

# VOLUNTEER HANDBOOK

Rose Schnitzer Manor • Harold Schnitzer Center for Living  
Robison Health and Rehabilitation Center • Adult Day  
Services • Kehillah Housing



KEHILLAH HOUSING  
cedar sinai park

2019

Cedar Sinai Park

[www.cedarsinaipark.org](http://www.cedarsinaipark.org)





## CEDAR SINAI PARK

love. honor. respect.

### Welcome to Cedar Sinai Park

*We are grateful for your contribution to Cedar Sinai Park. We will strive to make your volunteer experience meaningful and rewarding. You will be helping us make a difference in the lives of all those we serve! This handbook answers frequently asked questions, provides information about our organization, our residents, and your role as a volunteer.*

#### **Mission Statement**

The mission of Cedar Sinai Park (CSP) is to provide residential and community based care to our residents with services that allow them to live with comfort, independence and dignity in a manner and in an environment based on Jewish values.

#### **About CSP**

Cedar Sinai Park is a 27-acre campus that offers many levels of care for people of all faiths. We serve people who need a bit of assistance with the activities of daily living and individuals with significant health care challenges, including those who memory need support. Harold Schnitzer Center For Living (HSCL), formerly Robison Jewish Home, was established in 1920 by the Jewish community of Portland to provide a warm and caring environment for its elderly. In 1955 the facility was relocated to its present site. Rose Schnitzer Manor (RSM) opened in 1998. We are the only Jewish healthcare campus in the state of Oregon. CSP includes Harold Schnitzer Center for Living, Robison Jewish Health Center, Rose Schnitzer Manor, CSP Adult Day Services, Kehillah Housing, Rose Schnitzer Tower, the 1200 Building, Lexington Apartments, and the Park Tower Apartments.

## Jewish Tradition

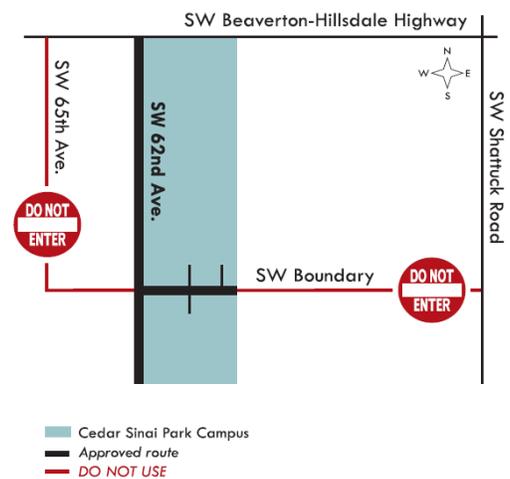
Cedar Sinai Park is a community supported by Jewish values and traditions and is an integral part of the Portland Jewish Community. Kosher dietary laws are observed and we provide a place where Jewish individuals can participate fully in all aspects Jewish life. CSP also welcomes residents of all faiths.

*What do kosher dietary laws mean for someone living here?*

Residents may have food of their choice, Kosher or non-Kosher, in their own rooms and apartments. In our dining rooms and common spaces, dairy products and meat products are not served or eaten together. All pork products and shell fish are forbidden. Fish (other than hard shell or scavenger), eggs, fruit and vegetables are considered neutral foods, and may be prepared and served with meat or dairy food.

## Driving and Parking

When visiting the Cedar Sinai Park campus, we ask that you use 62nd Avenue to access Boundary Street. This will help us to reduce traffic for our neighbors. We also want to remind you to drive within the speed limit of 25 mph and to obey all traffic signs. CSP is located in a residential neighborhood and our neighbors have the right to quiet use of their property. There are multiple parking lots on campus, all of which are open to volunteers. Parking is available in any space that is not marked “reserved”, “resident”, or “facility vehicles,” or is otherwise restricted. Please plan accordingly.



# Volunteering at CSP

## Orientation

Volunteers must complete a basic orientation session as scheduled before reporting to their first assignment. This orientation offers an overview of the history and services provided by Cedar Sinai Park, familiarizes volunteers with our community, and explains volunteer policies and procedures.

