



Creating Lives in Harmony

Volunteer Handbook


Cantata
Adult Life Services



Welcome!

Dear Volunteer:

Thank you for being here! We are so grateful and glad that you have decided to donate the most valuable resources of your time and talent to Cantata Adult Life Services. Cantata Adult Life Services is a not-for-profit organization that serves people. Our goal as an organization is to help our clients live their best lives on a daily basis. Your contribution will make a profound difference in the lives of those we serve.

Your dedication, caring attitude and commitment is critical to the work we can do together as employees and volunteers. Volunteers occupy a very special place in the lives of those we serve. Your help fulfills their need to maintain ties with the community.

There are many different volunteer opportunities throughout our organization, both on our campus and in the community-at-large. Whatever opportunities you pursue, always remember that you are part of a team that supports you in everything that you do!

We want your volunteer experience with us to be as pleasant and satisfying as possible. This handbook has been prepared to help you understand our policies, procedures and goals. Orientation, training, evaluation, and ongoing support will be provided to you. Please don't hesitate to ask questions! We want you to be confident in your knowledge of how to proceed, and grow, as a Cantata Adult Life Services volunteer.

Welcome, and again, thanks for your willingness to help as a volunteer!

Sincerely,

A handwritten signature in black ink that reads "Dennis Sonnenberg".

Dennis Sonnenberg
Chief Executive Officer

A handwritten signature in black ink that reads "Karen Garrison".

Karen Garrison
Cantata Board Chairperson

Who are we?

Cantata Adult Life Services offers an ensemble of lifestyle programs and residential options for individuals 55 and better to ensure they age with rich possibility and live their best life. We compassionately partner with older adults and their families in ways that encourage well-being, independence and community.

Just like a Cantata where the orchestra accompanies the soloist, we focus on supporting, respecting, even “showcasing” each individual and their unique needs and dreams.

Our Mission

Cantata orchestrates innovative solutions, services and connections for adults and their families as they seek to achieve their best lives.

Our Core Values

- ❖ **Respect for the individual.** We honor the humanity and beliefs of each person. Our organization distinguishes itself by customizing individual solutions.
- ❖ **Integrity.** We always subscribe to the highest ethical standards. We are honest and frank in recognizing problems and limitations. We earn the trust of all through our actions.
- ❖ **Compassion.** Caring is at the core of everything we do. We respect the circumstances of all individuals and provide meaningful help within our capacity.
- ❖ **Community.** We create and foster diverse social and family environments, nurturing health in mind, body, and spirit.
- ❖ **Quality.** We establish and adopt best practices, demonstrating the highest personal and professional standards.
- ❖ **Innovation.** We cultivate new ways to use our resources to help the people and communities we serve. We embrace change to achieve our vision.
- ❖ **Productivity.** We value the constructive use of all resources. We recognize that our ultimate capacity to serve is determined by our wise allocation of our human, physical and financial assets.
- ❖ **Fun.** We believe that humor enhances quality of life and promotes quality of work, leading to a feeling of welcome and support.

Our Service Lines

- ❖ **Fitness and Wellness**
- ❖ **At Home Care & Handymen**
- ❖ **Independent and Assisted Living**
- ❖ **Rehabilitation and Therapy**
- ❖ **Lifelong Learning**

Our Promise

At Cantata Adult Life Services, we believe actions speak louder than words. We are accountable to each other. When we say we will work to create lives in harmony:

- We promise to listen to how each of us defines our “best life” and to work enthusiastically to make it a reality.
- We promise to treat every person with respect, integrity and compassion.
- We promise to use imagination, innovation and teamwork in everything we do.
- We promise a sense of community and a desire to find fun in living every day.

Volunteer Opportunities

There are many opportunities for volunteer service. Volunteer opportunities are available seven days a week: morning, afternoon and evenings. Please review the sample list of volunteer jobs to determine which job may be a good match for your interests, talents and time. Remember, this list is not all inclusive. You may have a new idea or perceive a need that is not listed. We welcome your ideas.

