

## VOLUNTEER PROCEDURES

This document outlines the roles and responsibilities of Minds in Motion® volunteers before, during and after Minds in Motion groups. There may be some variability according to the facility and the group itself.

### BEFORE:

- Wear clothing that is professional but appropriate for exercise. All clothing and footwear must be in good condition – no holes or distressed clothing; no t-shirts with offensive slogans or pictures; no revealing tank tops or shorts above the knees. If you have any questions about appropriate attire, please speak with the Minds in Motion Coordinator.
- Arrive 30 minutes before program begins.
- Obtain keys to the program room (if necessary) as well as keys to the storage where refreshments and supplies are kept.
- Periodically review emergency procedures with Minds in Motion Coordinator (see more information on page 3).
- Assist with room set up, including chairs, exercise equipment, refreshment table and resource table. Ensure that all chairs are safe and in good condition (e. g. not tippy).
- Where possible, have the coffee machine prepped and ready to brew, kettle filled and ready to boil, and trays for cookies prepared to set out later. During this process, check the quality of the refreshments to ensure freshness. \*Note: Do not hesitate to throw food or dairy out if you suspect it may not be fresh.
- Prepare name tags.
- Ask the Minds in Motion Coordinator about any new materials on the resource table (e.g. posters for upcoming events, latest First Link® Bulletin, In Touch, Insight, etc.).

- Discuss with the Minds in Motion Coordinator what the plan is for the social time and how it might be modified according to the participants on that particular day.
- Check with the Minds in Motion Coordinator to determine if any other tasks need to be done before the group begins.

#### DURING FITNESS TIME:

- Greet and welcome participants as they arrive. Help with hanging coats and sweaters (ideally not on the back of their chairs during the exercises). Ensure that all participants are wearing a name tag.
- Remove any chairs and equipment from the circle that are not being used so participants can spread out. More space between the chairs allows more room for doing arm exercises comfortably.
- If directed by the Fitness Instructor, assist participants who may have difficulty following instructions. \*Note – participants are not expected to do all of the exercises perfectly. Be sure to ask the participant first and provide help in a way that is not embarrassing for them.
- Throughout the fitness time, scan the floor for possible fall hazards. Canes and walkers should be placed far enough away that participants can safely stand up and walk around their chair for balance exercises. Any fitness equipment (e. g. weights, balls, bands, etc.) should be **fully under** the participants' chairs while not being used in order to avoid tripping. Have paper towel handy in the event you need to clean up a water spill.
- 15-20 minutes into the exercise portion of the group, start brewing coffee and boiling water for tea. Put cookies out on trays if not already done. Get milk/cream out of fridge. Ensure there are enough cups, spoons, etc. for all participants. \*Note: Please always wash your hands thoroughly before handling food and beverages. Have hand sanitizer available for participants to use before they pick up their refreshments.

- When the fitness time is coming to an end, help the Minds in Motion Coordinator with transitioning to the social time by moving chairs and setting up tables. Avoid dragging chairs and tables on the floor as the noise can be very distracting and irritating to people with dementia. Allow participants to help with this process if they wish to and if there are no safety concerns to consider.

## DURING SOCIAL TIME:

- Assist with pouring coffee and tea, passing cookies, and getting the activities underway.
- Socialize with the participants, ensuring that everyone is included in social time or an activity. Pay attention to new participants and help facilitate introductions/interactions with the others.
- Partner with any participants who are at the group alone.
- Check with the Minds in Motion Coordinator to determine if any help is needed with the games or activities.
- Have fun and be yourself!

## AFTER THE GROUP:

- Help put away any equipment, chairs, tables and supplies etc. as needed.
- Assist with clean up, including washing dishes, packing supplies into plastic bins, and noting what supplies are running low or need to be replaced.
- Ensure equipment is returned to the locked cupboards and counter is left clean and tidy.
- Return keys to Centre staff or reception.
- Debrief with Minds in Motion Coordinator about how the group went.

## MAINTAINING PROFESSIONAL BOUNDARIES

Like Alzheimer Society of B.C. staff, Minds in Motion® volunteers are required to maintain professional boundaries. Professional boundaries are derived from the Society's mandate, the scope of our programs and services, and volunteer position descriptions. Boundaries serve to maintain the Society's reputation, ensure continuity and sustainability of our programs, and protect volunteers, staff and the organization from risk.

Volunteers are not permitted to:

- Provide transportation for participants to and from Minds in Motion;
- Support or interact with Minds in Motion participants outside of the group, acting in the capacity of an Alzheimer Society of B. C. volunteer.