*Do I need to submit a background check?*

All volunteers ages 16 and older in Assisted Living and Nursing Home communities in the state of Oregon are required to undergo a Criminal History Background Check by the Criminal Records Unit of the Oregon DHS (Department of Human Services). Background Checks must be completed in person at Cedar Sinai Park with the Volunteer Coordinator. You will be asked to supply a current photo ID and your social security number. Once you have completed your background check, you can begin volunteering as long as you are in line of sight of CSP staff, mainly Life Enrichment staff. When you are approved by DHS as a volunteer (can take 48 hours to 3-4 weeks) you no longer need to be in the line of sight of CSP staff.

If you have been outside of the state of Oregon for more than 60 days in the past 5 years, CSP is required by the Oregon Department of Human Services to request you provide fingerprints. This process is done online and you will be provided an email link with steps for completion. You will need to complete the fingerprint process within 21 days or else your background check will be closed and you will need to reapply.

*How Old Do You Need to Be to Volunteer?*

Cedar Sinai Park welcomes volunteers as young as 13 years of age. Any volunteers younger than that need to be part of a large service/school group. For those volunteers in middle school completing community service hours or for bar/bat mitzvah students, there needs to be a Parental Permission Form completed and an adult needs to be with volunteer at all times. That adult will need to complete a criminal background check.

*Is it Important to Sign In?*

Sign in iPads are located at the entrance to each building. You must sign in and out each time you volunteer and wear a "VOLUNTEER" name tag. Due to Life Safety requirements for healthcare communities and for security purposes, it important for us to know who is in the building at all times. Please remember this is home for our residents. We also want to keep an accurate count of our volunteer hours for grant writing and reports. If you forgot to clock in or out, please email us at [volunteer@cedarsinai.org](mailto:volunteer@cedarsinai.org) and we can input your hours after your shift.

## Volunteer Opportunities

There are many volunteer opportunities at Cedar Sinai Park, including group, one-on-one, outings, general support, parties, and special events. Examples of these activities include beading, craft club, brain fitness, library organization, restaurants, community events, shopping, cocktail hour, BBQs, trail maintenance, and religious services. If you have a specific skill or interest that you would like to share, please let us know!

*Friendly Visits*

One-on-one socializing is a very meaningful way to volunteer and makes a great impact on the lives of our residents. Volunteers may read out loud, play one-on-one games such as dominoes, chess, and checkers,

work on a puzzle together, look through family photos, or simply talk with residents and spend time getting to know them.

#### *Pet Pals Program*

If you have a calm, friendly pet who might be a good candidate to visit, please let the Volunteer Coordinator know. Our Pet Pals program has additional written information that must be adhered to and an assessment will be done with your animal to see if they are approved to be part of the Pet Pals program.

## **Volunteer Commitments**

It is important to maintain a good respectful working relationship with staff, residents, families, and other volunteers. As a CSP volunteer, you commit to the following:

- Adhere to all CSP volunteer policies and procedures
- Respect the philosophy of CSP
- Respect CSP residents and JFCS clients
- Perform duties to the best of your ability
- Be dependable and meet time and duty commitments
- Provide adequate notice if you are unable to keep your commitment
- Sign in and out of the building and wear a visible nametag
- Leave children, family, guest, and pets at home
- Accept training offered
- Be willing to listen and learn
- Ask questions if uncertain

#### *Reporting Abuse and Harassment*

Volunteers witnessing any form of abuse or harassment towards a vulnerable population (i.e. child, elder, or individual with a disability) must report it immediately to their supervisor or the Volunteer Coordinator. CSP does not condone and will vigorously prosecute any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact the Volunteer Coordinator.

#### *Termination of Volunteer Service*

We disclose the right to terminate volunteering with us at any time for any reason. If a volunteer should need to resign his/her volunteer position, the Volunteer Coordinator should be notified as well as his or her supervisor. Volunteers are asked to give at least one week notice when terminating their volunteer service for regular service.

