/social events. Let the resident make the final decision.
- Do not enter the Nursing Stations without the nurse's instruction.
- When assisting Active Living Staff in Skilled Nursing, **do not** use the office phone without permission. Also **do not** use the computer for personal purposes.
- Bear in mind that some residents adjust easily to a structured environment and others have difficulty. Please be aware that a few of our residents may say things that you do not understand (they may confuse you with family or friends). Should you feel uncomfortable with the situation, remove yourself from the area and contact the Director of Volunteer Services. You can help a resident to maintain feelings of self-worth by showing respect for him/her as a person.

**ANY PROBLEMS WITH A RESIDENT SHOULD BE REPORTED  
IMMEDIATELY TO THE CHARGE NURSE.**

## **EMERGENCY RESPONSE 911 CALLS**

I have read and understand that should I be the first person to discover a life threatening emergency on campus, I must call 911. When a person is experiencing the following I must call 911 immediately:

- Loss of consciousness
- Head injury with bleeding
- Excessive bleeding from body part
- Chest pain
- Shortness of breath
- Unresolved choking; unable to cough or speak
- Slurred speech
- Increased weakness of any side of the body
- Inability to move a limb

I will go to any phone and contact 911. I'll then advise the Masonic Home Front Desk at ext. "0" that I contacted 911 and give them the location. They will dispatch the in-house medical team and advise Facility Services to direct the ambulance to the location. Please stay with the person needing the 911 assistance and provide emotional support until the medical team or EMS arrives.

## **NON – EMERGENCY 911 RESPONSE CALLS**

Press "0" on the in-house phone and advise the operator to call a "Med Stat" (In house Medical Team) when a person is experiencing the following:

- Fall without apparent injury (don't move patient)
- Choking on food, even if choking has subsided
- Complaint of not feeling well
- Increased coughing when eating

## **ABUSE PREVENTION POLICY**

The Masonic Home WILL NOT condone any form of resident/staff/volunteer abuse and will continually monitor our facility abuse policies, procedures, training programs, systems, etc., to assist in preventing abuse.

It is the responsibility of our employees, facility consultants, attending physicians, family members, residents, visitors, and volunteers to promptly report any incident or suspected incident of neglect or resident abuse, bullying, including injuries of an unknown source, and theft or misappropriation of resident property to facility management.

Please remember abuse can go from resident to resident, staff-to-staff, volunteer to staff, volunteer to volunteer, etc. We do **NOT** condone **ANY** kind of abuse or bullying on our premises at any time.

Volunteers who suspect abuse or bullying should consult with the Director of Volunteer Services.

**No Excuse  
For**



## Guidelines for Volunteers on Outings

The Active Living Department works together with residents to plan many wonderful outings each month. Adult volunteers are invited along to assist the Active Living Staff on the outings. Entrance fees and meals are furnished by the Masonic Home for all volunteers assisting.

All volunteers are to abide by the following procedures:

- Volunteers are always to receive clear instructions and directions from Active Living Staff. During this time it is appropriate to ask questions about anything volunteers are unclear about or uncomfortable with
- Arrive at departing door 30 minutes prior to departure time to assist the Active Living Staff with any needs.
- Accompany residents on a 1 on 1 basis on the trip, visiting with them and/or assisting them to navigate the venue.
- A volunteer maybe requested to perform a variety of tasks (including but not limited to):
  - assist residents onto or off the bus,
  - assist in organizing the walkers onto or off the bus,
  - escort a resident who uses a walker to the bus, to the venue or back to a Masonic Home building,
  - assist the driver in onboarding a resident who uses a wheelchair on or off the wheelchair lift,
  - assisting to load supplies on or off the bus.
- Stay with group at **all** times, unless directed otherwise by the Active Living Staff. Never leave a resident who uses a wheelchair alone.
- Wear the Masonic Home badge in view at all times!!!
- Consumption of drugs or alcohol is prohibited at all times!!!
- Should a resident fall, DO NOT try to help them up or move them. Call for assistance, stay with that person and provide emotional support until help arrives. Alert the Active Living Staff as soon as possible, once the Active Living Staff arrives they will take the lead on the incident. Stand by for further instructions.
- Always assist residents with their meals before you serve yourself.
- Assist with meal preparation if needed, i.e., cutting meat, putting condiments on sandwich, opening soda, etc. If unsure about the assistance level needed for the resident please ask the Active Living staff prior to the meal.

