



Seniors Outreach
& RESOURCE CENTRE



Improving the quality of life of
seniors in our community.

Volunteer Handbook

Seniors Outreach & Resource Centre

115-2065 Benvoulin Court, Kelowna B.C. V1W 0A5

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I. Introduction

I.1 Welcome Letter



Dear Sir or Madam,

On behalf of our seniors and our organization, we would like to thank you for becoming a volunteer with Seniors Outreach & Resource Center. Without volunteers, our program would not be possible, and the valuable services would not be received by those who need them. You are part of a dedicated team of staff, Board of Directors, and many volunteers all working together to deliver services to seniors in need within Kelowna.

We hope that your volunteer experience will benefit you just as much as it will benefit the seniors you are providing services to. Our mandate is dedicated to improving the quality of life of seniors within our community. Together we are a part of a vibrant community consisting of volunteers, staff, and seniors.

Welcome to our community and thank you again for your valuable service!

With Sincere Appreciation,

The Seniors Outreach & Resource Centre Team

2. Seniors Outreach & Resource Centre

2.1 Overview

Seniors Outreach Services Society is a community-based, non-profit, charitable organization that was formed in 1989. Once focused solely on friendly visiting for isolated seniors, the organization grew over the years to include other types of services, so in 2010, the operating name was changed to Seniors Outreach & Resource Centre to better reflect the variety of what we have to offer. Seniors Outreach works in partnership with other organizations striving to enhance the lives of seniors in Kelowna. By providing support and linking them to other needed services, Seniors Outreach helps isolated, aging seniors maintain their dignity and independence, and to stay connected to their community. Information provided to seniors and other community members include a wide variety of resources and services available including but not limited to housing, financial, social, recreational, health, safety, legal, and estate planning.

2.2 Mission Statement

Seniors Outreach is a non-profit society, working to enhance the lives of seniors in Kelowna. By providing support and linking them to other needed services, we help vulnerable older adults to maintain their dignity and independence, and to stay connected to their community and each other. We provide information on a wide variety of resources and services to support the non-medical needs of older adults in the Central Okanagan.

2.3 Organizational Breakdown

Seniors Outreach is governed by a volunteer Board of Directors and employs a variety of staff members to coordinate the programs and services. To review the organizational breakdown for Seniors Outreach and Resource Centre, please see Appendix A.

2.4 Hours of Operation

Seniors Outreach & Resource Centre is located at #115-2065 Benvoulin Court, Kelowna BC V1W 0A5. Our office hours are Monday to Friday from 9:00am – 4:00pm. It is recommended to phone ahead before coming in person, to ensure a staff member is available to assist you. Our contact information is as follows:

- Phone: 250.861.6180 (extension 3)
- Fax: 250.861.6153
- Email: volunteer@seniorsoutreach.ca
- Website: www.seniorsoutreach.ca

3. Programs and Services

3.1 Information & Referral

Seniors Outreach & Resource Centre receives daily referrals and requests for information from seniors, community professionals, family, neighbours, and caregivers within the community. These calls are then referred to either the programs within our agency or other services and resources within the community. In order to make this information easily accessible, our ElderGuide is available both online and in print containing various local and provincial resources for seniors. ElderGuide booklets are available at our office.

3.2 Volunteer Programs

There are many volunteer programs operated through this agency which are listed as follows:

- **Income Tax Preparation** – Throughout the year volunteers prepare simple income tax forms free of charge for low-income seniors. Dates and times for drop offs are set annually and are for seniors 60+ years who meet basic eligibility criteria.
- **Book Delivery** – Used books can be requested anytime, and volunteers will deliver to senior's homes. Seniors can also pick up books, which are available at no charge.
- **Safety Calls** – daily calls (M-F) to ensure safety and wellness
- **Book delivery** – Free books available at the office
- **SCWW cohosts**- Telephone and online well-being programs

3.3 Better at Home Program

The Better at Home program is designed to help seniors 65 and older live independently in their own homes by providing basic non-medical home supports. For many seniors, assistance with simple tasks such as getting to appointments or light housekeeping can provide the support needed to remain independent longer within the community. The Government of British Columbia funds the program, United Way of the Lower Mainland manages it, and non-profit organizations such as Seniors Outreach provide the services. There are a variety of services that are offered as part of Better at Home, also referred to as the “basket of services” and are as follows:

