

Volunteer Orientation Manual

**Make a
difference!**



Société Alzheimer Society

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A. WELCOME!

We are pleased to welcome you as a volunteer to the Alzheimer Society of New Brunswick. Volunteers are crucial to the successful operation of all of our programs and services across the province.

Volunteers are significant ambassadors in the community for the Alzheimer Society. We hope that you share your good experiences with your friends and neighbours so that they can learn of the work that we do in the community.

By volunteering with us, you will be directly impacting the lives of those living with dementia, their families, and communities.

Thank you for your interest in the Alzheimer Society. We sincerely hope that as you give of yourself, your life will be enriched and you will be able to see the impact that your time, energy and commitment can have on your community.

B. PHILOSOPHY OF VOLUNTEERING

The Alzheimer Society values and respects all volunteers and the significant effort which they provide to the Mission of the Alzheimer Society. Volunteers actively participate with the staff team at all levels of the Society, enhancing our services and ensuring that our services are responsive to the needs of our clients. The Alzheimer Society appreciates the unique role volunteers play in helping to achieve our vision.

The Alzheimer Society acknowledges the recent changes in demographics, the available time, the values and the goals of volunteers in our society. We strive to engage volunteers with volunteer positions that reflect the value of their increased skills, their need for the effective use of their limited time, and their desire for rewarding involvement.

To engage these volunteers, our recruitment strategies are targeted to reach the individuals with appropriate skills for each volunteer position available. We provide orientation and training to enhance the skills of the new volunteer and supervision which will enable the volunteer to function at their best so that they can provide the best service and improve the quality of life of persons who are directly affected by Alzheimer's disease or other dementias.

In keeping with our value of volunteers and their contribution to the work of our Society we recognize and thank our volunteers in ways that are meaningful to them and convey the respect and appreciation in which we hold each volunteer and their work among us.

C. VISION, MISSION, AND VALUES OF THE ALZHEIMER SOCIETY

The following statements are taken from the ASNB Strategic Plan 2014 – 2017.

Vision

We see communities where no one suffers from dementia – we have taken a stand against the disease, defied its predicted path and defeated its dark shadow!

Mission

We exist to alleviate the personal and social consequences of Alzheimer’s disease and related dementias through the provision of support, education and advocacy and to promote the search for a cause and a cure.

Values

Person-Centered Relationships

Quality and Service

Excellence

Inclusion

Engagement

Accessibility

D. OVERVIEW OF ALZHEIMER'S DISEASE AND OTHER DEMENTIAS

Dementia facts

Dementia is an overall term for a set of symptoms that are caused by disorders affecting the brain. Symptoms may include memory loss and difficulties with thinking, problem-solving or language, severe enough to reduce a person's ability to perform everyday activities. A person with dementia may also experience changes in mood or behaviour.

Dementia is progressive, which means the symptoms will gradually get worse as more brain cells become damaged and eventually die.

Dementia is not a specific disease. Many diseases can cause dementia, the most common being Alzheimer's disease and vascular dementia (due to strokes). Some of the other causes of dementia include Lewy Body disease, head trauma, fronto-temporal dementia, Creutzfeldt-Jakob disease, Parkinson's disease, and Huntington's disease. These conditions can have similar and overlapping symptoms.

Alzheimer's disease accounts for approximately 64% of all dementia in Canada. Other forms of dementia include vascular dementia, Frontotemporal dementia, Creutzfeldt-Jakob disease and Lewy body dementia. "Early onset" is a form of Alzheimer's disease that strikes between the ages of 30 and 60. Although genetics play a role in the disease, less than 5% of people diagnosed with dementia have early onset Alzheimer's disease.

A cure has yet to be found, but researchers hope that within 5 to 7 years, treatments attacking the disease process itself, not just the symptoms, will be available.

E. THE IMPACT OF DEMENTIA

Caregiving is a critical issue for people living with dementia. According to Ontario home care assessments, most people with dementia have at least one person providing unpaid care. Primary caregivers are most often spouses (31%) or adult children and in-laws (54%)

Approximately 750 000 Canadians have Alzheimer's or a related disease, Which includes 14 000 New Brunswickers. By 2038, this number is expected to double.