**Suggested meal price guidelines for volunteers: Breakfast/Lunch \$15.00  
Dinner \$20-25.00, depending on the restaurant (We are like everyone  
else...being careful with our pennies, thank you for being careful with our  
pennies too!)**

**Volunteers are welcome to order anything from the menu that they wish, but if the cost of the meal is over the amounts stated above with tip, they are responsible for the balance.  
Please give the receipts to the Active Living Staff.**

# Infection Control

We appreciate your dedication but please do not report for duty if you have a cold or have been exposed to any infectious or communicable disease. Our residents, because of their age, are more susceptible to illnesses than you are. *While caring for our residents, please ensure that you do not to come in contact with the residents' bodily fluids* (blood, saliva, vomit, feces, urine...etc.). Strict cleanliness along with proper medical care is important in overcoming harmful germs.

## **What can you do?**

- Stay home if you are ill. (Please call in to the Volunteer Office as soon as possible to advise us that you cannot come in.)
- Maintain good personal hygiene and grooming.
- Report your contagious illness to the Director of Volunteer Services.
- Keep your hands away from your face.
- Wash your hands before serving food. Use tongs and/or wear gloves to serve food.
- Volunteers monitor and discourage residents from touching or eating other residents' food during recreational activities.
- Most importantly - Wash your hands - frequently and well.

## *Hand washing*

The hands are the most common means of transferring infection from one person to another. Hand washing is the single most important means of preventing the spread of infection. Hand washing should be performed before and after contact with each resident, after using the restroom, after breaks, brushing your hair, blowing your nose, sneezing, or coughing.



**PLEASE REMEMBER YOU MUST MAKE 2 PHONE CALLS WHEN YOU ARE GOING TO BE OUT ILL: 1) CALL CARLENE (429-6469) OR THE VOLUNTEER OFFICE (429-6486) AND 2) YOUR DEPARTMENT SUPERVISOR**

## Cold and Flu Season

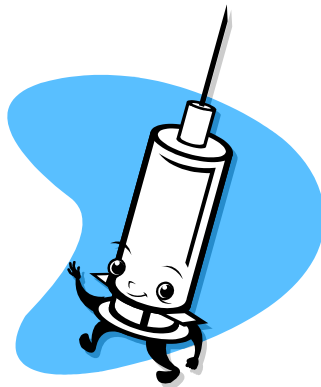
During Flu season we will ask all volunteers to get a flu shot. Should this not be possible you could be asked to wear a mask (available at nurse's station) when in contact with our residents.

It is very important that a copy of your vaccine be on file in the Volunteer Services Office.

## Procedures for Flu Outbreak

Should our facilities be hit heavily by the flu, all volunteers, visitors, and all non-essential staff will be asked to stay home during the outbreak.

Daily updates will be put on my phone (510) 429-6469 to keep volunteers advised.







## Wheelchair Etiquette

- Come in front of the resident to tell them you are going to move them. Bring yourself to the eye level of the resident when communicating so they can see and hear you more easily.
- Never escort more than one wheelchair at a time.
- Never attempt to lift a resident from a wheelchair.
- Check wheelchair brakes (this is based on “typical wheelchair”)
  - On or Locked-push brake handle forward away from resident.
  - Off or Unlocked-push brake handle backward toward resident.
- Check wheelchair foot peddles
  - Make sure resident’s feet are on the footrest or are raised prior to transporting.
- Assess resident
  - Make sure resident’s arms and fingers are away from the wheels; be sure resident’s elbows are inside of the arm rests.
  - Be sure resident’s lap robe, blanket or clothing is not obstructing wheels.
- When wheeling a chair through a closed doorway turn the chair around so that you approach the door backwards.
- Use a moderate pace when pushing a wheelchair; never use fast or abrupt movements.
- Be careful at corners or blind intersections. Try not to bump into anyone or anything.
- Never leave a resident unattended, always inform a nurse or leader when you have reached your destination, i.e., when you return a resident to their room. Situate the resident so they are able to reach the call bell and are not facing a wall. Notify the nurse that you have returned the resident to their room.
- How to push a wheelchair:  
Apply equal pressure on both handles and push forward. When going down an incline turn the chair around and back down incline.