- Light housekeeping
- Light Yard Work and Snow Shoveling
- Minor home repairs
- Transportation
- On-line Grocery Shopping, medication, and food delivery
- Prepared Meal Delivery
- Friendly Visiting and/or Friendly phone calls

4. Volunteer Positions

4.1 Income Tax Preparers

Each year volunteers help prepare income tax for low-income seniors within the community. During this time, volunteers either help with tax preparation directly or monitor the people who show up at the door throughout drop-in hours. There are typically 5 or 6 volunteers needed each day taxes run.

Duties and Responsibilities

Income Tax preparers are required to:

- Greet seniors who attend tax preparation drop-in day
- Help seniors file their taxes during March and April (also available throughout the year on a more limited basis)
- Answer questions seniors may have regarding tax preparation
- May need to phone Canada Revenue Agency with seniors for missing information
- Volunteers should ensure all seniors who attend feel included and respected

Program and Position Limitations

- Clients must be 55 years or older
- Income cutoffs are: \$30,000/year for singles; \$40,000/year for couples
- Couples must come together
- Volunteers cannot complete returns for income including self-employment, business/employment expenses, capital gains/losses or rental incomes
- Volunteers cannot complete returns for clients who are: under the age listed above, over the income outlined above, bankrupt or deceased.

Qualifications

- Successfully complete Volunteer Training (includes a clean criminal record check and two references and review of the Orientation Video and this handbook.
- If preparing taxes, complete training and webinars available through Canadian Revenue Agency
- Basic understanding and knowledge on income tax preparation
- Be responsible for own transportation to and from Seniors Outreach
- Be sensitive towards seniors and people from diverse cultures
- Professional boundaries and strong communication skills



4.2 Handyperson

To improve the quality of life for seniors who are unable to do their own minor home repairs, handypersons work alongside seniors to help with these tasks. A typical minor home repair service request for a senior may take 1 to 2 hours. Mileage is recorded on the 'Better at Home' work order form and is reimbursed at the end of each month.

Duties and Responsibilities

Minor Home Repair volunteers must:

- Have some level of home repair knowledge or the ability to take direction from the senior
- Treat all seniors with dignity and respect
- Respect as much of the senior's independence as possible while assisting in areas of need
- Submit number of hours you volunteered, each time you do a task, or at the end of each month.
- Report any incidences and emergencies immediately
- Be responsible for their own transportation to and from the senior's home

Qualifications

- Successfully complete Volunteer Training (includes a clean criminal record check and two references)
- Basic understanding and knowledge of minor home repairs
- Be sensitive towards seniors and people from diverse cultures
- Demonstrate patience, understanding and empathy for vulnerable populations
- Be in suitable physical condition to perform the minor home repair duties agreed upon
- Respect and comply with policies, procedures, codes of conduct and ethics of the organization
- Clear boundaries and strong communication skills; willing and able to follow our rules.



4.3 Friendly Visitor

Friendly visitors commit to socializing with isolated seniors in the community. Seniors who are matched with volunteers must be living independently. A friendly visitor is matched with the volunteer based on location, preferences, and if they want to visit at home or go for outings.

Duties and Responsibilities

- Visit seniors in their home or connect on the phone on a regular basis
- Volunteers should try and meet with a senior once matched once a week for about 2 hours
- The senior and volunteer arrange a mutually agreeable time, usually the same time each week
- Activities that could be done together include talking, going for a walk, reading out loud, having tea, etc.
- Volunteers should ensure all seniors they visit with are treated with respect and dignity

Qualifications

- Successfully complete Volunteer Training (includes a clean criminal record check and two references)
- Basic communication and interpersonal skills
- Be responsible for their own transportation to and from the seniors home
- Treat all seniors with dignity and respect and be sensitive towards people of diverse cultures
- Clear boundaries and strong communication skills; willing and able to follow our rules.

Note: volunteers are not there to do home support tasks such as cleaning the house or cooking.

