

# Yee Hong Volunteer Training



"With strong roots in the Chinese Canadian community and our respect for seniors, we enable seniors of different backgrounds and needs to live their lives to the fullest - in the healthiest, most independent and dignified way. We provide a continuum of excellent, culturally appropriate care."

## Residents' Bill Of Rights



Be Respected

Be told who is responsible for providing care

Privacy and Confidentiality

Give or not give consent to treatment and services

Not be abused

Form friendships and relationships

Pursue social, cultural, religious and other interests

Be free from unnecessary restraint



## Privacy and Confidentiality

Privacy is:

- Law
- Practice
- Mindset

Information may be obtained from:



Documents



Staff



Residents



Computer



Overheard

## Accessible Customer Service

AODA aims to:

- **Develop** accessibility standards
- **Achieve** accessibility
- **Enforce** standards
- **Apply** to public and private sectors

How?:

- **Flexible Service**
- **Putting person first**
- **Not one method** works for all

## Dementia

**Dementia** is not a specific disease; it describes a set of symptoms that are caused by disorders affecting the brain

## Responsive Behaviours

- Grabbing
- Screaming
- Complaining
- Restlessness and Agitation
- Repetitive sentencing and questioning

## Responding Techniques

- Keep Calm
- Do not argue
- Do not physically intervene
- Beware of own safety
- Seek help from staff/ volunteers



# Abuse and Zero Tolerance



# Mandatory Reporting & Whistle Blowing

Zero tolerance of abuse means

- Upholds residents' right to live free from abuse and neglect
- Do not allow or condone abuse
- Investigate every allegation
- Take corrective action
- Report every incident of abuse to Ministry of Health and Long Term Care
- Make an effort to eliminate abuse
- Residents and volunteers informed about Yee Hong Policy and Duty to Report

If following **occurred** or **suspected to have occurred**, one shall report to their **immediate supervisor**

- Improper treatment or care of a resident that resulted into harm
- Abuse of a resident by anyone
- Neglect of a resident
- Conduct that resulted into harm
- Misuse or misappropriation of a resident's money

## Types of Abuse

- Physical
- Sexual
- Emotional or Psychological
- Neglect
- Abandonment
- Financial



There is **ZERO** tolerance for **retaliation** against **whistle blowers**



## Universal Infection Control



Before entering Yee Hong, ask yourself:

- 1) Am I feeling sick?
- 2) Have I washed my hands?

## Hand Hygiene

Alcohol- Based Hand Rub



Hand Washing with soap and running water



## When to perform hand hygiene

**Before** initial resident/ environment contact

**After** resident/ environmental contact

## Other ways to Prevent the Spread

- Vaccination
- Stay Healthy
- Cough/ sneeze into sleeve
- Read special notices on doors
- Stay home if you are ill
- Report infectious illnesses
- Alert staff if you see potential problems



**\*\*If you are feeling sick, please call your department supervisor\*\***

# Client and

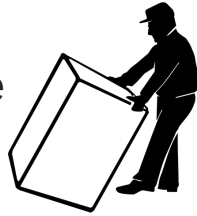
## Workplace Safety

### Causes of Musculoskeletal disorder:

- Excessive Force
- Repetition
- Awkward position

## Preventing Injury

- S** Maintain natural curves of spine
- T** Avoid trunk twisting
- A** Keep your arms close
- B** Use a wide base
- L** Use your legs
- E** Evaluate the load, environment, yourself



# Transporting Clients in Wheelchair

- Ensure that the client's elbows are not sticking outside the wheelchair when going through doorways
- Inform the resident of your intention
- Wear proper shoes with closed toe and heel
- Make sure resident's feet are on foot pedal or slightly above ground before pushing
- Go slowly!
- **DO NOT lift or transfer** any client



## Ladder Safety

- Use the proper ladder to do the job
- Hold on tightly with a good grip
- Keep centered
- Stay straight and close to the ladder
- Move carefully

### Stretching can:

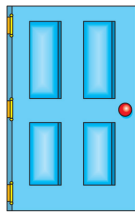
- Help prepare body for work
- Increase range of motion
- Reduce injuries

## Emergency Protocol

When a fire occurs on the same floor as you, remember:



Remove resident if so instructed



Close the door



Activate Fire Alarm












Call 9-1-1



Leave area

## W.H.M.I.S

	Severe health hazards		Health hazards		Acute toxicity
	Explosive		Flammable		Oxidising
	Corrosive		Gases under pressure		Environmental hazard

## Incident Reporting

Report to staff immediately in case of:

- Missing Resident
- Resident Injury
- Resident-Resident Conflict
- Sudden changes in resident's health condition
- Volunteer Injury

# Just Culture



Staff and volunteers are not punished individually for actions and decisions that are beyond their control

Yee Hong promotes a system of improvement

## Complaint Procedure

If you have any grievances, talk to your immediate supervisor or Volunteer Coordinator to resolve the issue

## Customer Relations

The six qualities of great service include:



Friendliness



Empathy and Understanding



Fairness



Give Information



Respect  
Client's Choice



Give  
Options

Lastly, don't forget to smile! 😊

Good customer service is a **Win-Win** situation for everyone



If you have any questions, do not hesitate

to email them to

[angela.chan@yeehong.com](mailto:angela.chan@yeehong.com)



# Harassment

Workplace harassment is defined as a "form of discrimination involving unwanted physical or verbal behavior that humiliates an individual".

Examples:

- Name-calling
- Insults
- Rude behavior
- Threats
- Physical Contact or Physical Violence
- Leering
- Sexual advances

# Harassment

## Report Process

Report to immediate supervisor of Volunteer Coordinator



Investigation by agency



Penalties such as termination and prosecution against the individual involved depends on the severity of the situation