\*Remember: The geriatric population has difficulties responding to abrupt physical changes; it is better to move slowly and cautiously to assure safety of the resident! Constantly communicate with the resident!

## **RESIDENT RIGHTS**

As a resident of this facility, you have the right to a dignified existence to communicate with individuals and representatives of choice. The facility will protect and promote your rights as designated below.

### **Exercise of Rights-**

- You have the right and freedom to exercise your rights as a resident of this facility and as a citizen or resident of the United States without fear of discrimination, restraint, interference, coercion or reprisal.
- If you are unable to act in your own behalf, your rights are exercised by the person appointed under state law to act on your behalf.



### **Notice of Rights and Services-**

- You will be informed of your rights and of all rules and regulations governing resident conduct and responsibilities both orally and in writing.
- You have the right to inspect and purchase photocopies of your records.
- You have the right to

be fully informed of your total health status.

- You have the right to refuse treatment and the right to refuse to participate in experimental research.
- You have the right to formulate an advance directive in accordance with facility policy.
- You will be informed of Medicare and Medicaid benefits. This information will be posted.
- You will be informed of facility services and charges.
- The facility will inform you of procedures for protection of personal funds. If you deem necessary, you may file a complaint with the state survey and certification agency.
- You will be informed of your physician, his or her specialty, and ways of contacting him or her.

- The facility must consult with you and notify your physician and interested family member of any significant change if your condition or treatment, or of any decision to transfer or discharge.
- The facility will notify you and interested family member of a room or roommate change.
- You may have the right to refuse a room change if your move is from a Medicare bed to a non-Medicare bed or from a Medicaid bed to a non-Medicaid bed.
- The facility will periodically update the address and telephone number of your legal representative or interested family member.
- The facility will notify you and interested family member of change in your rights as a resident.

### **Protection of Funds-**

- You may manage your own financial affairs. You are not required to deposit personal funds with the facility.
- The facility manages your deposited funds with your best interests in mind. Your money will not be commingled with facility funds.
- The facility will provide you with an individualized financial report quarterly and upon your request.
- Any remaining estate will be conveyed to your named successor.
- All funds held by the facility will be protected by a security bond.

### **Free Choice-**

- You may choose your own personal physician.
- You will be informed of and may participate in your care and treatment and any resulting changes.

### **Privacy-**

- You have the right of privacy over your own personal and clinical records.
- Your privacy will include personal care, medical treatments, telephone use, visits, letters, and meetings of family and resident groups.
- You may approve or refuse the release of your records except in the event of a transfer or legal situation.

### **Grievances-**

- You may voice grievances concerning your care without fear of discrimination or reprisal.
- You may expect prompt efforts for the resolution of grievances.

**Examination of Survey Results-**

- You may examine survey results and the plan of correction. These or a notice of their location will be posted in a readily accessible place.
- You may contact client advocate agencies and receive information from them.

**Work-**

- You may perform or refuse to perform services for the facility.
- All services performed must be well documented in the care plan to include nature of the work and compensation.

**Mail-**

- You may promptly send and receive your mail unopened and have access to writing supplies.

**Access and Visitation Rights-**

- You have the right to receive or deny visitors.
- You have the right and the facility must provide access to visit with any relevant agency of the state or any entity providing health, social, legal or other services.

**Telephone-**

- You have the right to use the telephone in private.

**Personal Property-**

- You can retain and use personal possessions as space permits.

**Married Couples-**

- A married couple may share a room

**Self-Administration of Drugs-**

- You may self-administer drugs unless determined unsafe by the interdisciplinary team.