## CONTROVERSIAL TOPICS

Controversial topics that relate to dementia and dementia care are frequently covered in the media. Some examples include medical assistance in dying, wandering, and alleged abuse in residential care facilities. It is not unusual for these topics to then be brought up for discussion during Society programs.

Even experienced staff and volunteers can be caught off guard when controversial or highly sensitive topics arise during groups. The Society offers key messaging and tips for managing these difficult discussions during support groups and 1-1 support sessions. However, Minds in Motion® is different in that the focus of the program is **not** about dementia, caregiving, or professional dementia care. The focus is on exercising, socializing, and having fun in a normalizing environment. Therefore, discussion of controversial topics is not appropriate at any time during Minds in Motion.

If a care partner or person with dementia brings up a controversial topic during Minds in Motion, the best thing to do is acknowledge the importance of the question or concern, and immediately but respectfully inform the person that it is not a good time to talk about it.

Here is an example of a script that might help you defer the conversation to a more appropriate time and place:

*"I understand that this is an important topic/question, and respect that you would like to talk more about it. However, Minds in Motion is not an appropriate place to have these kinds of discussions, so I would prefer if you talked with the Coordinator about your question/concern after the group or at a later time. Would that be ok?"*

We do want to ensure that the client is heard, supported, and that their questions are answered to the best of our abilities. Discreetly let the Coordinator know that the participant brought the topic up and may want to discuss it more after the group. The Coordinator will arrange for a more suitable time to discuss the topic, whether 1-1 after the group, or over the telephone at a later date. The Coordinator may also encourage the client to call the First Link® Dementia Helpline or their Support and Education Coordinator for additional support.

## HEALTH AND SAFETY

The Society is committed to the health and safety of clients, volunteers, contractors, and staff members. This section provides a checklist of health and safety considerations that all Minds in Motion® volunteers must be aware of. Review this checklist regularly with the Minds in Motion Coordinator to ensure that you have the latest and most accurate information to help you and the group in the event of an emergency.

NOTE: Volunteers must NOT administer First Aid, any type of medical treatment, or physical assistance in the event of an accident, fall, or medical emergency at a group.

Health and Safety Checklist:

- Know the emergency response plan and what your responsibilities are in the event of an emergency (e. g. earthquake or fire) or a medical incident (e. g. fall, stroke, heart attack, etc.).

- Know where to locate the group's *Emergency Quick Sheet*. Know where it is kept in case of emergency so you can easily access it if you need to call 911 as it contains all of the location information for emergency responders.
- Learn the name, position and contact information of the person to speak with in the event of an emergency. This person works for the Centre and is trained in First Aid. This information is also on the *Emergency Quick Sheet*.
- Learn where the building's emergency exits are located, and where muster points are in the event the participants need to evacuate.
- Know the location of the first aid kit, fire extinguisher, and any other emergency supplies.
- Monitor the entrances/exits for barriers to accessibility, and floors for fall hazards throughout the program.
- Keep consumables (e.g. cookies, tea, coffee, sugar, etc.) in sealed plastic bins and containers. Monitor expiry dates. Ensure that dairy products are properly refrigerated. Throw out any dairy products that have been sitting out for over 45 minutes without ice or a cold pack.

#### Incident Reporting:

- Serious incidents that occur during Minds in Motion® groups require documentation and follow up by Society staff. These include situations such as: natural or environmental emergencies, medical emergencies, reports of/concerns of abuse or neglect, reports of suicidal thoughts, substance misuse, or inappropriate behaviours.
- Volunteers must debrief with the Minds in Motion Coordinator immediately after the group. During the debrief, the Minds in Motion Coordinator will record any details, including:
  - The names of all individuals who were involved;

- Any important details in the time leading up to the incident (e.g. environmental factors, physical changes, verbal interactions, etc.);
  - Any injuries that were sustained as a result of the incident;
  - How the incident impacted others in the group;
  - How the incident impacted you and other volunteers;
  - Any other relevant details.
- The Minds in Motion Coordinator will check with their Regional Manager to review the situation and determine if a formal incident report is required to document the incident.
  - The Minds in Motion Coordinator/Regional Manager will follow up with volunteers as needed to support their well-being during the process.
  - The Minds in Motion Coordinator may follow up with the group member(s) to discuss the situation, as well as any other participants who may have been impacted by the situation.
  - In the event that a group member has exhibited inappropriate behaviour in a group, the Minds in Motion Coordinator/Regional Manager will determine whether or not the situation merits transitioning the individual member(s) from the group immediately, or whether attendance may continue on a trial basis.