

**St. Catherine's Nursing Center**  
**331 South Seton Avenue**  
**Emmitsburg, MD 21727**  
**(301) 447-7000**

**St. Catherine's Nursing Center**  
**Mission, Vision, and Values**

St. Catherine's Nursing Center is a family of faith rooted in the loving ministry of Jesus as healer, and in the Catholic tradition of service.

Our MISSION is to provide spiritually centered, holistic care to the frail and elderly. We are a source of strength, encouragement, and education to the broader community in which we live.

St. Catherine's Nursing Center's VISION is to be a model of excellence in the delivery of long-term care. Our vision compels us to:

1.) advance the well-being of our residents and their families by creating a community that:

- enhances a persons ability to reach their fullest potential
- develops creative ways to meet the changing needs of those who are cognitively impaired
- fosters supportive care for those who are dying

2.) build a culture that is spiritually centered and embraces learning, diversity, collaboration, empowerment, and the well-being of our associates.

3.) pursue partnering with others to advance a compassionate, healing ministry.

**CORE VALUES**

**Service of the Poor** providing generosity of spirit for persons most in need.

**Reverence** offering respect and compassion for the dignity and diversity of life.

**Integrity** inspiring trust through personal leadership.

**Wisdom** integrating excellence and stewardship.

**Creativity** seeking courageous innovation.

**Dedication** affirming the hope and joy of our ministry.

**Volunteer Philosophy**

The purpose of St. Catherine's Nursing Center is to provide quality nursing care to the residents as well as provide a safe, secure environment. The volunteers will aid in this goal by assisting the various departments of the Center. Volunteers help in offering opportunities for residents to reach their fullest potential, maintain their ego integrity, and develop ongoing friendships.

### **Volunteer Program Goals**

Each volunteer is a unique individual. The main goal of our volunteer program is to find a meaningful task for each volunteer in order to fill the needs of the Center, resident, and volunteer.

### **Your Rights as a Volunteer**

1. To be accepted by the staff as a member of the Total Care Team; to be respected as a person, regardless of background or training, for the contribution he/she makes on an unpaid basis to the social, psychological, emotional and spiritual well-being of the resident.
2. To be assigned worthwhile service through which not only the resident but the volunteer may find fulfillment; not to be asked to do busywork, which has no meaning for the resident or volunteer, not to be assigned to do the unpleasant tasks that the staff prefers not to do; to assume only the roles for which paid staff would not ordinarily be hired to do.
3. To be protected from tasks which could cause injury and to be covered by a minimum amount of liability insurance; to receive first aid treatment, if necessary, to be covered by all state and local regulations governing the health and safety of persons in the facility.
4. To have adequate training, supervision, and counsel on the role he/she performs in order that the best possible end results may be achieved.
5. To be given basic knowledge about the needs and/or problems of the residents with whom he/she works.
6. To have pleasant working conditions with adequate room for personal belongings.
7. To have a free voice in expressing to the Volunteer Director, feelings about certain situations encountered during the performance of assigned tasks.
8. To be informed of any rules and regulations of the Center which pertain, such as restrictions in services, receiving tips, personal appearance, and conduct.
9. To be recognized for the good accomplishments through services rendered by:
  - A. Daily words of appreciation by staff members who supervise you
  - B. Annual events of recognition

## Volunteer Opportunities and Descriptions

### Activity Escort

Volunteers will escort and assist residents on outings away from the facility, such as lunch outings or shopping trips via St. Catherine's vehicles.

### Clean Laundry Deliverer

Volunteers will pick up clean laundry from laundry room and deliver the clean clothes to the appropriate resident while visiting with the resident.

### Escort Volunteer

Volunteers will accompany residents to out-of-the-building appointments and assist with pushing resident's wheelchair and convey paperwork as needed.

### Friendly Visitor

Volunteers will visit residents who are assessed by staff to be in need of someone to visit with them regularly.

### Resident Activity Volunteer

Volunteer will assist residents to and from scheduled activities and assist the residents with the activity, such as crafts, sing-a-long, walks, Bingo, etc.

### Resident Laundry Assistant

Volunteer will assist residents by folding their clean laundry.

### Worship Volunteer

Volunteer will assist residents to and from worship services on Sunday afternoons and Holy Days when services are scheduled.

### Ambulation Aid

Volunteer will walk/escort a resident on a walking excursion within the building and/or on the grounds. Often residents with dementia desire to walk, but may need direction and assistance.

# **Volunteer Requirements**

## **Training**

Before placement with a department, each volunteer is required to participate in training from the Volunteer Director. This includes a brief history, safety issues, rights, and a tour of the facility.

## **Paperwork Requirements**

All volunteers need to have an application on file in the Volunteer Office. Any information in the volunteer's file is confidential.

## **TB Test**

All volunteers who work 8 hours or more weekly are required to have a 2-step Mantoux Test for the detection of tuberculosis. This test is provided by St. Catherine's and a copy is kept in the volunteer's file.

## **Confidentiality**

Each resident has the right to his/her privacy. Please respect their privacy and keep any information shared by or about a resident strictly confidential. However, if you feel that information should be passed on to the Volunteer Services Coordinator, please do so in a confidential manner. Volunteers will view a video.

## **Attendance**

Volunteers are expected to have regular attendance and arrive on time. If you are unable to attend or will be late please call the Volunteer Director as soon as you know of the absence.

All volunteers must sign IN and OUT in the Volunteer Attendance Book located in the Activity Room.