# **ADMISSION, TRANSFER AND DISCHARGE RIGHTS**

## **Transfer and Discharge-**

- You may not be transferred or discharged unless your needs cannot be met, safety is endangered, services are no longer required, or payment has not been made.
- Notice of and reason(s) for transfer or discharge must be provided to you in an understandable manner.
- Notice of transfer or discharge must be given 30 days prior, except in cases of health and safety needs.
- The transfer or discharge notice must include the name, address and telephone number of the appropriate responsible protective agency.
- The facility must provide sufficient preparation to ensure a safe transfer or discharge.

## **Notice of Bed-Hold Policy and Readmission –**

- You and a family member must receive written notice of state and facility bed-hold policies before and at the time of a transfer.
- The facility must follow a written policy for readmission if the bed-hold period is exceeded.

## **Equal Access to Quality Care –**

- The facility must use identical policies regarding transfer, discharge and service for all residents.
- The facility may determine charges for a non-Medicaid resident as long as written notice was provided at time of admission.

## **Admission Policy –**

- The facility must not require a third party guarantee of payment or accept any gifts as a condition of admission or continued stay.
- The facility cannot require you to waive your right to receive or apply for Medicare or Medicaid benefits.
- The facility may obtain legal financial access for payment without incurring your personal liability.
- The facility may charge a Medicaid-eligible resident for items and services requested.
- The facility may only accept contributions if they are not a condition of admission or continued stay.

# **RESIDENT BEHAVIOR AND FACILITY PRACTICES**

## **Restraints:**

- The facility may not use physical restraints or psychoactive drugs for discipline or convenience or when they are not required to treat medical symptoms.

## **Abuse:**

- You have the right to be free from verbal, sexual, physical or mental abuse, corporal punishment, and involuntary seclusion.

## **Staff Treatment:**

- The facility must implement procedures that protect you from abuse, neglect or mistreatment, and misappropriation of your property.
- In the event of an alleged violation involving your treatment, the facility is required to report it to the appropriate officials.
- All alleged violations must be thoroughly investigated and the results reported.

## **Quality of Life:**

- The facility must care for you in a manner that enhances your quality of life.

## **Dignity:**

The facility will treat you with dignity and respect in full recognition of your individuality.

## **Self-Determination:**

- You may choose your own activities, schedules and health care and any other aspect affecting your life within the facility.
- You may interact with visitors of your choice.

## **Participation in Resident and Family Groups:**

- You may organize or participate in groups of choice.
- Families have the right to visit with other families.
- The facility must provide a private space for group meetings.
- Staff or visitors may attend meetings at the group's invitation.
- The facility will provide a staff person to assist the follow up with the group's requests.
- The facility must listen to and act upon requests or concerns of the group.

**Participation in Other Activities:**

- You have the right to participate in activities of choice that do not interfere with the rights of other residents.

**Accommodation of Needs:**

- You have the right as a resident to receive services with reasonable accommodations to individual needs and preferences.
- You will be notified of room or roommate changes.
- You have the right to make choices about aspects of your life in the facility that is important to you.

**Activities:**

- The facility will provide a program of activities designed to meet your needs and interests.

**Social Services:**

- The facility will provide social services to attain or maintain your highest level of well being.

**Environment:**

- The facility must provide a safe, clean, comfortable, home-like environment, allowing you the opportunity to use your personal belongings to the extent possible.
- The facility will provide housekeeping and maintenance services.
- The facility will assure you have clean bath and bed linens and that they are in good repair.
- The facility will provide you with private closet space as space permits.
- The facility will provide you with adequate and comfortable lighting and sound levels.
- The facility will provide you with comfortable and safe temperature levels.

## SUMMARY

This Handbook was designed to be used as a resource for those volunteers who give their time, talent, and understanding to residents and staff of the Union City Masonic Home.

We hope that the information contained in this book has answered some of your questions. We also hope that the Handbook has helped to give you a feeling of confidence in the service you provide to our residents and the Home.

Should you have any comments, suggestions, or concerns regarding the Handbook or your service here, please feel free to discuss them with me.

We look forward to a long and pleasant relationship with you as a treasured volunteer for the residents of the Union City Masonic Home!