## **Volunteer Rights**

As a CSP volunteer, we commit to providing you with the following:

- Information about our organization and policies.
- Guidance and training from experienced staff members.
- Ability to make suggestions and voice concerns.
- A safe environment for volunteer service.
- To feel as a valued member of our service team.
- Suitable assignment with regard for personal preferences, availability, and background

### *Non-Discrimination Policy*

Cedar Sinai Park policy prohibits unlawful discrimination based on race, gender, religion, national origin, sexual orientation, ancestry, disability, marital status, age or any other consideration made unlawful by federal, state or local laws. It is the agency's firm policy to maintain a work environment that is free of such discrimination and harassment.

### *References*

CSP will provide references to volunteers who have successfully completed their volunteer assignments. Many employers recognize volunteer work as valid job experience. Your volunteerism also provides you with current personal references regarding your skills. This can be very useful in obtaining paid employment. To request a reference, contact the CSP Volunteer Coordinator.

## **Interacting with Residents**

Dignity encompasses the Cedar Sinai Park values of love, honor and respect. You are volunteering in an Elder's home. Volunteers are asked to use a respectful, friendly approach when interacting with Residents. Our Residents have a rich background of lifetime experience and they may choose to share stories with you. Reminiscing about past memories allows people to connect to important experiences and people in their past and can help them find meaning in their memories.

### **Boundaries and Appropriate Behavior**

Volunteers are **not allowed** to transfer Residents at any time. If you need to have an Elder transferred, ask a staff member. Volunteers are permitted to push Residents in wheelchairs. See the outline on Outing Safety at the end of the handbook. Volunteers are **not permitted** to take Residents off campus or drive residents in their cars.

Volunteers are **not allowed** to accept money, gift cards, or gifts from Residents or their relatives. Exchanges of tokens of appreciation, such as food, greeting cards, flowers and arts and crafts made by Residents in our life enrichment program can be accepted.

As a volunteer you have a specific role which is different from that of a professional. You should **not offer** medical, legal or financial advice. If you feel unsure in a situation, discuss it with a staff member who will assist you. When you have questions or concerns about your responsibilities, discuss them with your supervisor or the Volunteer Coordinator. Always seek a qualified staff member to handle questionable situations.

Casual dress is acceptable—clothing clean, in good repair and appropriate for an Elder's home. Please do not wear pajama tops or bottom, sweat pants, halter tops, short shorts, yoga pants or leggings without a long shirt or skirt over them, any item of see through clothing or short tops showing a midriff. Please do not use any perfume, aftershave, scented hand or body lotions or fragrances. There may be volunteer opportunities where the Volunteer Coordinator will let you know if more formal dress is required.

CSP promotes a safe work environment free from the effects of drug and alcohol use. On occasion, CSP has activities such as BBQs, parties, or special events where alcohol is being served. Volunteers are not allowed to consume alcoholic beverages. Volunteers under the age of 21 are not allowed to serve alcoholic beverages at events.

## Health and Safety

### *Preventing infection and illness*

The best way to prevent spreading germs is through good handwashing with soap and water. However, if soap and clean water are not available, use an alcohol-based product to sanitize your hands.

If you have any symptoms of any kind please cancel your volunteer opportunity and remain home until symptoms subside.

### *Food Handling*

You must **first check** with a staff member before you serve any resident, client or guest any beverage or food item.

If you are leading an activity with a food focus then we ask that you have or obtain a food handlers card prior to the class. If you are assisting with a party such as the summer BBQs and are assisting people with food and drinks, we ask that you wash your hands with warm soapy water and we will make gloves available if requested.

### *Emergency Safety*

In the case of a fire drill or emergency situation you are not to respond and are to remain where you are unless otherwise notified. Staff will deal with the situation.

### *What if I see someone fall?*

If you witness someone fall while you are volunteering, **do not** attempt to pick them up. Call for a staff person to assist the Elder.

