



頤康 | YEE HONG

VOLUNTEER HANDBOOK

義工手冊

2022 EDITION

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A YEE HONG AS A CARE PROVIDER

A1. VISION

Seniors living their lives to the fullest, with independence, health and dignity.

A2. MISSION

Yee Hong offers a full continuum of culturally-appropriate services and care for seniors living in any setting to optimize their physical, mental, social and spiritual well-being. We build organization and system capacity for high quality, inclusive, and integrated services and care.

We achieve our mission through

- A governance system that is both visionary and accountable;
- A rewarding work environment that fosters personal growth, respect and appreciation amongst our employees and maintains positive employee relations;
- Nurturing partnerships and building community capacity by modeling culturally appropriate care, sharing knowledge, and providing incubator opportunities;
- Our many trained, compassionate and caring volunteers;
- Continuous improvement, innovative approaches and being fiscally responsible to our stakeholders and donors;
- Advocating, facilitating community development and education for seniors and others.

A3. HISTORY AND DEVELOPMENT

After years of industrious campaign and fundraising by community leaders and the community at large, the first Yee Hong Centre for Geriatric Care opened in October 1994 with a 90-bed nursing home and a community centre. Culturally and linguistically appropriate services were provided to the rapidly growing Chinese community, guided by the continuum of care service model.

Within two years of its establishment, Yee Hong was awarded its first three-year accreditation in 1996 by the Canadian Council on Health Services Accreditation.

Between 2002 and 2004, three new Yee Hong Centres opened in Markham, Mississauga and Toronto. Together with the addition of two levels to the first Centre, the long-term care capacity increased to 805 beds and extended to non-Chinese. Over the next 10 years, the Social Services also expanded in terms of programs and locations.

In 2006, all four Yee Hong Centres were awarded full accreditation. The accreditation has become a routine endeavour since.



A4. YEE HONG VALUES

WE CARE – By being compassionate and seeking to understand and support each other. By respecting diversity and being inclusive and equitable. By supporting people to be independent and make their own choices.

WE COLLABORATE – By working together to achieve our shared vision and goals. By leveraging our combined strengths to pursue opportunities and address challenges. By partnering to increase our positive impact on our clients, staff and the system.

WE COMMIT – To pursuing excellence through continuous learning, innovation and improvement. To empowering our people to be the best they can be within a progressive organizational culture and work environment. To having integrity and being accountable and to advocating for improved equity and social justice.

A5. SERVICES AND PROGRAMS

Through its *Continuum of Care Service Model*, Yee Hong provides a range of programs and services to help people cope with various needs and emerging challenges throughout different stages of life. The people being served by Yee Hong can be divided into 2 major groups:

- People living on their own or with family (Community Services)
- People needing total care (Long Term Care)

A5.1 Community Services

- Social Worker Intake
- Active Seniors Program
- Congregate Dining
- Day Program
- Post-stroke group
- Early Dementia Day Program

- Memory Training and Activity Centre
- Play Intervention for Dementia
- Chronic Disease Self-Management Program
- Transportation & Friendly Visiting
- Senior Housing - for seniors that live independently
- Assisted Living - provides services such as light housework, bathing, emergency and for other needs that may be required for individuals who are staying at home and do not need total care
- Caregiver Support and Education
- Volunteer Development & Advocacy

A5.2 Long Term Care Home

- Anyone above the age of 16 who needs total care may apply through the local LHIN (Local Health Integration Network) for assessment to be placed in any LTC home
- Apart from Chinese, Yee Hong's four LTC homes also serve South Asians, Filipino, Japanese and others
- Apart from providing accommodation, food, nursing, medical monitoring and assistance in activities of daily living, our LTC facilities provide various social, physical, mental, faith and spiritual activities aimed at sustaining the residents' well-being.

A5.3 Clinical Services

- Medical centres with family doctors and specialists and rehabilitation centres with physiotherapists and occupational therapists are in operation at selected Yee Hong Centres. If you need related services, please contact the centres directly.