1 in 11 Canadians over age 65 is affected by Alzheimer Disease and related dementias.

Over 52% of Canadians know someone with Alzheimer Disease.

Almost 25% of Canadians have someone with Alzheimer Disease in their family.

50% of those with dementia live in the community; half live in institutions, however, this balance varies from region to region across Canada.

Dementia results in more years lived with disability than stroke, heart disease and all forms of cancer.

F. VOLUNTEER BILL OF RIGHTS

THE RIGHT TO BE TREATED WITH RESPECT AND APPRECIATION

THE RIGHT TO A SUITABLE ASSIGNMENT

With consideration for personal preference, life experience, education, employment background, and available time as well as previous volunteer experience.

THE RIGHT TO KNOW AS MUCH AS POSSIBLE ABOUT THE AGENCY OR SERVICE

Its policies, people and programs

THE RIGHT TO PREPARATION FOR THE POSITION

Orientation that is thoughtfully planned and effectively presented

THE RIGHT TO CONTINUING TRAINING

A follow up to initial orientation, information about new developments and training for greater responsibility

THE RIGHT TO SOUND GUIDANCE AND DIRECTION

By someone who is experienced, patient, well-informed, and thoughtful – someone who has the time to invest in giving guidance

THE RIGHT TO BE HEARD

To feel free to make suggestions, to have respect shown for an honest opinion

THE RIGHT TO RECOGNITION

To receive expressions of appreciation based on the capacity of the organization.

THE RIGHT TO DIGNITY AND RESPECT

Regardless of race, ethnicity, gender, sexual orientation, age, religion, or physical ability

G. VOLUNTEER RESPONSIBILITIES

THE RESPONSIBILITY OF DIGNITY AND RESPECT

To all staff, clients and family members, caregivers, fellow volunteers, community members, and members of the public regardless of race, ethnicity, gender, sexual orientation, age, religion or physical ability.

THE RESPONSIBILITY OF COMMITMENT TO A SUITABLE ASSIGNMENT

By accepting only volunteer positions that meet your skills, interests and available time

THE RESPONSIBILITY TO LEARN ABOUT THE PROGRAMS, POLICIES AND STRUCTURES OF THE ORGANIZATION

By consulting with staff when unclear about programs, policy or actions

THE RESPONSIBILITY TO HONOUR THE COMMITMENT AND BE PRESENT ON TIME

THE RESPONSIBILITY TO RESPECT CONFIDENTIALITY

THE RESPONSIBILITY TO WORK AS A TEAM MEMBER

To understand the boundaries and limitations of your position as a volunteer

**Staff retain the right to make appropriate changes to the volunteer assignment or volunteer role as they see fit, as well as the right to dismiss volunteers where other measures have been taken to correct the situation.*

To understand staff responsibilities, roles, and discussing mutual expectations

H. BENEFITS OF VOLUNTEERING WITH THE ALZHEIMER SOCIETY

There are many benefits of volunteering for any organization. Each organization may be able to provide benefits that another organization cannot provide. Each person volunteers for different reasons. The balance of the organization's benefits, the volunteer's motivation and the volunteer role can produce optimal benefits for each volunteer.

Some of the benefits which you may seek and find in your volunteer role may be included on this list. You may add benefits that do not appear on this list.

MAKE A DIFFERENCE
LEARN OR DEVELOP A NEW SKILL
BE PART OF YOUR COMMUNITY
GAIN A SENSE OF ACHIEVEMENT
BOOST YOUR CAREER OPTIONS
DEVELOP NEW INTERESTS AND HOBBIES
MEET NEW PEOPLE
GAIN VALUABLE LIFE EXPERIENCES
INSPIRE OTHERS
INCREASE YOUR SOCIAL AND RELATIONSHIP SKILLS
INCREASE YOUR SELF-CONFIDENCE
COMBAT DEPRESSION
STAY PHYSICALLY HEALTHY
SAVE RESOURCES
GIVE BACK TO THE COMMUNITY AND/OR ORGANIZATION
DO SOMETHING THAT IS IMPORTANT TO YOU
GAIN UNDERSTANDING ABOUT A SPECIFIC ORGANIZATION, DISEASE
TAKE ADVANTAGE OF UNIQUE OPPORTUNITIES
PROVIDE INPUT
RECEIVE FEEDBACK
RECEIVE RECOGNITION FOR YOUR EFFORTS
HAVE FUN!
SPEND TIME ON A QUALITY ACTIVITY