Direct Client Services

Helping with an Activity
Visting with Clients
Bringing in a pet
Leading an Activity
Transporting Clients
Gardening
Entertaining

Support Services

Seasonal Decorating
Typing, Filing, Computing
Assisting with Special Events
Arranging flowers
Offering telephone reassurance
Teaching
Giving spiritual support

In a Client's Home:

Laundry
Pet walking and feeding
Snow shoveling
Lawn mowing
Meal preparation
Shopping
Visting with Clients

Volunteer Responsibilities

Your roles as a volunteer include the following:

- ❖ To assist clients, visitors and employees in order to provide the highest quality of service and care.
- ❖ To serve as a liaison between Cantata Adult Life Services and the community.
- ❖ To support the mission, values and vision of Cantata Adult Life Services.

As a volunteer, we expect you to:

- ❖ Express positive attitudes concerning Cantata Adult Life Services, its employees and its volunteer services.
- ❖ Assist clients in meeting their needs in a cheerful, kind and sympathetic manner.
- ❖ Address clients by their last name, prefaced by the appropriate title (Miss, Mr., Dr., etc) unless otherwise advised.
- ❖ Knock before entering a closed or partially closed door. Wait for nurses, aides or families to finish talking with the clients before entering the client's room or home. Introduce yourself, using your name, and explain why you're there.
- ❖ Respect the privacy of the client and keep all information confidential even though the volunteer may know the client personally.
- ❖ Not answer any questions or express an opinion regarding a client's diagnosis. Refer any questions to the Volunteer Coordinator or Supervisor.
- ❖ Not serve as a witness to any legal document, if asked, let the Volunteer Coordinator know.
- ❖ Refer any complaint or concern of the client's family to the Volunteer Coordinator or Supervisor.
- ❖ Do not move a client or give him/her any food/water unless instructed or without checking first with the Volunteer Coordinator or Supervisor.
- ❖ Present a professional image by dressing appropriately and wearing photo I.D.
- ❖ Comply with the policies as established by the British Home Rehabilitation Services, Cantata Adult Life Services and Cantata at Home.
- ❖ Be dependable to ensure the smooth functioning of the volunteer programs. If a volunteer is unable to come, call the Supervisor or the Volunteer Coordinator as soon as possible.
- ❖ Provide feedback to the Volunteer Coordinator regarding your ideas, questions and suggestions.

Sign In Procedure

Cantata Volunteers use a web-based software system to sign in and out. It's very simple and can be done from any phone. The instructions are as follows:

To sign in:

1. Dial 1-888-600-1983
2. Enter your PIN
3. Press 1 for arrival

To sign out:

1. Dial 1-888-600-1983
2. Enter your PIN
3. Press 2 for departure

Your PIN is the last 4 digits of your phone number. If you experience any problems signing in or out, please notify the Volunteer Coordinator.

Client Confidentiality

As a volunteer working in the healthcare field, you may see or hear confidential information. You may become accustomed to being exposed to this type of information and forget how important it is to keep it private.

As a healthcare volunteer you need to remember that privacy is a basic right. It is your obligation to ensure that client's privacy is not compromised.

Some of the things that must be kept confidential may include:

- ❖ Client's name, address, age, date of birth, social security number, and any other personal information that they are asked to provide.
- ❖ Client's emotional status
- ❖ Client's physical or mental status
- ❖ Treatments or medications the client may be receiving,
- ❖ Client's financial status

Trust is a vital component of a rewarding relationship between a volunteer and a client. If client confidentiality is breached, a client may hesitate to ask for the care they need. This impacts on their physical, psychological and emotional well-being. As a healthcare volunteer, it is your ethical responsibility to maintain client confidentiality.

