

Reports To: *Volunteer Coordinator*

Job Description Summary

The Resident Activities Support's responsibility is to provide resources and support in regards to various activities to residents to help enhance their lives at Allegan County Medical Care Community. Must have excellent interpersonal skills, customer service/servant focus, and be able to handle criticism in a constructive manner. This is a volunteer position.

Essential Job Functions/Responsibilities

The Resident Activities Support volunteer is assigned to an Activities Staff Member and assists residents with:

1. Assessing the resident's room for any needs, such as filling tissues, watering plants,
2. Reading to the resident
3. Play games with the resident
4. Talk to/with the resident
5. Escort resident to activities in the building

Position Qualifications

Ability to work with residents with patience and care.

Physical Requirements:

Must be physically able to meet volunteer position requirements, which may include occasional squatting, bending, kneeling, climbing, lifting, reaching and twisting.

Important Note: Only the CNA's or nurses are allowed to lift or move a resident, assisting in and out of wheelchair or similar activities. (see Things to Remember page of the Volunteer Manual).

Time Commitment: Approximately 2- 5 hours per week, or as needed

Volunteer Name (print)

Signature

Date

IMPORTANT THINGS TO REMEMBER:

- When transporting residents, ensure they are secure in their foot pedals, unless they have a flag circle hanging on the back of their wheelchair
- Wheel chairs must only be pushed forward, never backwards.
- Please keep the brakes unlocked on all wheelchairs
- Respect the resident and their chair by providing concern and care when pushing the resident. Refrain from anything other than cautiously pushing the resident.
- Should a resident desire to make a phone call, please obtain permission from the resident's nurse or an appropriate staff member.
- Direct care to a resident, such as toileting, feeding, bathing must all be conducted by the CNA's.
- Residents are supplied with resources they need. Should they need money or other supplies, please contact the resident's nurse or CNA.
- Because some of our residents do suffer from various forms of dementia, you may hear or see things that are uncomfortable. Additionally, the resident may not always tell true stories because of their dementia. Maintaining a professional demeanor is appreciated during these times. If appropriate, you may need to talk to the resident's CNA.
- Should a resident want to go outside, you must talk to that resident's nurse to determine if it is appropriate for that resident to be outside. Similarly, should a resident desire to leave the premises, you must speak with their nurse. Most times, it would be inappropriate to leave the premises with that resident.
- When entering a resident's room, please share the courtesy of knocking prior to walking into their room. Remember, this is their home.
- Should a resident request food or drink, please check first with a nurse or CNA.
- If you encounter a resident fall, call for a nurse to conduct an assessment. The appropriate staff will assist the resident to a chair, bed or walking position.
- All hazardous materials and cleaning products should be in a secure location at all time. They should not be left unattended.
- Blood or other bodily fluids require a special spill kit to clean up the fluids. Please, for your safety and that of others, do not attempt to clean up blood or other bodily fluids.