I. PROGRAMS AND SERVICES OF THE ALZHEIMER SOCIETY OF NEW BRUNSWICK

Telephone and in-office support for families, caregivers, and those with Alzheimer's or a related dementia

In addition to our toll-free line, we also meet regularly with families experiencing a new diagnosis, and maintain ongoing support services through to the end stages of the disease.

Resource Centers:

We have 5 staffed resource centers around the province where families can receive information and support. Our resources include a complete selection of brochures and fact sheets as well as books, audio-visual materials, journals, and newsletters.

Caregiver Support Networks:

Each month, groups of men and women get together to share experiences, support and learn from one another. At these group meetings, the Alzheimer Society also provides information and support.

The Memory Café:

This Memory Café encourages socialization and directly involves persons with dementia their families, and others from the general public who are interested in learning about dementia. The program occurs monthly, and the goal is socialization with an educational component. The Memory Café includes a presentation on a different topic each month, followed by entertainment and refreshments. This program is geared towards people of all ages, and along all stages of the dementia journey.

Bilingual toll free 1-800 support line accessible throughout New Brunswick:

This toll-free line is used by families and individuals with the disease who have questions, or require support or information. We answer over 600 calls per year on our toll-free line, and send out over 700 free comprehensive information kits to families.

Advocacy:

The Alzheimer Society actively advocates for systemic issues of concern for people with Alzheimer's and related diseases and their families.

Free bilingual resources:

We provide comprehensive information kits to families to help them to navigate and plan for the Alzheimer journey. Our free resources include information sheets and brochures, as well as a free lending and video library.

Alzheimer Journey: First Steps Family Education Program:

This newly provincially offered 5 part education series aims to help families navigate their way through the Alzheimer journey. One of the key goals of this program is to ensure that shortly after diagnosis, persons with dementia and their circle of care have the information they need to plan for the future, and know what to expect. Topic covered in this program include an

overview of Alzheimer's and related disease and what to expect, communication strategies, legal and financial issues, accessing and navigating the provincial care system, and next steps.

Educational sessions:

We provide a range of presentations for the general public and caregivers. Our goal is to inform and educate New Brunswickers and to help increase awareness and decrease stigma. We also offer in-services to health care professionals on the disease, and how to care for persons with dementia.

Awareness Campaign:

Each year in January, we launch our Awareness Campaign with the intent of promoting awareness about the disease, and to therefore decrease stigma associated with the diagnosis. This campaign included a media campaign, and a coordinated effort of staff and volunteers to make Alzheimer's and related diseases top of mind.

F. VOLUNTEER OPPORTUNITIES

Talk to your local Alzheimer Society staff member for further information on the specific volunteer opportunities in your Region.

Volunteer positions are created in order to provide a description of both what is required of that position and what the benefits are.

Some volunteers may choose to take on a specific role while others may want to get involved in more than one area.

Talk to your local Alzheimer Society staff member in order to discuss the current opportunities and to attend a Volunteer Information Session.



G. POLICIES AND PROCEDURES

1. Position Descriptions

Every volunteer role will have a Position Description, a written description of the tasks for the volunteer assignment, the skills required to complete the task, the name of the person to whom the volunteer reports and the benefits of the role.

2. Recruitment

The Alzheimer Society will recruit people with diverse skills to meet the needs of the Society.

3. Application & Screening Process

Volunteers will complete an application and screening process and participate in ongoing screening procedures throughout their involvement with the Alzheimer Society. Staff will lead each volunteer through this process.

a) Police Record Check

Police checks are necessary for all on-going volunteers. The type of police check will depend on the volunteer role. If a volunteer is in a position of trust with the vulnerable sector (i.e. seniors, persons with dementia, children) they will require a vulnerable sector Police Record check.