Communicating with Clients

Please help us to preserve each client's dignity and self-esteem by treating each person as an adult, never as a child. A lifetime of experience should be respected and praised without condescension. The courage and the dignity with which clients face difficulties and disabilities make them deserving of our admiration, not our pity. Some clients experience memory changes that may impair their ability to understand; however they are still able to perceive if they are being ignored or "talked down to".

Things to Do

- ❖ Be sure to get the client's attention before speaking.
- ❖ Face the client when you are speaking. Eye contact, facial expressions, lip movement and gestures all give the listener additional cues to understanding. If you are not understood the first time, try rewording your statement or question.
- ❖ Request the client's permission to remove environmental distractions (i.e., closing the room door, turning off the television, etc.)
- ❖ Address each client by their formal title (i.e., Mr. Jones, Mrs. Smith) unless they request a preferred name. Avoid non-earned endearments, such as "honey" or "darling".

- ❖ Be positive! You may find that saying “Good Morning” instead of “How are you?” initiates conversation on the positive of life rather than focusing on the client’s illness.
- ❖ Give your attention equally to clients when involved in group situations.
- ❖ Always introduce yourself to a client-never ask the client to guess who you are.
- ❖ Be a good listener. Allow the client to talk about his/her memories. Avoid discussing your own problems.
- ❖ Feel free to ask questions of employees regarding client’s behavior(s).
- ❖ Be natural, patient, sincere; show a friendly interest in each client.
- ❖ Keep in mind that you are in the client’s home and you are their guest.
- ❖ Knock on the client’s door and announce yourself before entering.
- ❖ Consider the client first.
- ❖ Always check with your supervisor when a client requests to: be lifted, get in or out of bed, have a positioning device removed or go to the bathroom.
- ❖ Check with your supervisor before you comply with a request from the client to purchase something.
- ❖ Notify your supervisor before you escort a client outside the facility or his/her home.
- ❖ Before giving food or beverages to a client, obtain approval from your supervisor.
- ❖ If any problems arise, go directly to the supervisor; never raise your voice to a client or discipline a client.

Things You Should Not Do

- ❖ Do not criticize or contradict the client. Do not criticize employees or other volunteers in front of the client. Share your concerns with your supervisor.
- ❖ Do not speak in a fast or loud manner. If the client appears not to hear you, slow down and deepen the tone of your voice instead of shouting.
- ❖ Do not give medical advice or opinions.
- ❖ Do not make promises you cannot keep.

Communicating with Clients who are Visually Impaired

- ❖ Keep in mind that a visually impaired client is an individual with diverse interests and concerns.
- ❖ Introduce yourself first (rather than touching which is often startling) and let the client know who else is nearby. There may be friends he/she would like to greet.
- ❖ Briefly describe the layout of the room and what is going on and ask if he/she has a preference of where to sit.
- ❖ You may quietly comment on important things occurring, an amusing incident or arrival of new people.
- ❖ Always let a visually impaired client know if you are leaving, even for a short time, and make a brief comment when you return.

Communicating with Clients who are Hearing Impaired

- ❖ Reduce background noise by closing the door or asking permission to turn off the television or radio.
- ❖ Make certain there is enough light on your face when you speak.
- ❖ Maintain eye contact.
- ❖ Keep hands and objects away from your mouth; do not chew gum.
- ❖ Speak up but do not shout. Speak a little more slowly, using short sentences and simple words.
- ❖ Rephrase rather than repeat a misunderstood sentence.

Communicating with Clients with Dementia or Cognitive Changes

- ❖ Gently approach the client with an open, friendly, relaxed manner and expression. Individuals with Alzheimer's mirror the effect of those around them. If you are tense or hurried, the individual may become tense and resistant.
- ❖ Eliminate competing and distracting background stimuli (i.e. radio, T.V.) when talking to the client. Too much stimulation overloads and confuses the individual with Alzheimer's.
- ❖ Always identify yourself and look directly at the client to be sure that you have his/her attention.