### *Walkers*

Walkers abound at Cedar Sinai Park. They allow Residents to retain their independence and freedom of movement, while helping with balance. There are a few things to remember when working with residents with walkers:

- Do not pull or push walkers
- Walk slowly next to the person
- Remind Residents to step over bumps
- Set walker locks when appropriate

### *Wheelchairs*

Many residents use wheelchairs to get around. When transporting an Elder:

- Approach the Elder from the front, make eye contact and speak to him/her, explaining where you are taking them.
- Make sure the Elder's feet are on the foot plates and hands in his/her lap. Do not let the elder help by pushing the wheels, as fingers can get caught in the wheel spokes.
- Never hurry with the Elder. Fast movement in a wheelchair can be frightening.
- When you reach your destination, ALWAYS set both brakes before leaving the Elder unattended.
- When crossing thresholds, going up or down steps or curbs there are two methods which may be employed:
  - The preferred method is to approach the curb or threshold straight on, pause, place your foot on the tilt bar in the rear of the wheelchair and carefully tilt the chair up

- and push it over the barrier. This approach enables you to see where you are going, but may be difficult to perform with a heavy Elder.
- An alternate method is to approach the barrier backward, visually check behind you to make sure your path is clear and carefully pull the wheelchair over the curb or threshold.

## **Confidentiality**

While volunteering at Cedar Sinai Park, you are required to keep any Elder information private and not discuss it outside of CSP. Confidentiality extends to all aspects of the Residents lives, i.e.; the nature of the Elder's illness, their financial status, domestic situation or difficulties, and conditions of their home. The policy also includes the access code to enter the HSCL homes. You have signed a HIPAA form acknowledging this confidentiality requirement. Pictures of Residents cannot be posted on social media unless there is an Elder release form in place. Please check with the Volunteer Coordinator before posting any photographs.

## **Commonly Asked Questions**

### ***How do I find volunteer opportunities and sign up?***

Login to our volunteer information center, which you can find at [www.cedarsinaipark.org/volunteer](http://www.cedarsinaipark.org/volunteer). If you need a login or your password reset, please email us at [volunteer@cedarsinaipark.org](mailto:volunteer@cedarsinaipark.org).

Click on the "My Schedule" tab to see the calendar, where you can view your shifts, sign up for more, or cancel if it is 7+ days in advance. To sign up for a shift, press the orange "Help Wanted" bubble on the day you're interested in, then click "schedule me" next to the shift you want.

Shifts such as one-on-one companionship and library help are not posted on the calendar as they are arranged individually with the resident. We also have more unstructured, flexible opportunities such as organizational support and trail maintenance which can be arranged according to your schedule. Please talk to the Volunteer Coordinator if you are interested in these opportunities!

### ***How do I sign in and out for my shift?***

Here is an overview for how to use the VicTouch iPads, which will also be posted in the lobby of each building. If you need any help or would like a walkthrough, please email us at [volunteer@cedarsinaipark.org](mailto:volunteer@cedarsinaipark.org) and we will set up a time that works for you.

### **Signing In**

When you arrive at either facility you will see a tablet by the front door. If the screen is black push the "On" button on the side to wake it up. Enter your PIN (the front desk has it in case you don't remember) and press "Continue." Volgistics will then ask you to confirm your name. Press "Yes" and it will give you some options:

"Sign In" will allow you to sign in for your shift. You will see options for both Harold Schnitzer and Rose Schnitzer, so be sure to select the assignment for the correct location. If you're not sure what category your volunteer shift falls under, just press "Not Sure" and the Volunteer Coordinator will fill it in later.

"View my schedule" will bring you to the calendar, where you can view your shifts, sign up for more, or cancel if it is 7+ days in advance. To sign up for a shift, press the orange "Help Wanted" bubble on the day you're interested in, then click "schedule me" next to the shift you want. If you would like to cancel a

shift, select the day you want to cancel, and then click “remove me.” If you need to cancel a shift less than a week’s notice, please tell us in person or give us a call.