**Both of these tools are a way for the Society to protect both their clients and their volunteers.*

b) Reference Checks

All volunteers new to the Society will be asked to provide individuals in their circle of contacts who can be references for them. The references should not be family members. Possible references are doctors or other professionals, friends, work colleagues, supervisors at work or other volunteers.

** References and the checking of the references must be completed before the volunteer commences their volunteer role with the Alzheimer Society of New Brunswick.*

4. Orientation

Volunteers will be oriented to the work of the Alzheimer Society, its policies and procedures to ensure that they understand their role and how their role and contribution fits into the overall work of the Society.

5. Training

Volunteers can expect to receive initial and ongoing training in their role so that they are supported in the work that they do. The training will be specific to the position which the volunteer holds and to their individual needs.

6. Identification

Volunteers must carry or display proper identification when representing the Society. If the volunteer is given an ID badge or nametag to wear, they are asked to wear that ID badge while they are fulfilling their volunteer role.

The ID badge clearly identifies the volunteer as an Alzheimer Society volunteer and contributes to the safety of the volunteer. When worn at events outside of the building, the ID badge is also a marketing tool, informing the public that the Alzheimer Society is conducting an activity.

7. Supervision

Volunteers receive ongoing support, supervision and performance evaluation through staff. When a volunteer begins a new role, they should be introduced to staff to develop an ongoing, working relationship.

8. EVALUATION

The Volunteer Program will be evaluated on an ongoing basis.

a) Volunteer Feedback

The Alzheimer Society appreciates receiving feedback from the volunteers. We are continuously reevaluating our programs and procedures. As someone who is working 'on the front line', we need to hear and discuss your perspective. Your positive, constructive comments are important to us. Volunteers will also receive feedback from staff whenever possible.

b) Change of Assignment

There are many reasons why a volunteer might like/need to change their volunteer assignment. If you wish to participate in an alternate activity, contact an Alzheimer Society staff member. There may also be situations where staff is required to make changes to the volunteer assignment.

9. Recognition and Retention

Recognition of the time and effort expended by volunteers to enhance and advance the work of the Society is important. Recognition affirms the volunteer position and it reminds the volunteer that their participation, no matter how long or short, is valuable to the Alzheimer Society.

We like to say, “Thank you” in a variety of ways that are meaningful to the volunteers. You can look forward to receiving our appreciation throughout your tenure with us. We want all volunteers to enjoy working with us and to grow in their volunteer roles.

10. Dismissal and Discipline

All Alzheimer Society volunteers are expected to perform their duties as outlined in their position description and follow the organization’s policies and procedures in a safe and effective manner; Failure to do so may result in dismissal.

11. Confidentiality

All information – verbal, written or computerized – concerning persons with dementia and their families will be held in strictest confidence and shared only within the volunteer/staff team to the degree necessary to offer appropriate programs and services to the person with Alzheimer’s disease and their families. This includes medical, personal, social and psychological information. Only specific information necessary to provide quality services shall be sought out.

Volunteers are also responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff member, volunteer or other person or involves overall Society business.

12. Alcohol/Drugs

While on the premises of the Alzheimer Society and/or while performing volunteer responsibilities, volunteers are prohibited from:

- Being under the influence of, using, possessing, selling or otherwise being involved with illegal drugs
- Consuming alcohol or any other controlled substances.

Volunteers are further prohibited from use, involvement, or abuse at any time of illegal drugs and/or alcohol to the extent that it violates law or negatively affects the activities of the Alzheimer Society or undermines public confidence in the organization.

13.1: Conflict of Interest Policy

It is important that all volunteers as well as staff act at all times in the best interest of the Alzheimer Society. In your role as a volunteer, it is important to think about and make staff aware of any potential conflicts of interest that may exist.

If potential conflicts are identified, staff and volunteer will work together to assure that the Alzheimer Society's best interest is kept in mind.

Examples of a "conflict of interest" may include but are not limited to:

- a) They themselves or members of their immediate family, business partners or close personal associates may benefit either directly or indirectly, financially or otherwise, from their position as a volunteer.
- b) Personal interests conflict with the interest of clients and are adverse to the interests of the Alzheimer Society.
- c) Seeking, accepting or receiving any benefit from any individual or organization doing or seeking business with the Alzheimer Society.
- d) Being a member of the Board or staff of another association which may have interests that conflict with the interests of the Alzheimer Society or its clients.