B VOLUNTEERING DEVELOPMENT AT YEE HONG

BI. PHILOSOPHY OF YEE HONG VOLUNTEER PROGRAM

Volunteering is an integral part of community engagement, which enriches the lives of all and builds better communities.

Volunteering at Yee Hong helps realize the following:

- Creating additional resources to improve the quality of Yee Hong's services
- Improving the quality of life of clients
- Facilitating and enhancing personal growth and achievements among volunteers
- Building a caring and healthy community

B2. VOLUNTEERING AT A GLANCE

Over the past 10 years, Yee Hong has maintained about 1,000 volunteers per year, who collectively contribute about 90,000 hours of service annually. Volunteers perform a wide range of jobs in various centres and departments:

- Program Assistance
- Assistance with Meals
- Friendly Visiting
- Transportation (Drivers)
- Clerical Assistance
- Reception
- Group Instructor / Leader
- Kitchen Aid
- Laundry Aid
- Special Events

B3. HOW TO BECOME A YEE HONG VOLUNTEER

B3.1 Exploring Placement

- Attend the pre-placement orientation session
- Submit a completed Volunteer Application Form and Confidentiality Agreement
- Where applicable, submit a completed TB Test Report and / or police vulnerable sector screening report
- A placement will be arranged based on your expressed interests, learning objectives and time availability
- The need for and supply of volunteers fluctuates seasonally and it might take some time before a suitable position can be found for you

B3.2 Getting Started

- For each duty, a supervisor will be assigned to you, who will give you job-specific orientation to prepare you for your duties. This is on top of the pre-placement orientation that you had previously attended.
- Report to duty on time as scheduled. If you cannot come, notify your supervisor as early as possible as a replacement would have to be found.
- We do not expect you to have all the knowledge and skills needed to perform your job. Take your time to familiarize yourself with the nature of your job and the work environment. If unsure, feel free to approach your supervisor or the volunteer coordinators for assistance.
- You are encouraged to attend training, which is offered throughout the year, to enhance volunteers' skills in delivering service. Some training sessions are mandatory.

B3.3 Timesheet

At the end of your duty, remember to fill in your time sheet. It will help us keep track of your involvement, give us a picture of the total volunteer service and help us plan our recruitment, training, and placement. The hours recorded on your time sheet will also help us determine who will receive internal / external awards.

B3.4 Expectations of a Good Volunteer

- Be punctual and responsible
- Be respectful, considerate, sensitive and tolerant to diverse groups of people of different backgrounds and needs
Respect the privacy and confidentiality of others
- Be self-motivated and take initiative
- Be vigilant and cautious
- Use common sense and sound judgment as the situation requires; consult team members and supervisor as needed
- Be vigilant with information and data
- Document your volunteer duties and hours
- Seek help from supervisor

B4 VOLUNTEER CODE OF ETHICS

- If you are also a staff of Yee Hong, get authorization from your supervisor before signing up for volunteering.
- No rewards. Do not receive any gift, monetary reward, food or service from any clients.
- No solicitation. Do not sell or recommend any commercial goods or service to any client or fellow volunteers.
- Do not handle any monetary transaction on behalf of a client.
- No medical advice.
- No influence on a client toward a political or religious orientation.
- You should not commit to any duties /assistance for clients outside of your assigned duties which might create a conflict of interest situation or otherwise impact your role as an YH volunteer. Always consult with your supervisor.



B7 CERTIFICATION AND RECOGNITION

B7.1 Certification of Volunteer Involvement

- Volunteers who have worked 30 hours or continuously for 3 months may request a letter certifying his/her work at Yee Hong with a 2-week notice. It will contain the starting date, hours of services and duties involved.
- Other kind of references will be issued on an individual basis.



B7.2 Recognition

- **Internal:** Every year in April during the National Volunteer Week, there will be a **Volunteer Recognition Day**. The following awards will be presented:
 - **Long Service Award** (5-, 10-, 15-year, etc.)
 - **Gold Award** (300+ hours in the previous calendar year)
 - **Silver Award** (150+ hours in the previous calendar year)
- **External:** Volunteers will also be nominated by government and non-government organizations for their achievements such as the **Ontario Volunteer Service Awards**.