- ❖ Speak to the client in a clear, low-pitched voice. High-pitched tones convey anxiety and tension.
- ❖ Use short and simple words, sentences and questions. Example: “Are you cold?” or “Come with me.”
- ❖ Use yes/no questions as much as possible; avoid those that require choices or decision-making. Example: Instead of asking, “Would you like to go for a walk or listen to music?”, first ask “Would you like to go for a walk?”. If the answer is no, then ask, “Would you like to listen to music?”
- ❖ Accompany verbal communication with appropriate non-verbal cues or signals.
- ❖ Break down tasks into individual steps and ask the client to do them one at a time. Example: “Here are your eyeglasses.” “Remove them from the case.” “Put on the eyeglasses.”
- ❖ Physical expressions of caring (i.e. gentle touch, a soothing supportive arm) will usually be understood and may calm an upset individual.
- ❖ If a client reacts catastrophically to a situation, remain calm and remove him/her from whatever is upsetting him/her. Also respond to what you think they are feeling so that they will sense you understand. Avoid arguing or reasoning. Use distraction rather than confrontation.

Transporting Clients in a Wheelchair

When transporting a client in a wheelchair, put yourself in his/her position and look at obstacles from his/her eye level. Transport him/her as you would want someone to do for you.

Approach a client in a wheelchair from the front. Identify yourself. Ask permission before you move him/her.

Never lift or reposition a client in a wheelchair.

Make sure client is modestly clothed and well covered before beginning to transport.

Check that the client’s feet, hands, and clothing are not caught in wheelchair parts. Make sure that feet, lap robes, and other items are off the floor, hands are within sight, and brakes are unlocked before pushing the wheelchair.

Feet should be on foot pedals, arms should be on or inside the armrests.

Proceed slowly; be cautious at corners and around objects or other people. Let other

people pass by first. Avoid moving too quickly.

When approaching a table, be sure client's fingers do not get caught between chair and table.

Do not lift the wheels of a wheelchair off the ground except when crossing thresholds.

Position wheelchair as desired by the client- be courteous and respectful.

Lock brakes after stopping.

Transporting Clients Who Can Walk

Before walking with a client, check with your supervisor to be sure the client is able to stand. Escort ambulatory clients by offering your arm or hand for support.

If a client is walking, walk with the client at his/her own speed.

Never lift or reposition a client in bed.

Make sure the client is modestly clothed and well covered before beginning to transport.

Wheelchair Etiquette

- ❖ Always ask the client if he/she would like assistance before you help. It may be necessary for the client to give you some instructions. An unexpected push could throw the client off balance.
- ❖ A client's wheelchair is part of their body space and should be treated with respect. Do not hang or lean on it unless you have the client's permission.
- ❖ Be careful not to exclude the client in the wheelchair from conversations. Speak directly to the client and if the conversation lasts more than a few minutes, sit down or kneel to get yourself on the same level with the client. Also do not be tempted to pat a person in a wheelchair on the head, as it is a degrading gesture.
- ❖ Be aware of the individual's capabilities. Some clients who use wheelchairs can walk with an aid and may use the wheelchair to conserve energy and move about more quickly.
- ❖ Do not assume that using a wheelchair is in itself a tragedy. It is a means of freedom which allows the user to move about independently.

Listening Skills

- ❖ Encourage others to talk by limiting your own comments. You cannot talk and listen at the same time.
- ❖ Ask questions if there is something you do not understand.
- ❖ Focus on what the other person is saying. Shut out distractions.
- ❖ Occasional remarks such as, “Yes, I see,” tell others that you understand them. Do not get overly involved with too many comments.
- ❖ Be willing to accept thoughts and opinions from others without prejudice.
- ❖ Maintain eye contact – smile.

Infection Control

HANDWASHING IS THE SINGLE MOST IMPORTANT THING YOU CAN DO TO PREVENT THE SPREAD OF INFECTION.