Please do not to provide your phone number to the person you volunteer with, as this can sometimes lead to problems. For instance, a senior may call you many times daily, especially with someone who has dementia or other cognitive challenges. If you need to call them from your cell phone, please go to your settings, phone, show my caller ID, and click it off. Or, when dialing the client's number, press #31#, and then their phone number. This will hide your number and show up as 'private caller'. Another option is when you need to get a message to the senior, you can call the volunteer coordinator, and she will be happy to relay your message to the senior.



4.4 Delivery drivers

Volunteers providing delivery services for participants within the Better at Home program help improve the quality of life for seniors by delivering supplies such as food and prescriptions and dropping off items from Seniors Outreach such as books, hampers, and other items.

Duties and Responsibilities

Volunteer delivery drivers must:

- Use their own car to pick up and/or drop off items
- Remember the importance of privacy and confidentiality
- Volunteer Drivers are not to accept tips or gifts from seniors, but if the seniors wants to make a donation to Seniors Outreach to help support the delivery of programs and services, they are welcome to do.

Qualifications

- Successfully complete Volunteer Training (includes a clean criminal record check and two references)
- Be sensitive towards seniors and people from diverse cultures
- Respectful of privacy
- Be physically able to make deliveries
- Clear boundaries and strong communication skills; willing and able to follow our rules.

Hours

- The majority of trips will occur Monday to Friday 8:00am to 5:00pm
- Each Volunteer Driver will be asked their preference for availability

Expenses

- Volunteer delivery drivers may seek reimbursement for gas costs, if desired. Please ask your volunteer coordinator to send you a mileage reimbursement form.
- Volunteer delivery drivers will be reimbursed for any parking or miscellaneous fees incurred during the service – receipts will be required, with the exception of parking meters
- At no time will the volunteer collect money from the senior
- Seniors Outreach is not responsible for the payment of traffic tickets, food, beverages, towing fees, or mechanical fees incurred during service delivery



4.5 Grocery pick-up, online ordering, and delivery

Volunteers help to improve the quality of life for seniors with mobility challenges who are unable to independently do their own grocery shopping. We need volunteers to assist seniors to order groceries online and then pick-up and deliver the groceries.

Note: the senior pays for their groceries prior to pickup. Volunteers are compensated for mileage and any parking fees.

Duties and Responsibilities

Volunteer Grocery Shoppers must:

- Treat all seniors with dignity and respect
- Volunteer Drivers are not to accept tips, tokens, or gifts from seniors

Qualifications

- Successfully complete Volunteer Training (includes a clean criminal record check and two references)
- Demonstrate patience, understanding and empathy for vulnerable populations
- Be physically capable of carrying grocery items and to assist seniors in and out of vehicle
- Be sensitive towards seniors and people from diverse cultures
- Respect privacy
- Clear boundaries and strong communication skills; willing and able to follow our rules.

Expenses

- Volunteer Drivers will be given mileage reimbursement, if desired. Please ask your volunteer coordinator to send you a mileage reimbursement form.
- Volunteer Drivers will be reimbursed for any parking or miscellaneous fees incurred during the service – receipts will be required, with the exception of parking meters
- At no time will the volunteer collect money from the senior
- Seniors Outreach is not responsible for the payment of traffic tickets, food, beverages, towing fees, or mechanical fees incurred during the service delivery



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4.6 Safety Calling

Isolated seniors with no family or friends in the area can receive a quick daily call (Monday through Friday) to ensure they are okay. This program is meant to provide a safety check and is not time for a social chat. If the volunteer is unable to reach the senior, then a RCMP wellness check is requested.

Duties and Responsibilities

Safety Callers

- Treat all seniors with dignity and respect
- Call individuals on the list every morning at the same time (M-F) and follow the protocol which is provided.

Qualifications

- Successfully complete Volunteer Training (includes a clean criminal record check and two references)
- Demonstrate patience, understanding and empathy for vulnerable populations
- Be sensitive towards seniors and people from diverse cultures
- Clear boundaries and strong communication skills and willing and able to follow our rules.