## **Dress Code**

Volunteers are asked to dress appropriately. Volunteers should be neat and clean with a minimum amount of jewelry. Dangling and excessive jewelry is a safety hazard. Volunteers should wear comfortable, low-heeled, and close-toed shoes.

## **Background Check**

All Volunteers are required to fill out a background check. Volunteers cannot start until background check has been completed.

## Volunteer Guidelines

1. Report any special problems a resident may express to you to the Volunteer Director or the charge nurse.
2. Please respect the privacy of each resident by knocking before entering a resident's room.
3. Call bells and call lights are located next to every resident's bed. Push the call button in case of an emergency. Never yell Help! down the hallway. It is better to call out AI need a nurse right away please.≡
4. Never lift a resident from his bed, chair, or from the floor. Always call for assistance.
5. Bringing in special food can be a treat for a nursing home resident, but do not ever bring in food before checking with the Charge Nurse first. Many residents are on restricted diets.
6. NEVER bring in any kind of medication, cigarettes, or matches for the resident, even if they tell you it is okay. If the resident requests any of these items, notify the Charge Nurse.
7. Do not take a resident out of the facility without permission.
8. Do not cut a resident's fingernails or toenails. Putting on fingernail polish is usually fine.
9. Excuse yourself from the room when the doctor, minister, or visitor arrives.
10. Report any injury or accident that occurs in your presence to the Charge Nurse.
11. Avoid giving medical, financial, or legal advice to residents. Never loan or give money to a resident. Volunteers should not be involved in a resident's financial affairs.
12. REMEMBER, WHEN IN DOUBT, ASK!!!

## Wheelchair Etiquette

1. Always ask the wheelchair user if he or she would like assistance before you help. Your help may not be needed or wanted.
2. Don't discourage children from asking questions about the wheelchair. This open communication helps overcome fear and misleading attitudes.
3. Speak directly to the person in the wheelchair, not to someone nearby as if the wheelchair user does not exist or is mentally defective.
4. If the conversation lasts more than a few minutes, consider sitting down or kneeling to get yourself on the same level as the wheelchair user.
5. Don't hang or lean on the person's wheelchair. The wheelchair is part of the wheelchair user's personal body space.
6. Give clear directions, including distance and physical obstacles that may hinder the wheelchair user's travel.
7. Don't push a wheelchair backwards unless the resident has expressed permission to do so.
8. Don't move the wheelchair out of reaching distance of the wheelchair user when he/she is transferred out of wheelchair.
9. Don't demean or patronize the wheelchair user by patting him or her on the head or shoulder.
10. Be aware of the wheelchair user's capabilities because some users can walk with assistance. They may use wheelchairs to conserve energy and/or move about more quickly.
11. Not all people who use wheelchairs are sick. Wheelchairs are used for a variety of disabilities.
12. Don't assume that using a wheelchair is, in itself, a tragedy. It provides freedom and allows the user to move about independently.

## Fire Safety Plan

### General Information

**LIFE SAFETY IS OUR FIRST CONCERN. OUR GREATEST CONCERN SHALL ALWAYS BE TO MOVE RESIDENTS QUICKLY AND SAFELY AWAY FROM THE FIRE.**

1. Locations of Fire Alarm Boxes, Fire Extinguishers and Exit Routes are posted in each wing. Be sure you know where to find this information if it is needed.
2. When the fire alarm is sounded, be sure you know its location. If it is not in your area, it may be close by and you must take appropriate action.
3. Doors to storerooms, utility rooms, laundry, kitchen, and all other fire doors must be kept closed at all times.
4. Exit lights shall be lit at all times.
5. Passageways to exits must be clear of boxes, furniture, wheelchairs, etc. at all times.
6. Corridors must be kept clear of carts and equipment when not in use.
7. Oxygen will support combustion but will not cause it. It is imperative for all concerned to be especially watchful for any violation of the ANO SMOKING--OXYGEN IN USE signs when they are posted.
8. OXYGEN TANKS (if in use) MUST BE MOVED AWAY FROM THE SCENE OF A FIRE IN A SAFE MANNER AND AS SOON AS POSSIBLE (after residents in immediate danger, have been moved to safety).
9. The telephone number of the fire department shall be posted by the telephone at each nursing station, office, and appropriate places within the facility in accordance with State Regulations.
10. Never go through any door without feeling it first. The fire could be on the other side.

## Volunteers Plan

1. If a fire is located in resident's room and cannot be extinguished instantly, the resident must be moved from the danger area to a safe place immediately.
  - A. If the resident is ambulatory, remove to the hallway area.
  - B. If the resident is non-ambulatory, get nursing help immediately.
2. To confine the fire, close the windows and doors tightly and leave the room.
3. If you discover a fire, remove any resident in immediate danger and pull the alarm closest to the scene of the fire.
4. When a fire alarm sounds:
  - A. If you are in a resident's room, stay with the resident until further instructions are given.
  - B. If you are in a hallway, push carts or wheelchairs out of hallway and go to the Activity Room.
  - C. If you are in the Activity Room, kitchen or laundry, remain there and follow directions of staff.
  - D. If you are in the Activity Office, please report to the Activities Room to assist as needed.
  - E. All other areas, follow directions of staff.

St. Catherine's Nursing Center Volunteer Promise:

I promise that I have read the Volunteer Manual. I am willing to abide by the regulations for a volunteer at St. Catherine's Nursing Center. If I am uncertain of how to act in any situation, I agree to ask a staff member for help and guidance. I know that if I have questions or concerns, I can also ask for help from the Coordinator of Volunteer Programs.

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Signature

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Date