Studies have shown that the hands of healthcare employees and volunteers are the most common transmitters of disease in the healthcare facilities.

Once your hands are contaminated, infectious microorganisms can enter your body if:
You touch the mucous membranes of your eyes, nose or mouth
You have any open cuts, scratches or abrasions on your skin.

You can also transfer an infection to clients. Microorganisms on your skin may not cause any harm to you, but may cause a serious infection in older adults or other individuals who have low immunity.

HANDWASHING, frequently and correctly done, can prevent the spread of infection to both you and to others. If you get infectious materials on your hands, the sooner it is washed off the less chance you have of obtaining or spreading an infection.

Follow these steps:

1. Lather hands with soap and water, avoid splashing water or touching the sink.
2. Vigorously rub together all the surfaces of lathered hands for 10 to 15 seconds. Friction helps to lift off, and remove dirt. Wash especially well around rings, under fingernails, and don't forget wrists.
3. Rinse hands thoroughly under running water. Running water carries away dirt. Remember to point fingers downward so that contaminant runs off hands into sink and not upwards to the elbows.

4. Dry hands completely with a clean, dry paper towel. USE A PAPER TOWEL TO TURN OFF FAUCET AFTER YOU HAVE DRIED YOUR HANDS. This prevents you from re-contaminating your hands.

Visit Suggestions

1. “Attentive listening” is always the best type of listening
2. Show that you care! Frequently, the touch of a hand or placing of one’s arms around the shoulder, with the client’s permission is welcome
3. Offer calm, understanding, reassuring responses to client’s statements
4. Remember a “promise is a promise”. Keep your promises for future visiting times. Our clients depend on you.
5. Help keep the client informed of community events through new releases, as well as photos, if possible.
6. Our clients especially appreciate intergenerational visits. Notice the smiles as a child passes by.
7. Please don’t visit when you are ill. Please reschedule your visit when you are not able to visit related to illness.
8. If a client discusses a concern related to the facility, please bring this concern to the supervisor for the solution.
9. Extensive visiting may be tiring to a client or on the other hand, may help pass the time. Be sensitive to the client’s response.
10. Please do not bring food for our clients unless you have secured permission.
11. Offer a positive and upbeat attitude.
12. Give clients added independence by offering choices (where to go, what to do)
13. Be generous with sincere praise and compliments.
14. Please enjoy your participation as a volunteer and remember the following:
 - a. Show your desire to really help the customer.
 - b. Use your best judgment
 - c. Share your creativity with clients

d. Demonstrate your respect for the client.

101 Things to Do While Visiting an Older Adult

1. Talk about what you both have been up to since your last visit together
2. Bring photos of family and friends-from days gone by or recent snapshots
3. Create a photo album, framed photograph collection or poster to hang up
4. Make a special scrapbook celebrating your older adult's lifetime
5. Write or tape your older adult's autobiography...give copies to family
6. Share your own favorite stories and memories
7. Bring vacation photos, souvenirs, postcards, maps and tales of your travels
8. Read newspapers and magazines aloud to keep your older adult "in touch"
9. Look together at magazines that have a lot of colorful pictures
10. Subscribe to your older adult's hometown newspaper and bring it along
11. Read religious or inspirational articles, magazines or books
12. Read letters from family or friends
13. Bring messages from family or friends recorded on cassette tapes to listen to
14. Bring a videotaped greeting from family and friends
15. Help your older adult write or tape letters or send cards out to people
16. Find a pen pal and help your older adult correspond with this new friend
17. Create a poster or mobile from pictures cut from magazines
18. Bring things related to the season or upcoming holiday to do and talk about
19. Have an indoor picnic with your older adult's favorite picnic food
20. Enjoy a cup of a favorite beverage that you've brought in your thermos
21. Bring the musical instrument you play for your older adult's private concert

