

VOLUNTEER HANDBOOK



Volunteer Handbook



**The Cottages of Boise
The Cottages of Emmett
The Cottages at Lochsa Falls
The Cottages of McCall
The Cottages of Meridian
The Cottages of Middleton
The Cottages of Mountain Home
The Cottages of Nampa
The Cottages of Payette
The Cottages of Weiser**

Mission Statement: Our mission is to provide assistance with the activities of daily living in a respectful, dignified manner in a home-like setting to the elderly who choose to retain their independence and dignity to the fullest measure possible.

Welcome!

As a volunteer of one of The Cottages listed above, this is your volunteer handbook. Throughout this handbook, you will see references to “The Cottages” or to the “company.” These will be used to describe all the above companies.

At The Cottages, staff and volunteers work together as partners, resulting in a quality experience for our residents. Now you are a part of the team. Many caring, hard-working people have been instrumental in building the success of The Cottages over the years.

The reputation of The Cottages has been built by providing our residents with the highest quality of care. Indeed, The Cottages enjoys an excellent reputation in all of the communities in which we operate because of our untiring commitment to excellence and quality service. In turn, we realize that without quality-oriented employees and volunteers who take pride in themselves and their responsibilities our success is not possible.

We believe that every single employee and volunteer is important. While there is no single rule that can guarantee success in any business, there are certain fundamental things that determine an individual’s progress. All employees and volunteers are expected to 1. Be on time. 2. Demonstrate compassion for our residents. 3. Pay attention to details. 4. Have a good attitude. Our residents and their welfare are the most important aspects of what we do.

We hope you will take pride in being a member of The Cottages team. The purpose of this handbook is to acquaint you with The Cottages expectations and policies. A complete handbook of our general operational policies is also available for you to read.

“To the world you may be one person,
but to one person you may be the world”

Volunteer Expectations & Guidelines

- Volunteers are required to follow the instructions of the administrator.
- Volunteers are required to be courteous to all residents' families and other employees at all times.
- **Volunteers are required to demonstrate compassion for all residents!**
- Volunteers are required to be honest! Any Volunteer caught stealing from The Cottages, a resident, or from any employee will be dismissed immediately.
- Volunteers are required to take care of The Cottages building and equipment. Any volunteer caught doing harm to any of The Cottages property will be dismissed.
- Volunteers are required to be reliable and on time. Any volunteer who anticipates being late or unable to show up is asked to inform that location immediately.
- Volunteers are required to use judgment that is in the best interest of The Cottages and the residents.
- Volunteers are expected to know and follow The Cottages Safety Policy.
- Volunteers are expected to know and follow The Cottages Drug Free Workplace policy.
- Volunteers are expected to know and follow The Cottages Operational Policies as well as any other expressed or implied policies as established by the administrator.
- Volunteers are expected to know and follow The Cottages dress/grooming code.
- Volunteers are expected to follow any smoking and break guidelines as outlined by the administrator.
- Volunteers are not to consume any of The Cottages food without the permission of the administrator, nor are they to share any with anyone not a resident or approved visitor.



Gift Receiving Policy

The Cottages does not allow taking or receiving gifts from residents or their family members. This includes cash, clothing, furniture or any other items of value. Exceptions to this are thank-you cards and birthday gifts which employees, administrators, or residents may give you. Occasionally family members may wish to express their sincere gratitude after the death of a loved one for all the care and service they received. The administrator may allow family members to give small tokens of their appreciation to the staff as a whole. This decision is made by the administrator only after consultation with the President/CO. and only on a case-by-case basis. If you have received something from a resident and/or family member and are unsure if it is appropriate to keep it, consult with the administrator.

The Cottages does not discourage payment for services rendered, but because of the frail nature and questionable cognitive ability of many of our residents, we do not allow individual staff or volunteers to receive gifts from individual residents or their families. Items that were once given as gifts often times become items that are “lost” or “stolen” and The Cottages does not wish any of our volunteers to become suspect of theft or misappropriation



Anti-Harassment / Non-Discrimination Policy

The Cottages is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, we will not tolerate any form of harassment or unlawful discrimination against employees or volunteers by anyone, including supervisors, employees, vendors, clients, volunteers or residents. All employees and volunteers are expected to avoid any behavior or conduct that could reasonably be interpreted as unlawful harassment of employees or persons who do business with The Cottages.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, disability, veteran status, citizenship status, or other protected group status. Harassment includes conduct that denigrates or shows hostility or aversion toward an individual because of his or her protected status or that of his or her relatives, friends, or associates.

Sexual harassment deserves special mention. Unwelcome sexual advances, requests of sexual favors, and other physical, verbal, or visual conduct based on sex may constitute sexual harassment. Sexual harassment may include such actions as: sex-oriented verbal "kidding," "teasing," or jokes; foul or obscene language or gestures; display of foul or obscene printed or visual material; physical contact such as patting, pinching or brushing against another's body; and demands for sexual favors. While such conduct generally can amount to sexual harassment only if it is both unwelcome and either severe or pervasive, The Cottages nonetheless discourages any such conduct in the workplace, regardless of the circumstances.

Everyone at The Cottages, and especially each supervisor, is expected to avoid any behavior or conduct that could be interpreted as unlawful harassment. All employees and volunteers should also understand the importance of informing an individual whenever that individual's behavior is unwelcome, offensive, in poor taste, or inappropriate.