4.7 Special Events

Throughout the year, Seniors Outreach may be a part of varying special events that will require the support of a volunteers. In these situations, volunteer tasks may include the following:

- Greeting seniors at the door, giving direction as to where the event is held
- Assisting seniors to their destination
- Helping set up and take down of the event
- Signing people in, taking names, providing name tags if necessary
- Representing Seniors Outreach at a booth providing information about resources, accepting donations or selling tickets for fundraising purposes.

At any event or volunteer service provided, volunteers are representing Seniors Outreach and Resource Centre and are expected to be helpful, polite, and courteous.



5. Position Essentials

5.1 Commitment to Volunteers

Seniors Outreach & Resource Centre is committed to supporting our volunteers in every way possible. The following list provides understanding of what this support entails:

- To provide the necessary supervision and accessible support so that you can fulfill your commitment to the organization and the clients we serve.
- To inform our volunteers of all new programs, services and changes to policy that may impact the services offered to our clients.
- To provide an open and honest atmosphere and give volunteers the opportunity to give and receive feedback in a respectful, professional, and confidential manner.
- To provide each volunteer with a detailed position description that clearly outlines volunteer roles and expectations prior to accepting an assignment.
- To provide volunteers with recognition for your contributions and accomplishments in both formal and informal ways.
- If the Coordinator of Volunteer Programs has any concerns, comments or suggestions regarding your volunteer activities, the matter will be openly discussed or resolved in a confidential meeting.
-

5.2 Volunteer Expectations

The following expectations are listed to provide direction and guidelines for our volunteers:

- Any concerns or questions that arise regarding your volunteer role shall be directed to the Coordinator of Volunteer Programs (or other staff in their absence), and not shared or discussed with friends, family or others, or in public venues.
- Volunteers shall not involve themselves in the personal financial affairs of any senior they come into contact within their role as a volunteer with Seniors Outreach. This includes involvement in bank accounts, credit cards, as a beneficiary in a will, or any other financial matters. Any concerns must be directed to the Coordinator of Volunteer Programs.
- No compensation shall be accepted for any volunteer service provided. If client wishes to show their appreciation, please advise them that they may wish to make a donation to the Society, and that as a volunteer, you cannot accept compensation.
- Volunteers are expected to carry out the mission of this Society with positive and non-judgmental attitude.

- Volunteers shall inform Seniors Outreach if they will be away for prolonged periods, or discontinue volunteering in their role, so that actions can be taken to minimize disruption of volunteer duties or services to senior clients.
- Volunteer assignments will be made to best meet the needs of the seniors we serve, the volunteers, and this organization. Volunteers agree to accept the decisions of the Coordinator of Volunteer Programs in matching and assigning of volunteer roles and positions.
- If volunteers choose to drive the senior they are volunteering with, it is the volunteer's own responsibility.

Some of these expectations are discussed in further detail under policies and procedures.

5.3 Hour Tracking

It is very important that the time being spent on providing services is continually monitored and tracked. Tracking time being spent not only helps us with our volunteer appreciation and recognition, but also provides funders with an accurate account of donated equity necessary for the volunteer programs to operate and continue to receive funding.

We ask that all volunteers keep track of their hours in order to share those numbers with the coordinator. These hours can be sent in by phone, email, or in person. Please send them in at least once every other month. We have a form you can use, if desired.

5.4 Training

New Volunteers are provided with a copy of this handbook as well as a short training video, and are required to review them both prior to doing any volunteering. There may also be training opportunities hosted or referred by Seniors Outreach & Resource Centre that directly relate to the position of a volunteer. It is encouraged and recommended that volunteers attend these training opportunities as part of their own development and to support them in their volunteer role. Training opportunities will be free for volunteers to view online or attend.

5.5 Debriefing

During your volunteer experience, there may be times that are emotionally draining or upsetting. If you ever want to talk about a senior, situation, or service delivery, please know that the Coordinator of Volunteer Programs is available to debrief and help you work through any issues related to your position. Debriefing with someone can relieve anxiety, frustration, anger, and sadness and can help put things into better perspective. Debriefing also helps honor confidentiality within the program and acts as a learning tool for future service delivery.