22. Teach your older adult to play an instrument, or learn together
23. Sing..hum..whistle..together
24. Play “name that tune” with records, tapes or music on the radio
25. Listen to music together
26. Play charades
27. Wind yarn together for a knitting project one of you is working on
28. Work on a craft project together
29. Try a new artistic pastime together, such as drawing, painting, sculpture
30. Make simple gifts for your older adult’s grandchildren
31. Bring along your sewing basket...button box...toolkit...to organize it
32. Build a birdfeeder or house to hang outside your older adult’s window
33. Bring along a bird book and see how many different types of birds drop by
34. Bring out the mending to do while you visit- your older adult’s or yours
35. Brush, comb or style your older adult’s hair
36. Pamper your older adult with make-up, perfume, aftershave, or manicure
37. Ask for help in planning your garden and look through the seed catalog
38. Plant and take care of an indoor, window sill garden together
39. Create a terrarium to enjoy with very little care needed
40. Play word and trivia games together to keep your older adult’s mind alert
41. Play card and board games-lifelong favorites and new ones
42. Keeping a running tally of scores in your own tournament
43. Do crossword puzzles together...or on your own to see who can finish first
44. Do jigsaw puzzles together-one per visit-or a 1000 piece challenge that takes time

45. Watch television together and talk about the programs you've seen
46. Keep on soap operas that your older adult watches and you may miss
47. Rent a DVD to bring along to an old favorite movie or musical
48. Go shopping from catalogs for clothes, household or frivolous necessities
49. Go "window shopping" in fancy catalogs filled with things you'd never buy
50. Bring a favorite recipe book to explore or to plan a meal from together
51. Bring along a treat made from a recipe your older adult said sounded good
52. Do some baking- or no-bake cooking together
53. Give your older adult a gentle massage with lotion to keep skin soft
54. Bring things to stimulate the sense of smell- spices, perfume, tobacco, roses
55. Bring different textured fabrics to touch- silk, wood, denim, corduroy, velvet
56. Set up a slide projector or hand held viewer for a travelogue
57. Bring the home movies to watch together (don't forget the popcorn)
58. Have grandchildren bring or send along artwork or school papers
59. Bring a pet to visit
60. Bring a pet that the older adult can adopt-perhaps a fish or a bird
61. Start a collection or hobby that you both enjoy
62. Invite others who share the same hobby or interest as your older adult
63. Do exercises together to stay in shape
64. Read a chapter of a novel or several poems each time you visit
65. Write a poetry or short story together...send it off to be published
66. Look at and listen to an old fashioned music box
67. Make a "joy box" by filling a decorated shoe box with fun and favorite items

68. Watch the seasons change out the window together
69. Take photos of the changing season scenes...or keep a "window diary"
70. Keep a mutual journal of interesting discussions you have during your visits
71. Make a potpourri together and hang it up to keep the room sweet-smelling
72. Tell jokes to one another...bring along a joke book if either of you needs help
73. Start a friendly, news-filled "chain letter" among you older adult's friends
74. Bring along an old friend of your older adult for a special reunion
75. Take photos of your older adult to send to family or friends...ask for theirs too
76. Take a walk together outside as weather permits...sit on the porch or patio
77. Bring along your children or grandchildren and enjoy watching them play
78. Have someone bring a baby to hold and "coo" over
79. Make scarves, mittens, toy or the like to give to a children's hospital
80. Celebrate the holidays together with special parties for two
81. Keep track of favorite sport teams...make a friendly wager of the next game
82. Learn a new word each time you visit together
83. Challenge your older adult in a two-person spelling bee
84. Play along with the television game shows...or host your own versions
85. Dance—tap your toes—to your older adult's favorite dance music
86. Bring a traveling book or brochures to dream about your fantasy vacation
87. Use some small rhythm instrument or kazoos to make your own music
88. Read the farmer's almanac and keep track of which predictions come true
89. Play tic-tac-toe or hangman
90. Ask you older adult to share memories of how the community has changed