14. Health and Safety

Volunteers will be provided with all pertinent training in Health and Safety issues that apply to the Alzheimer Society. All staff and volunteers are required to follow all Health and Safety procedures. If a volunteer sees an unsafe situation, they should report it immediately to a staff member.

We want volunteers to be assured that their safety while they are volunteering with the Alzheimer Society is of the utmost importance to the Society. If you ever find yourself in an uncomfortable situation and have concern for your safety, please take the necessary steps to keep yourself safe. Any activity that you may be doing for the Society at the time is to be set aside in favor of your safety and the safety of clients or other volunteers.

If you have concern for your safety, remove yourself from the situation as soon as it is safe to do so. Contact police, if necessary. Once you are safe, please contact the office of the Alzheimer Society and report the situation to the appropriate staff member.

Whether volunteers work in the office or offsite, they should familiarize themselves with the safety procedures of the location of their volunteer activity.

15. Insurance

The Alzheimer Society carries sufficient insurance to provide coverage for all volunteers in their assigned and approved roles with the Society

16. Recordkeeping

The Alzheimer Society maintains a variety of records for the volunteer program:

- Monthly and annual statistics of the hours contributed by the volunteers, personal files for each volunteer in their volunteer program, among other files.

All files of a personal nature are kept in a secure location, assessable only to staff. All requests for information about volunteers must be made through staff.

Inactive adult (18+) files are maintained for seven years following termination, after which time the files may be destroyed in a responsible manner. If the volunteer is under the age of 18, files are retained for 7 years past their 18th birthday.

With reasonable notice, and while accompanied by staff, volunteers may examine the contents of their own file.

Confirmation of volunteer hours for High School/University students is provided by staff at a time that is mutually convenient to both staff and the needs of the student.

Recording your Volunteer Hours

Because the work of the volunteers is very important to the Alzheimer Society, we ask that you ensure that your volunteer hours are recorded and reported to staff. Each month, staff must submit the total number of volunteer hours contributed to fulfill our program needs. We ask volunteers to assist us in the collection and recording of volunteer hours by following these procedures:

- Sign in for each shift that you fulfill. Volunteers working at the Society office are asked to record their hours on a daily basis in the system provided.
- Volunteers who work offsite should include in their volunteer hours: any travel time necessary to do their volunteer task, preparation time, and delivery time.
- If you are part of a planning committee, keep track of the time spent outside of the committee meeting hours to fulfill your responsibilities.

17. Change of Volunteer Contact Information

Volunteers are asked to notify staff in writing, of any changes to their contact information: name, mailing address, email address, telephone numbers, as soon as the changes occur.

18. Letter of Reference

Volunteers can request a letter of reference through the Alzheimer Society staff.

19. Resignation and Exit Interview

There are many reasons why a volunteer finds it necessary to resign or terminate their association with the Alzheimer Society. If you have occasion to resign from your volunteer role(s), please contact staff.

Staff will ask the volunteer to participate in an Exit Interview prior to their last shift at the Society. The purpose of the Exit Interview is to learn important information about the volunteer's experience with the Society. The Alzheimer Society learns of ways to improve programing and the volunteer experience through the Exit Interview. Volunteers are encouraged to provide as much information about their voluntary experience as possible. The ASNB greatly appreciates the role of their volunteers and to ensure that the program or service can continue to benefit their community. Help with recruiting and orientation of replacement volunteers is greatly appreciated whenever possible.

H. Guidelines to Effective Teamwork

(The following are guidelines to working effectively as a team at the Alzheimer Society. Many items are common courtesy and common sense. These things help us to think of others with whom we are working and consider their comfort and well-being).

20. Absences: Illness, Vacation, Leave of Absence

Illness

Contact staff as soon as possible to inform them that you will not be able to fulfill your volunteer responsibilities or scheduled shift. If they are not able to speak with you, leave a message or send an email. If your shift will be taking place in a day or two and you are confident that your supervisor keeps up-to-date with their emails, an email can be sent to the supervisor. Attach a 'Read Receipt' to ensure confirmation that your email has been received and read.

