

*Volunteers' Handbook*

*for*

*Friends of Fitzgerald*

*Resident's quality of life  
enhanced by  
our community*

*Fitzgerald Board, Management, Dedicated and Caring Staff, Friends, Family, Allied Services, Volunteers,*

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- ★ *to maintain control over, and to continue making decisions about the personal aspects of his/her daily life, financial affairs and possessions*
  - ★ *to be involved in the activities, associations and friendships of his/her choice, both within and outside the residential care facility*
  - ★ *to have access to services and activities available generally in the community*
  - ★ *to be consulted on, and to choose to have input into decisions about the living arrangements of the resident's care service*
  - ★ *to have access to advocates and other avenues or redress*
  - ★ *to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his/her rights*
  - ★ *to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole*
  - ★ *to respect the rights of staff and to the proprietor to work in an environment free from harassment*
  - ★ *to care for his/her own health and well-being, as far as he/she is capable*
  - ★ *to inform his/her medical practitioner, as far as he/she is able, and about his/her relevant medical history and current state of health*
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- ★ *to quality and care appropriate to his/her needs*
  - ★ *to full information about his/her own state of health and about available treatment*
  - ★ *to be treated with dignity and respect, and to live without exploitation, abuse or neglect*
  - ★ *to live without discrimination or victimization, and without being obliged to feel grateful to those providing his/her care and accommodation*
  - ★ *to personal privacy*
  - ★ *to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restrictions*
  - ★ *to be treated and accepted as an individual, and to have his/her individual preferences taken into account and treated with respect*
  - ★ *to continue his/her cultural and religious practices and to keep the language of his/her choice without discrimination*
  - ★ *to select and maintain social and personal relationships and anyone else without fear, criticism and restriction*
  - ★ *to freedom of speech*
  - ★ *to maintain his/her personal independence*
  - ★ *to accept personal responsibility for his/her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk and not to have the risk used as ground for preventing or restricting his/her actions and choices*

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## 1 *Philosophy*

To create an environment that is conducive to providing a flexible quality of care for aged residents.

### *Mission Statement*

To provide residential community services that are flexible and responsive to community needs.

## 2 *Introduction*

*Fitzgerald Memorial Aged Care Facility* is a 48 unit accredited facility that provides accommodation in the beautiful Hawkesbury area for older people who can access help with day to day living while retaining their independence.

*Fitzgerald Memorial Aged Care Facility* is a not-for-profit organisation with all money returning to the continuous improvement of the facility and benefit of the residents.

A dedicated voluntary Board of Management is responsible for *Fitzgerald Memorial Aged Care Facility*. The management team is committed to continuous improvement and maintaining accreditation.

## 13 *Charter of Resident's Rights and Responsibilities*

*Fitzgerald Memorial Aged Care Facility* values the *privacy* of all people. We adhere to all the principles of the *Privacy Act 1988*.

Resident's *privacy* and *rights* will be respected at all times at *Fitzgerald Memorial Aged Care Facility*. On entering the facility, management will seek consent to collect and dispose particular personal information of the resident to provide a quality of care. *Volunteers* will knock and wait for the resident to invite them in. Should *volunteer* be concerned with a resident's welfare they will enter the resident's room without invitation.

Residents have the *right* to comment, make suggestions or complain and *Fitzgerald Memorial Aged Care Facility* has a policy and procedure that allows complaints to be heard. A feedback form can be located in the foyer and placed in the Bird House. *Volunteers* can also assist a resident to complete a feedback form.

Each resident of *Fitzgerald Memorial Aged Care Facility* has the right to full and effective use of his/her personal, civil, legal and consumer rights and;

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## 10 *Identification*

Once appointed, the volunteer is required to wear a form of identification in order to distinguish him/herself to the resident. Badges are obtained at the front office before the visit commences and are to be returned at the completion of the visit.

## 11 *Safety and Duty of Care*

*Duty of Care* is a duty to take reasonable care to avoid injury to self or another person or damage to property as a result of action or inaction. In simple terms this is a *duty of care* not to be careless or negligent. A *volunteer's duty of care* includes using commonsense and exercising reasonable caution in any activities undertaken with the resident. The management is obligated to provide a safe workplace for staff and *volunteers* and they are obligated to raise concerns relating to safety issues and infection control.

## 12 *Volunteer Agreement*

*Volunteers* are asked to read and sign an *Agreement*. This *Agreement* outlines the function and responsibilities of a *volunteer* and is discussed with and witnessed by the manager. The *Agreement* between *management* of *Fitzgerald Memorial Aged Care Facility* and the *volunteer* can be terminated by either party at anytime.

## 3 *Definition of a Volunteer*

A *volunteer* is a person that has identified to the facility a wish to be directly involved in specific activity/activities with the residents on a regular basis. The *volunteer* allocates the number of hours and frequency that he/she wishes to be involved. The role and function of a *volunteer* is determined by the facility and specific objectives and responsibilities are set to ensure the desired resident outcomes are met.

## 4 *Objectives of the Volunteer Programme*

The *volunteer programme* at *Fitzgerald Memorial Aged Care Facility* plays a vital role in maintaining a quality lifestyle for each resident according to his/her expressed or identified needs and;

- ★ *enables residents to have closer contact with the community*
  - ★ *enables the local community to take a more active role in the facility*
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## 5 *Volunteer Contribution*

*Volunteer contribution* is vital for the provision of additional services in aged care. Through *volunteer contributions* we hope to;

- ★ *utilise a range of skills, interests and experiences that will enhance existing recreational programmes*
- ★ *provide feedback and ideas to residents and Recreational Activities Officer.*
- ★ *maintain regular contact with a **volunteer programme** to enable the community to become more aware of its responsibilities to the aged in residential care.*

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## 6 *Volunteer Responsibilities*

*Volunteers should:*

- ★ ***NOT** perform any basic care functions such as assisting with meals and drinks, walking or toileting;*
- ★ *be aware of the resident's limitations when undertaking activities with a resident*
- ★ *seek advice from RN/ Team Leader before visiting a resident who is unwell*
- ★ ***NOT** bring gifts of food without first consulting with the Recreational Activities Officer, Team Leader or RN.*

## 7 *Relationship with Staff*

*Volunteers* are responsible to management whilst involved at the facility, and work under the supervision of the Recreational Activities Officer. Concerns regarding the well being of the residents are to be directed to the Team Leader or RN. The Recreational Activities Officer will formulate the individual programme for each resident, and assist the *volunteer* with their initial contact and the implementation of the programme.

## 8 *Programme*

A comprehensive *Recreational Programme* is coordinated and conducted by the Recreational Activities Officer. Relatives and carers are encouraged to join the residents in these activities under the direction of the staff. The resident's choice not to participate in planned activities is respected and the opportunity to make decisions about working with Volunteers is addressed by staff prior to any activity being arranged. Staff provides individual support each day for residents requiring this level of care.

## 9 *Confidentiality and Dignity*

Whilst at *Fitzgerald Memorial Aged Care Facility* all *volunteers* are expected to treat residents with respect and dignity. The *volunteer* has a responsibility to maintain the confidentiality of resident information and to maintain the resident's privacy.

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