B8 COMPLAINTS

If you have any grievances, talk to your supervisor or the Volunteer Coordinator. In most cases, the issue could easily be resolved. There is a formal procedure for filing a complaint. Your supervisor or the Volunteer Coordinator will be happy to show you the steps.



Make **change** happen,
volunteer!

C SERVING & PROTECTING OUR SENIORS

CI CLIENTS' RIGHTS

Yee Hong ensures that the Residents' Bill of Rights under the Ontario Long Term Care Homes Act are fully respected and promoted. A copy of the Bill is displayed on every floor of the LTC home. Other programs of Yee Hong have similar bills of rights.

CI.1 Police Vulnerable Sector Screening

All volunteers working at the LTC home need to submit to Yee Hong a Police Vulnerable Sector Screening Report issued by the local police force. This applies to Community Friendly Visitors as well.

CI.2 Privacy

- All volunteers agree to the terms as stated in the **Confidentiality Agreement** they have signed.
- If you have any queries about a client's private matters (health conditions, behaviours, family situations, etc.), please discuss with your direct supervisor only.

CI.3 Elder Abuse and Zero Tolerance

Understanding Abuse

- **Action:** any action or inaction, misuse of power and/or betrayal of trust or respect
- **Persecutor:** the person that inflicts the abuse, who may or may not be known to the victim
- **Consequences:** would cause harm to the resident's health, safety or well-being.

Abuse can take many forms

- Physical Abuse: inducing physical injury (such as slapping, punching, kicking, etc.)
- Sexual Abuse: sexual-oriented activity (such as touching, peeking, intercourse)
- Emotional Abuse: hurting resident's feeling (such as insulting, threatening, isolating, and others by verbal, manner, facial expression)
- Verbal Abuse: hurting resident verbally (such as blaming, yelling, threatening, belittling)
- Financial Abuse: misuse of resident's money and property (such as stealing, use without consent)
- Neglect: failure to provide appropriate care or services, which jeopardizes the resident's health, safety or well-being (such as not providing food or medication)

What to do when you witness an abuse or suspect one has occurred and how you are protected

- The law requires that you report the case to a staff member of Yee Hong. If you are not sure what you witness constitutes an abuse, report anyway. The agency will do the investigation.
- Reporting abuse incidents will be kept confidential. As well, the Whistle Blowers Provisions protects you from revenge or being penalized.

C2 SERVING PEOPLE WITH DISABILITIES

Accessibility for Ontarians with Disabilities Act (AODA) and its Standards ensures that no person would receive "discounted" service because of their disabilities. The guiding principles include dignity, independence, integration, equal opportunities and respect.

Disability can take many forms - visible, invisible, or anything in between - including but not limited to the following:

- physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness

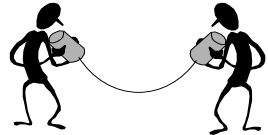
SERVING AND PROTECTING OUR SENIORS

- mental impairment or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- mental disorder
- injury or disability for which benefits are claimed or received under the Workplace Safety and Insurance Act

C3 INTERACTING WITH SENIORS

The keys to interacting with seniors are:

- Respect
- Trustworthy
- Patience
- Don't treat a senior like a child/don't use baby talk
- Consistence
- Confidentiality/Respect for Privacy



C3.1 Communicating with seniors

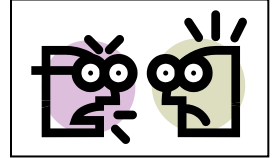
- Speak clearly and slowly; make sure you're heard and understood
- Listen carefully; pay attention to non-verbal message
- Show interest – even though you have prior knowledge or experience
- Use “appropriate” touch to communicate caring, reduce isolation and to increase sense of reality
- Maintain eye contact – re-position yourself if necessary to same eye-level as the senior
- Do not rush - Wait for a response to a question before proceeding to the next one
- Clarify what is being said if unclear
- Limit the number of topics/facts given at a time
- Encourage expression of feelings
- Where writing is necessary, make the writing clear and bold and make sure the person understands. Repeat important information if necessary, emphasize its significance and the need to remember
- When giving instruction(s), go step-by-step clearly