91. Make a list of all your adult's favorite movies—foods, movie stars, songs
 92. Decide what you both would do if you had one million dollars
 93. Design and make your own Christmas or other holidays to send
 94. Toss card into a hat...pitch pennies...shoot marbles...play jacks
 95. Sit and hold you older adult's hand and lend a good listening ear
 96. Try your hand at drawing each others' portraits
 97. Blindfold your older adult in order to guess the flavors of tangy, fruit candies
 98. Recite nursery rhymes and songs from both your generation's childhoods
 99. Work on a latch hook rug for your older adult's room as you sit and talk
 100. Give your older adult a hug as you arrive and each time you say goodbye
 101. _____
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WRITE YOUR OWN IDEAS

General Information

Accidents

No matter how insignificant an injury may seem when it occurs, notify your supervisor and the Volunteer Coordinator immediately.

Safety

We strive to provide safe working conditions for our volunteers. We observe the safety laws of the government with whose jurisdiction we operate. No one will knowingly be required to work in an unsafe manner. Safety is every volunteer's responsibility, and all volunteers are expected to do everything reasonable and necessary to keep Cantata Adult Life Services a safe place to work.

No Smoking Policy

Smoking is prohibited in any of the Cantata Adult Life Services building, outdoors on Cantata property, in company vehicles or clients' homes or while transporting any client.

Suggestions

If you have any suggestions or ideas that you feel would benefit Cantata Adult Life Services, we would encourage you to tell us about them. We are always looking for suggestions that improve methods, procedures and working conditions, reduce costs or errors, and benefit Cantata Adult Life Services and its employees or clients.

Notice of Client Rights

Cantata Adult Life Services maintains a policy of nondiscrimination with clients for services. We provide services without regard to race, color, religion, sex, national origin, ancestry, age, disability, sexual orientation, or other bases protected by law. The term "disability" for purposes of this Equal Opportunity policy means a qualified individual with a disability as defined in the American's with disabilities Act or as otherwise defined by applicable law.

It is the goal of our organization to promote and protect the rights of each client. We believe that each client has a right to a dignified existence, self-determination, and communication with the access to persons and services inside and outside the facility. No client shall be deprived of any rights, benefits or privileges guaranteed by law based on their status as a resident of this facility. Therefore, our organization has determined that each of our clients has these rights:

1. To be fully informed of his/her rights as a resident /client in the facility, prior to or upon admission in the language that he/she understands.
2. To be fully informed of the rules of the facility pertaining to the resident's/client's responsibilities.
3. To request a written statement of such rights and be provided with updates when such rights are changed.
4. To be informed of services available, prior to or upon admission, in the facility and related charges for such services.
5. To be informed of any charges for services not covered under the facility's basic per diem charge.
6. To inspect his/her records upon request.
7. To confidentiality of personal and clinical information.
8. To refuse treatment and to refuse to participate in experimental research.
9. To send and receive mail unopened.
10. To have access to private use of a telephone.
11. To receive visitors at any reasonable hour, and by arrangements at other times.
12. To privacy during visits by his/her spouse.
13. Spouses who are residents/clients in the same facility are permitted to share a room unless one of their physicians documents in the medical record reasons why such arrangement would have an adverse effect on health status of the resident.
14. To immediate access of any representative of the state, resident/client advocate, or his/her personal physician.
15. To immediate access to his/her family or relatives, subject to the resident's/client's right to deny or withdraw consent to such visits at any time.
16. To immediate access by any entity or individual that provides health, social legal, or other services to the resident, subject to the resident's/client's right to deny or withdraw consent at any time.
17. To be treated courteously, fairly, without discrimination, and with the fullest measure of dignity.

