



OANHSS

LTCHA Implementation
MEMBER SUPPORT PROJECT

Orientation for Volunteers

Volunteers Make a Difference

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Ontario Association of Non-Profit Homes & Services for Seniors

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Volunteers Make a Difference

As a volunteer, you contribute immensely to the quality of life of the residents and to the quality of working life of people employed in the home.

These sessions are intended to support you in carrying out your volunteering role by providing information and skills that you will need and by describing some changes that affect the home.

Volunteers Make a Difference

Why is Orientation for Volunteers Important?

- Because Volunteers are an important part of providing a safe, comfortable, home environment for residents!

Volunteers Make a Difference

Orientation Sessions

Part 1: Orientation

Required Information

Part 2: Orientation

Quality Inspection Program and the
Volunteer's Role

Presentation Objectives

Part 1 of this presentation will provide you with:

- Information and skills you are required to have in order to volunteer in the home

Part 2 of this presentation will provide you with:

- Information about the new Quality Inspection Process and how to these changes may impact your role and activities as a volunteer

Part 1: Orientation

Required Information

Fundamental Principle to be applied in the interpretation of the New Legislation

- A Long Term Care Home is primarily the home of its residents.
- The home is to be operated so that it is a place where residents may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met.

Orientation

Residents' Bill of Rights insert

Home Mission Statement insert

- *What they are?*
- *Where can you find them in the home?*

Orientation...cont'd

Volunteers must know the home's policy and procedures for:

- Fire Prevention and Safety
- Emergency and Evacuation
- Handling Complaints
- Infection Control - Safe and Correct Use, Cleaning, Sanitizing of Equipment, Hand Hygiene, Modes of Transmission, Use of Personal Protective, Equipment

(home to insert/explain/ demonstrate/practice/on line clips or other training tools for topics below e.g. hand washing/DVD + other training tools)

Orientation...cont'd

And also know the home policies and procedures for:

- Zero Tolerance for Abuse or Neglect of Residents
 - Mandatory Reporting
 - Whistle Blowing Protections
 - Minimizing Restraining

(home to insert / explain policy and procedures)

Example: Mealtime Assistance

Your volunteer role may involve assisting in the dining room at mealtime and promoting a pleasant dining experience for residents. This might include bringing assigned residents to and from their place or socializing with specific residents.

As you provide this assistance you will need to know things like:

- Infection control techniques
- The dining room schedule
- Which residents you are helping
- How to carry out the required tasks or activities which may include how to communicate with a resident with responsive behaviours.

Example: Escorting a Resident

Your volunteer role may include escorting residents who are in wheelchairs - perhaps to an activity or on an outing.

In this role, you would be required to ensure resident safety and know how the equipment you use works.

Wheelchair safety is an important feature when escorting a resident so you would need to know things like:

- How the resident is to be positioned in the wheelchair
- How to apply and release the brakes and that all attachments to the chair, such as the footrests, are in place
- You will need to know when to ask for staff assistance if the resident is not in the proper position, or if he/she complains of discomfort, or there are problems with the wheelchair.

Questions?