Furthermore, ongoing and open communication is very important to ensure important information is shared with Seniors Outreach and it may help in avoiding burnout. Seniors Outreach will periodically contact volunteers to inquire about their experience. Likewise, volunteers should contact the Coordinator at any time to discuss any problems they experience with the services they are providing. If the senior has provided feedback that warrants discussion with the volunteer, the coordinator will contact the volunteer to discuss the situation further.

5.6 Suggestions or Concerns

Seniors Outreach & Resource Centre strives to create an environment fostering happy and satisfied volunteers. Volunteers should not feel bound to continue in a position they are not suited to or prefer not to continue in. Please advise the Coordinator of Volunteer Programs if something is not working out.

5.7 Resignation

Seniors Outreach asks that volunteers provide reasonable and sufficient notice upon the decision to resign so as not to impact delivery of service to seniors. If a volunteer decides to resign from their volunteer position, an exit interview is available and encouraged. These interviews provide a feedback system for comments and concerns regarding the volunteer experience.

Upon resignation, volunteers must continue to abide by privacy and confidentiality agreement they signed on to, when they first started to volunteer. This agreement never expires, even when the volunteer is no longer involved with the seniors they helped, or the organization.

5.8 Dismissal

Dismissal may take place when a volunteer fails to adhere to Seniors Outreach & Resource Centre's guidelines, policies, and procedures, or, when a serious reason becomes known to the organization. In some cases, a series of warnings or discussions may take place; in others, immediate termination may be required.



6. Policies and Procedures

6.1 Attendance

Volunteers must appreciate that people are relying on them. In order to provide our seniors with the best service possible, it is important that everyone be present and punctual. We encourage all volunteers to look at their personal calendars before committing themselves to a service. Arriving five minutes early for service delivery can reduce stress and anxiety for the senior and for you! The volunteer should make every effort to confirm the service with the senior prior to the delivery day. If for some reason it is not possible for you to deliver a service, please contact the Coordinator of Volunteer Programs as soon as possible.

6.2 Appearance

Volunteers should be mindful of their appearance when assisting and visiting with older adults. It is important that all volunteers:

- Avoid clothing that is ripped, torn, dirty, or too revealing
- Please do not wear perfumes or other strong scents as seniors may be sensitive or even allergic
- Avoid smoking prior to your service delivery as the smell may be a problem for the senior

6.3 Use of Alcohol or Drugs

Volunteers must not be under the influence of illegal drugs or alcohol during service delivery. Medications should be limited to substances that don't negatively impact the volunteer's ability to perform tasks.

6.4 Solicitation and Conflict of Interest

Volunteers are not to use service delivery as an opportunity to

- Promote another businesses' product or service
- Sell goods or services to seniors
- Buy items from seniors

Reference or referral to a non-profit community service is acceptable if appropriate for the senior.

6.5 Banking, Money and Gifts

Volunteers are not permitted to assist with any tasks involving banking, money, or gifts as described below:

- Volunteers must not accept payment of any kind from seniors. This includes tips and gifts. Respectfully decline if the senior offers you any of the above. Small tokens of appreciation, a few home-made cookies for example, on a rare occasion are okay.

- If a senior is adamant about giving money or gifts, suggest that they make a donation to Seniors Outreach & Resource Centre. All donations will go towards providing more services to seniors.
- Volunteers may accompany a senior to the bank, for instance, but must not otherwise involve themselves in the seniors' banking or financial affairs. Whenever possible, volunteers should direct the senior to banking personnel for assistance.

6.6 Providing Advice

Volunteers may not offer medical, legal, personal, or financial advice. Volunteers feeling unsure in a situation should discuss it with the Coordinator of Volunteer Programs. Some examples of services volunteers shall not offer are:

- Acting as witness to the signing of personal or legal documents
- Agreeing to be executor of a will
- Agreeing to act as power of attorney or representative
- Money handling or banking
- Acting and or representing yourself as a legal advocate for the senior

6.7 Health and Safety

Volunteers are entitled to work in a safe and healthy workplace, free of any conduct that is considered harassing, abusive, humiliating, disorderly or disruptive. If you are being harassed in any way, report the problem to the Coordinator of Volunteer Programs or Executive Director at Seniors Outreach & Resource Centre. Furthermore, volunteers are expected to make good judgments regarding their own health and how it might affect their ability to perform their volunteer tasks. If, at any time, the volunteer feels their health and/or safety is in jeopardy, he/she should refuse the work and notify the Coordinator immediately.