Vacation

Inform staff as soon as possible of the dates of your vacation so that they can arrange schedules as required.

Leave of Absence

If you need to be absent from your volunteer responsibility for an extended period of time, contact staff to inform them of your plans. If possible, provide this information in advance so that alternate arrangements can be made to fill your shift(s).

21. Weather Issues

If the (winter) weather is poor and you are unable to fulfill your shift, contact staff to inform them that you will be absent.

If staff decide to close a service or a program in which you are involved, due to poor (winter) weather conditions, you will be contacted as soon as the decision to close is made.

22. Use of Personal Cell Phones/Personal Calls/Texting

Volunteers are encouraged to keep personal calls, texting to an absolute minimum while they are fulfilling their volunteer responsibility. If you do need to make a personal phone call, whenever appropriate, remember to keep it short and to use a quiet voice.

23. Phone and Email Communication

When communicating by phone or email, please identify yourself clearly and greet your audience appropriately and with courtesy. Relationships with our Society colleagues and other groups are of great importance to us. If you are an office volunteer you may also have an account on our hard drive – all information accessed must be kept confidential and not shared outside of our office.

If you are using email to communicate on behalf of the Society you will be provided with an email account. Please only use this account when fulfilling your volunteer role. Do not use it for personal communications. Likewise, do not use your personal email accounts for Society business.

Any email accounts provided by the Society will be monitored – please do not change the password unless prompted by our provider. Inform staff of the need to change the password. Allow staff to make the change and record the new password in a secure location.

24. Personal Hygiene, Dress Code and Scent Free Environments

As representatives of the Alzheimer Society, it is important that all volunteers present themselves in clean, tidy, business-casual attire.

Many of our office environments and public spaces are 'scent free'. We ask that volunteers reduce the use of scented products to respect the challenges that scents provide to some individuals.

J. Volunteer Application

**Please return this portion of the manual to Alzheimer Society Staff along with the confidentiality agreement.*

First Name:

Last Name:

Address:

Suite/Apt#:

City:

Province:

Postal Code:

Phone Number(s):

Other:

Email:

Fax:

1. How did you find out about the Alzheimer Society?

2. Why would you like to volunteer for the Alzheimer Society?

3. What previous work and/or volunteer experience have you had that you think might be useful?

4. What would you like to gain from your volunteer experience?

5. What special skills or talents would you like to share while volunteering?

6. Do you speak any languages other than English? If so, please indicate which language(s).

7. Do you have access to a vehicle? ☐ Yes ☐ No

Availability

Please give us an idea of when you are available and/or if you are flexible

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Morning							
Afternoon							
Evening							

Are you Flexible in dates/times? Yes or No

Length of Commitment

- ☐ 0- 3 months ☐ 3-12 months ☐ Ongoing ☐ Only for special events
☐ Specific volunteer position with commitment already determined

All applicants must be willing to submit 2 references as well as complete a criminal record check.

Signature (Volunteer applicant) _____

Date _____

Please note: A parent/guardian must also sign for volunteers under 18 years of age.
Parent/Guardian

Mail or fax this form to the Alzheimer Society of New Brunswick
at 1-800-664-8411 or 1-506-459-4280 or email info@alzheimernb.ca

K. Confidentiality agreement

Alzheimer Society

Confidentiality Agreement

Every person has a basic right to privacy. As a paid staff person or a volunteer of the Alzheimer Society, I have a moral and ethical obligation to respect and safeguard all confidential information.

I _____ understand that it is the policy of the Alzheimer Society that all dealing with persons with Alzheimer's Disease, their families and/or caregivers and individuals members of the community be treated in a confidential and responsible manner.

I declare that I will not reveal or discuss information concerning our clients and/or their families/caregivers to anyone other than those previously designated; which may include Alzheimer Society staff/volunteers, family members and/or other responsible, appropriate facility staff.

I understand that this is to maintain the privacy and dignity of the person with Alzheimer's disease and their family members.

Date: _____

Signature: _____

Witness: _____

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