18. To a meaningful life.
19. To choose a personal attending physician.
20. To be fully informed about his/her care and treatment, and participate in planning of his/her care.
21. To be informed of your condition and planned treatment and to participate in or refuse treatment.
22. To be free of mental, sexual, and physical abuse and of restraints not documented as medically necessary.
23. To receive notice before the room or roommate of the resident/client is changed.
24. To receive a prompt response to all reasonable requests and inquiries.
25. To organize and participate in resident/client groups in the facility.
26. To have his/her family to meet in the facility with the families of other residents/clients in the facility.
27. To exercise your civil and religious liberties.
28. To examine the results of the most recent survey (inspection) of the facility conducted by State agencies with the respect to the facility and any plan of correction in effect with respect to the facility.
29. To information on agencies acting as resident/client advocates.
30. To receive adequate and appropriate health care and protective support services.
31. To retain and use personal possessions and appropriate clothing, within space allocated by the facility, unless to do so would infringe upon the rights or security of other residents/clients, or violate current health and safety codes.
32. Not to perform services for the facility.
33. To participate in resident/client council.
34. Not to be discharged or transferred without proper notice.
35. To manage his/her financial affairs.

NOTE:

In the case of a resident/client who is adjudicated incompetent in accordance with the state law, found by his/her physician to be medically incapable of understanding his/her rights, or who exhibits a communication barrier, the rights of the residents/clients shall devolve upon his/her guardian, next-of-kin, sponsoring agency (ies) or the representative payee (except when the facility itself is the representative payee) to act on the resident's/client's behalf.

Policy Statement on Abuse

Cantata Adult Life Services affirms the right of our residents/clients to be free from abuse, neglect, misappropriation of resident property, corporal punishment, and involuntary seclusion. Cantata therefore prohibits mistreatment, neglect, or abuse of its residents/clients, and has attempted to establish a resident/client sensitive and resident/client secure environment. The purpose of this policy is to assure that the organization is doing all that is within its control to prevent occurrences of mistreatment, neglect or abuse of our residents/clients. This will be done by:

- ❖ Conducting pre-employment screening of employees and volunteers
- ❖ Orienting and training employees on how to deal with stress and difficult situations and how to recognize and report occurrences of mistreatment, neglect or abuse;
- ❖ Establishing an environment that promotes treating residents/clients with dignity and respect, resident sensitivity, resident security and prevention of mistreatment;
- ❖ Identifying occurrences and/or patterns of potential mistreatment;
- ❖ Immediately protecting residents/clients involved in identified reports of possible abuse;
- ❖ Implementing systems to investigate all reports and allegations of mistreatment promptly and aggressively, making the necessary changes to prevent future occurrences; and
- ❖ Filing accurate and timely investigative reports.

Cantata is committed to protecting our residents/clients from abuse by anyone including, but not limited to, employees, other residents, consultants, volunteers, staff from other agencies providing services to an individual, family members or legal guardians, friends, or any other individuals. Cantata will not knowingly employ individuals who have been convicted of abusing, neglecting, or mistreating individuals.

Should you suspect or witness any form of abuse, please notify the supervisor on duty immediately or a member of Cantata's management team by one of the following ways;

1. Family members should notify the supervisor on duty immediately and/or
2. Talk with or leave a note for Administrator and/or

3. You may leave an anonymous message on the Human Resources voice mail at ext 5247

Employees should talk to their supervisor or follow steps 1-3

Acknowledgement and Receipt of Volunteer Handbook

Signature on this receipt acknowledges that you have reviewed The Cantata Adult Life Services Volunteer Handbook. Please sign and date the receipt.

I, _____, certify that I have received and reviewed The Cantata Adult Life Services Volunteer Handbook.

I further understand that, by signing this statement as required I am indicating that I have read the Volunteer Handbook and understand its contents. I understand that it is my responsibility to comply with the policies contained in this handbook and any revisions made to it I also realize that this statement will become a permanent part of my volunteer personnel file.

Volunteer's Name (Please Print)

Volunteer's Signature

Date