In the event the volunteer suffers from an injury or abuse while delivering a service, the volunteer is to notify the Coordinator of Volunteer Programs immediately. Together they will complete an incident report and debrief about the situation.

6.8 Senior Health Concerns

If at any time you find yourself facing an **emergency** or security situation, call 911 immediately and then advise the Coordinator of Volunteer Programs of the situation. Seniors may protest the need for an ambulance however if the senior is in distress, it is recommended that you call for additional help. Paramedics are professionals and will take good care of the senior. It is important to remember, **when in doubt call 911 – it is better to be safe than sorry.**

If it is not an emergency situation, but the volunteer has concerns regarding the health and safety of a senior, they must contact the Coordinator of Volunteer Programs right away. When appropriate, the coordinator will follow up with the senior or needed services, directly. Volunteers are not permitted to lift seniors or any heavy items while providing service. Volunteers are not covered under Work Safe BC (Workers Compensation Board – WCB) and Seniors Outreach cannot be held accountable for injury incurred while volunteering. As a result, do not risk or jeopardize your health and safety or that of those around you. Physical assistance must be limited to light lifting (less than 30lbs).

6.9 Media

Volunteers may not engage in any media interviews related to the seniors they are volunteering with or with their volunteering work without prior approval of the Coordinator of Volunteer Programs. Volunteers are not to present themselves as official representatives of Seniors Outreach & Resource Centre, or any specific program at Seniors Outreach. Public, verbal, or written comments and submissions are not to implicate Seniors Outreach & Resource Centre.

7. Tips and Guidelines

7.1 First Contact

In the beginning, while you are getting to know the senior, talk about topics that are neutral and easy for the senior to engage with you about. Some suggestions include the following:

- The weather, hobbies, past travel, past jobs, etc.
- Notice what topics the senior seems to be more interested in and continue asking about those
- Be sure to listen and give the senior opportunities to talk
- Be mindful of topics that may be sensitive for the senior (examples: death of loved ones, out-of-touch family members, etc.)
- Maintain clear boundaries: remember, you are in the role of a volunteer, and must follow the policy and rules that you agreed to. If a senior asks you to do things outside of your role, please advise them that you have rules you must follow to ensure the safety of both of you. If a senior asks you to do things that are not part of the agreed upon role, then kindly decline to do so; if it is a minor ask and you are willing, then please check with the Coordinator of Volunteers first. We don't want to see volunteers doing so much for a senior that they feel taken advantage of, or worn down, and end up quitting. Boundaries are important as they help ensure that the relationship is a one-way relationship. Your principal role is to support the needs of the client – not to establish a friendship.

Limit the time – It is important to be clear to the client that your commitment with them is for a specific time. The volunteer/client relationship ends when the contact with the client is over.

Never lend money or take money from a client. Avoid buying them things unless it is for a special occasion, and you want to give them a small gift.

7.2 Communication Tips

Quality communication between the volunteer and senior can make a visit and or service delivery much more enjoyable. Speaking clearly, listening carefully, and maintaining clarity are characteristics of high-quality communication. The following are some tips to consider when conversing with an older adult:

- When speaking to a senior, speak directly in an even tone (most hearing loss in the elderly pertains to pitch more than volume)
- Try to use the seniors name and introduce yourself even if you have provided services to them before since they may not remember
- Be sure that the senior understands exactly what you are saying; some people pretend they can hear what you say when they really cannot (it is important to be sure the senior understands what it is you are telling them)
- If you suspect the message is unclear, either paraphrase or ask the senior to repeat back what you have said (when related to pick up times and appointment dates)
- If you suspect there is a misunderstanding, repeat instructions more than once
- If you think the message may be forgotten (i.e. pick up time after appointment) write it down and leave the note with the senior
- Do not pretend to understand the senior, repeat what you DO understand and inquire about what you don't.
- Lastly, do not force conversation. If a senior is especially quiet after initial introductions, do not continue to ask questions. Sit back and let them speak when they are ready.