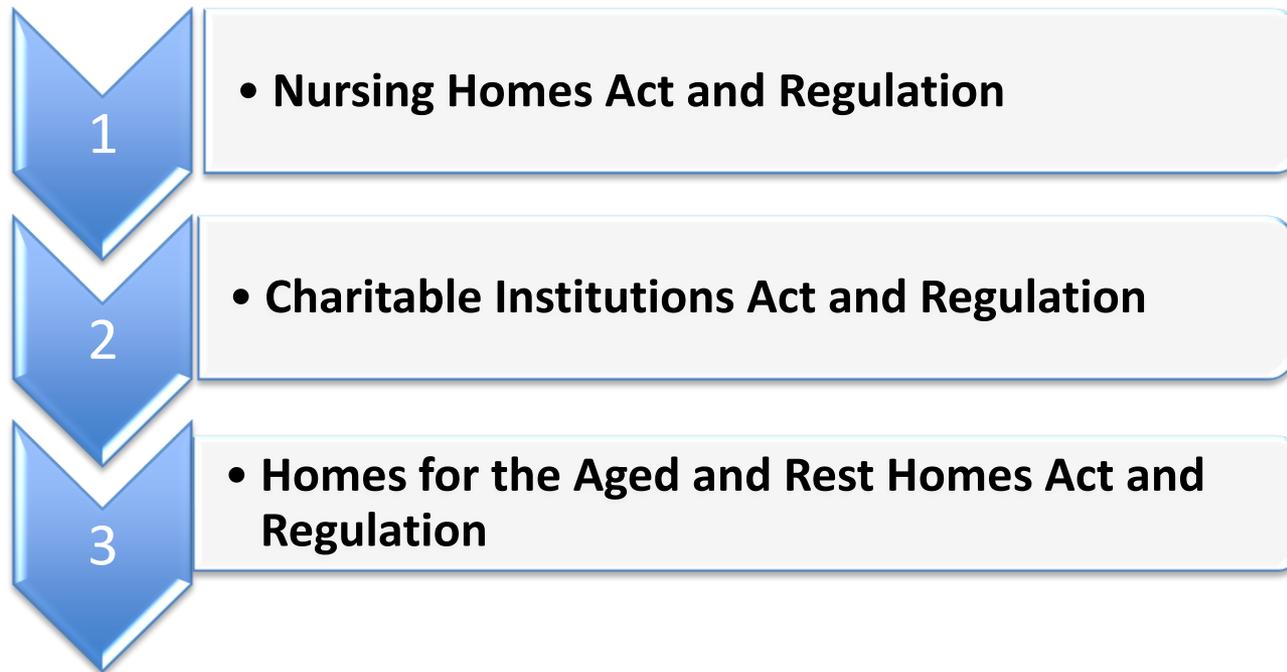
Part 2 - Orientation

Quality Inspection Program and the Volunteer's Role

- Long Term Care Homes Act 2007
- Ministry of Health and Long Term Care Quality Inspection Program

LTC Homes Act and Regulations

This new legislation replaces the 3 previous Acts, Regulations and LTC Standards Manual as of **July 1, 2010**



Goals of this new Legislation

- Improve the resident's experience to promote a high quality of life for all residents
- Improve the safety and effectiveness of care provided in LTC Homes
- Build capacity and strengthen accountability in the LTC sector.

What's New?

What do the changes mean to Volunteers?

- One key change is ensuring that you are aware of certain key policies of the home
- Another key change is “HOW” you offer your help. So, while the “WHAT” may not change, you may need to slightly change **how** you go about things.

Quality Inspection Program

Overview

- Quality Inspectors from MOHLTC come to inspect all of the LTC Homes in Ontario on an annual basis. They will also inspect a home as required, for follow up, complaints, and/or a critical event or incident.
- *The way that these inspections are carried out is changing.*
- There is more focus “how things work” on the ground with residents: how much choice they are given; how well the staff know a resident’s care plan; how co-ordinated the care team is in its care planning and communication; how well the staff and volunteers know the key policies of the home.

Quality Inspection Program...cont'd

Interviews

- MOHLTC inspectors may ask to interview front-line staff, resident councils, families, and volunteers.
- If you are asked to be interviewed, the types of questions you might be asked relate to the activities you are engaged in within the home.

Quality Inspection Program...cont'd

Observation

- The MOHLTC inspectors are required to observe the day to day activities of staff in the home. This may sometimes include volunteers, depending on the type of activities you are involved with (e.g. Escorting a resident).

Inspection...cont'd

*The MOHLTC Inspectors come to the home without prior notification, so we know that our home will be inspected by December 31, 2011. Inspectors will **also** come following the reporting of a critical incident.*

What are some of the things I need to know?

- Anyone working in the home, including volunteers, can be asked about the resident's bill of rights, home mission statement, and various policies.
- Observation in the Dining Room: The inspector will observe the serving of food and residents eating. They will also be looking to ensure that staff and volunteers are properly trained to provide assistance according to the care plan.

Inspection...cont'd

Volunteers could be asked about (or observed), in relation to helping residents with activities such as:

- Escorting Residents
- Mealtime Assistance
- Communication techniques to meet resident needs
- Techniques to approach residents with responsive behaviours
- Resident safety, reporting accidents, accidents and missing residents
- Wheelchair Safety

Discussion and Questions

- What is the home's mission statement and where is it found?
- What is the home's complaint procedure?
- What does “whistle blowing” mean?
- What questions could be asked of volunteers during an inspection?