C4 INAPPROPRIATE BEHAVIOUR

Socially or sexually inappropriate behaviours include but are not limited to the following:

- **Physically or verbally aggressive**
- Inappropriate touching
- Offensive and abrasive remarks
- Sexually suggestive language / behaviours
- Obscene comments
- Exposure



Inappropriate behaviours, which are triggered externally or internally, are also called responsive behavior. They may manifest without the person being aware of them:

Externally:

- Stimuli in the surroundings

Internally:

- Body conditions
- Cognitive impairment
- Instantaneous changes



Avoiding and tackling inappropriate behaviours

- Dress properly
- Re-position yourself in relation to the client if necessary
- Observe for consistency/pattern in behaviours
- Use distraction tactics, e.g. change topics or activities
- Feel free to terminate service at any point
- Report to and seek help from supervisor

**IT'S YOUR
WORLD—
CHANGE IT!**



C5 RISK MANAGEMENT



MANDATORY REPORTING

As a volunteer, you are required to report the following ASAP. You can report to your supervisor, the nursing station, or any staff you come across. We rather have you over-report than under.

- Abuse
- Any incident or accident, with or without injuries
- Conflict between residents
- Missing resident(s)
- Sudden changes in resident's mood or health conditions
- Anything you think might create a safety hazard

C6 PROHIBITED SERVICES FOR VOLUNTEERS

Volunteers are NOT allowed to perform the following duties, unless after being trained and approved by staff:

- Lift and transfer residents / clients
- Toileting
- Handling wheelchair and assisted walking
- Assistance with meals

All volunteers are expected to be vigilant on health and safety issues to protect our clients as well as yourself. When delivering service, please keep the following in mind:

- Many jobs at Yee Hong Centre require volunteers to undergo and pass the Tuberculosis (TB) tests & police vulnerable sector screening.
- Do not start any duty until you are fully briefed by your supervisor.
- Do not recommend or administer any medication or treatment to the client, including non-potent lotion or simple massaging.

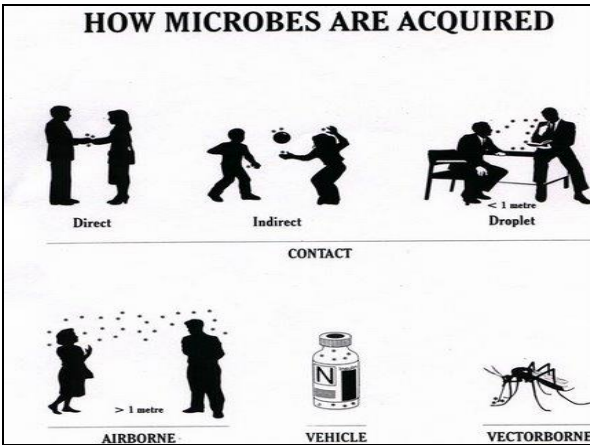
SERVING AND PROTECTING OUR SENIORS

- Do not bring food to our clients, as many are on restricted diet or have various allergies. As well, volunteer should not assist a senior with meals unless she/he has gone through proper training and is authorized to do so.
- Under no circumstance should a volunteer lift or transfer a client in the nursing home. Only staff with proper training can provide personal care and transfer residents.
- Volunteers **MUST NOT** attempt to transfer or move anyone who has fallen onto the ground. Ask for help immediately.
- Do not come to the centre if you have a respiratory or other infectious disease, including cold and flu. Flu shots are available to all volunteers during flu seasons.
- Do not come when there is an outbreak in the nursing home. Your supervisor will advise you when the outbreak is declared over and when you can come back.
- Do not enter a client's room if there is an alert sign on the door. Check with the nursing station or your supervisor.
- Do not handle any soiled linen or clothing, biological, chemical and any other hazardous substances.
- Know the escape route and what to do in case of fire or other emergencies.