If you feel that you have experienced or witnessed discrimination or harassment, you are to notify immediately to the administrator, the manager of your facility, or an owner of The Cottages, who will take steps to ensure that your report is properly investigated. There will be no retaliation against anyone for reporting discrimination or harassment, or for cooperating with an investigation of a complaint of discrimination or harassment.

The policy of The Cottages is to investigate each complaint promptly and to keep complaints and the result of our investigation confidential to the fullest extent practical.

If an investigation confirms that a violation of this policy has occurred, then appropriate corrective actions, including disciplinary measures, will be taken. In investigating complaints of harassment under this policy, The Cottages may impose discipline for inappropriate conduct without regard to whether the conduct constitutes a violation of the law and even if that conduct does not rise to the level of violation of this policy. The Cottages will advise interested parties of the outcome of an investigation, although not necessarily all details of the actions The Cottages has taken to maintain a harassment-free environment.

Ethical Standards

The Cottages is committed to conducting our business in accordance with the law, and with integrity, honesty, and fairness. This applies to our dealings with residents and their families, suppliers; with those we contract services with, and with each other. You should not do anything in the course of Cottage's business that violates the law or your own ethical standards, nor should you be asked to do so. If you become aware of a situation, which you believe violates appropriate legal or ethical standards, please discuss it with the administrator. Your privacy and confidentiality will be respected.



Use of Company Property

Use of Company Property

All volunteers are expected to take reasonable care to safeguard company property assigned to them. Theft or misuse of any company property may lead to asking the volunteer to not return. The following actions are examples of prohibited uses of company property: use of company facilities or equipment for private business pursuits; solicitation of company clients for private business pursuits.



Theft policy

The Cottages does not tolerate theft of any kind. This includes theft of food or any property of The Cottages, residents, employees, visitors, or volunteers. Theft is a criminal offense and a serious violation of The Cottages' standard of conduct and will result in immediate dismissal as well as possible criminal prosecution. Theft of property affects everyone. It decreases morale, productivity, and the overall sense of safety and wellbeing for our residents, employees, and volunteers. If you know of or suspect any theft occurring in the home, it is your responsibility to report it immediately to the administrator. Failure to do so may implicate you in future theft investigations. There is no place for theft in the workplace, and by working together we can ensure that The Cottages remains the absolute best place to be for residents, staff, and volunteers.



Safety Policy for The Cottages

Everyone, including employees, volunteers, and all levels of management, have a primary responsibility to practice safe work procedures and ensure safe working conditions. Any volunteer with safety concerns should immediately notify the administrator.

Injury Procedure:

All injuries are to be reported immediately to the administrator. If the administrator is not on duty, then they are to be reached at home or by phone before the employee or volunteer leaves. An Incident Report is to be filled out and left on the administrator's desk. **This is Mandatory.** If the injury is extremely serious or life threatening, either call or have an employee call 911. Notify the administrator as soon as possible.



Smoking Policy

The Cottages strongly discourages volunteers and staff from smoking while on duty. Recognizing that there are those who smoke, check with the facility administrator for the smoking policies that pertain to your particular facility.

This does not apply to residents of The Cottages who choose to smoke and any visitors who are there visiting their friends and family who are residents of The Cottages.

Any and all smoking is to be conducted outside.



Dress/Grooming Policy

We want our volunteers to be comfortable while working and still maintain a focus on professionalism. The Cottages ask volunteers to be neat, clean, and free of any foul odors not associated with the performance of their duties. Clothing and attire should be such that it does not draw unusual attention to oneself. The appearance of employees and volunteers is the first thing that many visitors see upon entrance to the facility. **What does your appearance say about you?**

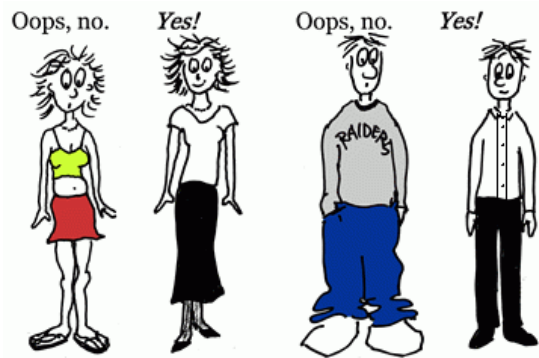
Clothing is to be clean, well fitted, and in general good condition so as to appropriately cover the body in a modest manner. Immodest attire would include shorts, holes in clothing, belly shirts, etc.

Inappropriate tattoos and body markings are to be covered. Tattoos that would not normally be covered by our dress policy (arms, ankles, etc) are not to be offensive in nature. For questions or further clarification, please discuss with the facility administrator. All visible body piercings are to be limited to the ears.

Hair should be clean and styled in a manner that is becoming of an individual who represents The Cottages and provides personal services to the elderly. In addition, those volunteers who work in the kitchen must abide by the rules and regulations regarding the use of hair nets in the kitchen and food service areas.

The administrator may have additional dress and grooming requirements not mentioned here, and volunteers are expected to adhere to these.

In conclusion, remember which generation the residents whom we serve are from and what they would consider to be an acceptable appearance both in attire and grooming.



Volunteer Handbook



By signing below, I acknowledge receipt of The Cottages Volunteer Handbook and have read and understand all policies contained herein.

Volunteer Signature

Date

Administrator Signature

Date