“View my service” shows you all of your volunteer hours to date. Volgistics includes all hours which were recorded on the paper sign-in sheets. If you see something missing please let us know! We want to keep track of volunteer hours as accurately as we can for grants and reports.

### **Signing Out**

When you are leaving, enter your PIN and confirm your name like usual. VicTouch will then give you a “Sign Out” option as well as “View my schedule” and “View my service.” Press “Sign Out” and VicTouch will clock you out!

### ***When should I arrive to help with an activity?***

If you are assisting with an activity at **Harold Schnitzer Center for Living**, please arrive **15 minutes** prior to the beginning of the activity. Staff often need assistance with gathering residents to come to the activity, setting up supplies, and then conversing with residents as they arrive. Allow up to 30 minutes after the activity for returning residents to their place of choice (room, dining room, etc.) and cleaning up supplies, party items, etc.

If you are assisting at **Rose Schnitzer Manor**, please arrive **15 minutes** prior to the beginning of the activity. Residents attend on their own and if supply set up is required, Life Enrichment staff will request you arrive sooner which will be reflected on the volunteer calendar. After an event, allow 15 minutes for cleanup and returning the room to its original set up. Some events will take less time, larger events like BBQs or large parties will take longer.

### ***What if I can’t make it to an activity I have signed up for?***

If you need to cancel 7+ days in advance, go to the “My Schedule” tab in the Volunteer Information Center and select the day you would like to cancel. Find your shift and click “Remove Me.”

If you need to cancel less than a week in advance, please call the volunteer department at 503.535.4041. If you can’t reach the Volunteer Coordinator, please leave a message at the front desk of the building you were to be volunteering in. Please plan ahead for school or work schedules, your presence can make a difference in an Elder going on a trip or attending an event.

### ***How should I enter one of the Greenhouses?***

You should always ring the doorbell before entering one of the Greenhouses (in the Harold Schnitzer Center for Living). You may also want to call ahead and let someone in the home know you are coming.

## **Information for PSU Capstone Students Only**

### ***Who do I contact for my life history person?***

If you have an Elder who lives at Rose Schnitzer Manor (RSM) your contact is the RSM Life Enrichment Coordinator. If your elder lives at Harold Schnitzer Center for Living, your contact is the HSCL Life Enrichment Coordinator. Contact information can be found at the end of the handbook. The coordinators will work with you and the elder on setting up an initial meeting time to get the life history project started. Please contact the Life Enrichment Coordinators only for this wonderful project. Residents and their families value these books and what they represent and we hope you will come away with more insight the people who live at Cedar Sinai Park and their history.

# Volunteer's Guide to Successful Outings

Outings are an important part of our residents' lives. Our volunteers are an essential part of successful outings. The following is a general outline of volunteer duties for a typical outing.

- Assisting Residents onto bus, some Residents may need you to hold their belongings while they board
- Assisting Residents with seatbelts
- Please remain seated and buckled at all times unless the bus has come to a complete stop.
- You may need to relay information that the Residents want to convey to the driver, such as the bus is too hot or too cold, etc.
- Wait for directions from the driver as to how to assist with unloading
- Allow Residents to go at *their* pace...allow for frequent breaks
- Please communicate/report any issues concerning Residents to the Life Enrichment staff ASAP

RSM Residents the bus driver will designate who departs first

- On RSM Fred Meyer trips Residents are not to carry their own groceries onto the bus. First load Residents, then food items. The volunteer's responsibility is to assist Residents with shopping and waiting with them for the bus to pick up everyone

Harold Schnitzer Center for Living

- Follow directions from bus driver for unloading. Always be mindful of where Residents are, be sure wheelchair brakes are on, etc. Encourage patience for Residents, assure them they will get unloaded in due time!

## Contact Information

Harold Schnitzer Center for Living Reception: 503.535.4300

Rose Schnitzer Manor Reception: 503.535.4000

Volunteer Coordinator: [volunteer@cedarsinai.org](mailto:volunteer@cedarsinai.org) or 503.535.4041

Life Enrichment Department: 503.535.4041