D HEALTH AND SAFETY

DI INFECTION PREVENTION AND CONTROL



*Clean Care Is
Safer Care*
“乾淨的照護就
是安全的照護”

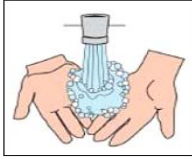
*It's your
Responsibility!!*

DI.1 Breaking the Chain of Transmission

- Immunization
- Hand hygiene
- Check hands for cuts, scrapes and cover
- Stay home from work when feeling ill
- Keeping the environment clean through:
 - Disposal of soiled tissue
 - Empty garbage daily
 - Keep table, counter tops clean
 - Clean all work surface
- Cook, store and handle food safely
- Be vigilant. Read posted signs.
- Use gloves or masks when necessary
- Take flu shots

DI.2_Hand Washing

Proper hand washing protocol



1. Wet hands



2. Use liquid soap



3. Lather, rub and count to 20



4. Rinse



5. Towel or air dry hands



6. Turn off taps with towel or your sleeve

- **When to Wash Your Hands?**
 - When you suspect your hands have come in contact with germs
 - Before and after you contact a client
 - When you enter a new environment, a new room, a new floor, etc.
 - Before and after handling food
 - After using the washroom
 - After you touch body fluid, e.g. sneeze, blow your nose, vomit, etc.

- **Hand Hygiene Audit**

All volunteers and staff are subject to unannounced hand hygiene audit from time to time by trained staff.

- **Outbreak / Pandemic**

During an outbreak / pandemic, follow the given instructions, read notices and posters. You might be asked to come in to provide supportive service as a result of staff shortage.



D2 EMERGENCY AND CODES



Emergency can happen any day and anywhere. In a health care setting such as Yee Hong, the impact is more critical, as many people have various limitations in responding to it. It is essential to recognize various emergency codes. Whether it is a drill or real situation, follow the instructions of the staff. Your department might brief you in advance for various emergencies.

Fire	RED
Evacuation	GREEN
Missing Person	YELLOW
Bomb Threat	BLACK
Loss of Essential Services	GREY
Violent Person	WHITE
External Disaster	ORANGE
Cardiac Arrest	BLUE
Hostage Taking	PURPLE
Chemical Spill	BROWN

**Thank you and looking forward to your
volunteering at Yee Hong!**

多謝，並期待您加入頤康！



Appendix I

Volunteer's Rights and Responsibilities

	Rights	Responsibilities
Knowing Yee Hong	To know about Yee Hong as an organization	To understand and observe the mission and values of Yee Hong
Job placement	To choose placements according to one's preferences and be consulted before being placed to a job	To follow guidelines and instructions from the supervisor(s)
Information	To be trusted with information necessary for delivering service	To respect the confidentiality of clients & other people he/she has come to know while providing service at Yee Hong
Orientation	To receive orientation and work briefing so that he/she can comfortably and confidently perform the duties assigned	To get prepared for each work assignment and to report to duty on time
Supervision and Support	To know who the supervisor is and to receive feedback and ongoing support from supervisor	To check with supervisor in case of doubt and to seek help and support as necessary
Team Work	To know one's role in delivering the service and be respected as a member of the team	To be a cooperative and contributing team member while delivering service with staff and other volunteers
Complaints	To understand the procedure for communicating issues and for formally filing a complaint	To bring issues to the supervisor or Volunteer Coordinator and try to resolve them at the earliest time possible
Learning	To maximize learning while rendering service for Yee Hong	To continuously upgrade himself /herself and alert supervisor re: gaps in knowledge and skills needed to perform duties
Recognition	To be always treated and respected as part of Yee Hong and be appropriately recognized	To decline any gift and monetary reward from clients