7.3 Communicating with the Hearing Impaired

The following provides tips and guidelines when communicating with the hearing impaired:

- Try to reduce background noise
- Make sure they can see your mouth and enunciate clearly
- Write down key words if the person is having difficulty understanding
- Find out if they have one “good” ear and sit closer to that ear.

7.4 Communicating with the Visually Impaired

The following provides tips and guidelines when communicating with the visually impaired:

- Use a normal speaking voice
- Read mail or books to them if they would like
- Describe their environment
- Do not move their things around
- If you are asked to read private documents, do not comment on what you have read and maintain confidentiality.

8. Confidentiality & Liability

8.1 Overview

Information concerning older adults is confidential. As a result, volunteers shall not disclose such information in any form to another person or agency without written authorization from the client or where there is a legal obligation to release it. Furthermore, any information requested from news organizations (newspaper, radio, T.V.) should be referred to the Coordinator of Volunteer Programs or Executive Director. A breach in confidentiality is taken very seriously and will be addressed by the Coordinator.

8.2 Confidentiality Form

Please refer to the confidentiality form under Forms and Agreement section. Upon careful consideration and review, sign and submit the document to the Coordinator of Volunteer Programs as soon as possible. This form is necessary for completion before any volunteer services can be provided to seniors.

8.3 Telephone Guidelines

Please do not provide your phone number to your senior match, as this can lead to problematic issues, especially with someone who has dementia, cognitive decline or such conditions. If you need to call them from your cell phone, please go to your settings, phone, show my caller ID, and click it off. Or, when dialing the client's number, press #31#, and then their phone number. This will hide your number and show up as 'private caller'. Alternatively, ask the volunteer coordinator to contact the senior on your behalf, at least for the first few months of the relationship, so you can better predict how the relationship might develop.

Seniors Outreach will never give out a volunteer's phone number to a senior under any circumstance. If the volunteer receives an unscheduled or inappropriate phone call from the senior, the volunteer should notify the Coordinator of Volunteer Programs as soon as possible.

The coordinator will review the proper communication process with the senior. Similarly, at no time will the volunteer share the senior's contact information with any other person. All correspondence should be made through the Coordinator of Volunteer Programs to ensure volunteer and client information is secure and confidential.

8.4 Driving & Insurance

Volunteers must use their own vehicles and must have sufficient insurance to cover volunteer driving duties.

Please contact ICBC in order to be absolutely sure you are sufficiently covered in case of an accident.

In addition, we encourage you to plan for emergencies and recommend considering extended third-party liability coverage— you could buy coverage for claims up to \$5 million and would be assured that if anything were to happen on your drive, you would be sufficiently covered. Seniors Outreach and Resource Centre requires its volunteers to carry at least \$2 million liability coverage if they are transporting a senior.

If you have **any** concerns related to your vehicles insurance, please call the Insurance Corporation of British Columbia's (ICBC) General Information line at 604 661 2800 or toll free at 1 800 663 3051.



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9. Forms and Agreements

9.1 Agreement of Understanding

I have read and understood the Seniors Outreach & Resource Centre Volunteer Handbook, particularly sections Position Essentials, Policies and Procedures, and Confidentiality & Liability detailing the following topics:

Position Essentials

- Commitment to Volunteers
- Volunteer Expectations
- Hour Tracking
- Training
- Clear Boundaries
- Debriefing
- Suggestions or Concerns
- Resignation
- Dismissal

Policies and Procedures

- Attendance
- Appearance
- Use of Alcohol or Drugs
- Solicitation and Conflict of Interest
- Banking, Money and Gifts
- Providing Advice
- Health and Safety
- Health Concerns of Seniors
- Media

Confidentiality & Liability

- Confidentiality Form
- Telephone Guidelines
- Driving & Insurance

I agree to adhere to the list of expectations and guidelines as outlined in the Seniors Outreach and Resource Centre Handbook as listed above.

Appendix A – Organizational Chart