Appendix II

Do's and Don'ts of Working with Seniors

Do's	Don'ts
Make sure seat belts are buckled properly as required	Do not transfer residents
Make sure resident is left securely before you leave: - bed side rails are up - wheelchair is in locked position - seat belt is properly buckled	Do not assist the resident with meals unless after being trained and approved by staff
Acknowledge the nursing staff - before you leave the floor with the resident - before you sign off	Do not purchase for the residents - over the counter drugs - any food or drink
Before you enter the resident's room please knock and greet the resident	Do not leave the residents unattended
Respect the resident's choice unless it is hazardous to the resident's safety	Do not openly discuss any information about the residents
When the resident is in risky condition, always notify the nursing staff immediately	Do not accept any money or gratitude from the residents
Always ask for assistance from the nursing staff when the residents require the use of washroom or be transferred	Never leave any sharp or poisonous materials
Always inform the residents before you move them	Do not leave exit door opened
Before you speak to the residents, obtain eye contact and lower yourself to the eye level with the resident	Do not go out with the resident without staff supervision
Smile, smile and always smile	Do not remove any personal belonging from the residents without asking

Appendix III Your Supervisors and Useful Telephone Numbers

Your Supervisor: _____ Phone: _____

Your Job / Department: _____

Volunteer Development Unit:

Program Coordinator: (416) 321-6333 ext. 2619

Volunteer Development Staff:

Scarborough - McNicoll Centre : (416) 321-6333 ext. 2611

Markham Centre : (905) 471-3232 ext. 2611

Mississauga Centre : (905) 568-0333 ext. 4640

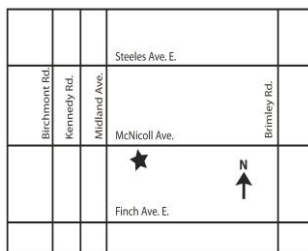
Scarborough - Finch Centre : (416) 321-3000 ext. 5641

This Handbook and the orientation session are meant to prepare you to perform volunteer service at Yee Hong. If you have any questions regarding the following, please contact your Volunteer Coordinator.

<input type="checkbox"/> Yee Hong's Vision / Mission	<input type="checkbox"/> Universal infection control practices	<input type="checkbox"/> Police records check
<input type="checkbox"/> Client / Resident Bill of Rights	<input type="checkbox"/> Reporting incidents and accidents	<input type="checkbox"/> TB tests
<input type="checkbox"/> Seniors' needs and communication	<input type="checkbox"/> Moving clients	<input type="checkbox"/> Volunteer code of ethics
<input type="checkbox"/> Zero tolerance of abuse and neglect	<input type="checkbox"/> Mandatory training for assistance with meals duties	<input type="checkbox"/> Volunteer's own safety
<input type="checkbox"/> Mandatory reporting on abuse & whistle blower protection	<input type="checkbox"/> Privacy and confidentiality	<input type="checkbox"/> Seeking help
<input type="checkbox"/> Emergency & evacuation procedure	<input type="checkbox"/> What to do with inappropriate behaviours	<input type="checkbox"/> Dress code



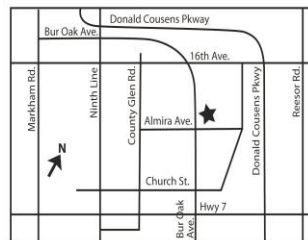
**Scarborough
McNicoll
Centre**



Address: 2311 McNicoll Avenue, Scarborough, Ontario, M1V 5L3.
Tel: (416) 321-6333 E-mail: scarborough.mcnicoll@yeehong.com



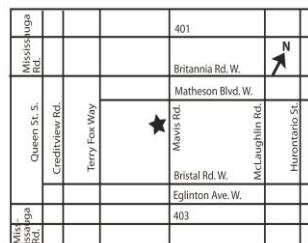
**Markham
Centre**



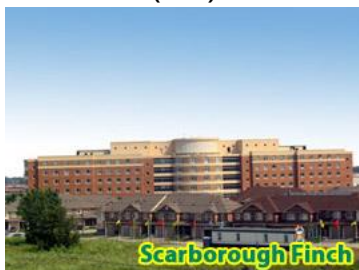
Address: 2780 Bur Oak Avenue, Markham, Ontario, L6B 1C9.
Tel: (905)471-3232 E-mail: markham@yeehong.com



**Mississauga
Centre**



Address: 5510 Mavis Road, Mississauga, Ontario, L5V 2X5.
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**Scarborough
Finch Centre**



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