



Hawthorne is where the heart is.



Why Volunteer At  
Hawthorne Seniors Care Community?

# Table of Contents

Welcome to Hawthorne .....	3
History of Hawthorne Seniors Care Community .....	4
Mission, Vision, and Values .....	6
Who are Our Residents? .....	7
Benefits of Volunteering .....	8
Goals of Volunteer Services .....	9
Volunteer Position Description .....	10
For Your Benefit .....	12
General Policies .....	13
Commitment Requirement .....	14
Additional Questions? .....	15

# Welcome to Hawthorne Seniors Care Community

On behalf of the residents and their families, staff and Board of Directors of Hawthorne Seniors Care Community, I would like to thank you for your interest in becoming a volunteer.

The volunteer program plays a **vital role** in enhancing the quality of life for residents living at Hawthorne. The time, energy and talents that you contribute as a volunteer assist the staff in providing the **highest quality of care**.

We value our volunteers and assist them in exploring certain career paths through volunteering. We provide education opportunities for volunteers and are always striving to improve our volunteer program. When you join Hawthorne, you will feel like a valued member of the team.

We hope you find your stay here both happy and satisfying. It is important that not only Hawthorne benefits from your involvement, but that **YOU** benefit as well.

Sincerely,

*Vicki Robertson*

Vicki Robertson  
Volunteer Coordinator

# History of Hawthorne

The initiative for developing Hawthorne Seniors Care Community came from the **Port Coquitlam Senior Citizen's Housing Society**, a non profit organization founded in 1958. The Society provides a wide range of services to seniors, from low income housing to long term residential care for those seniors with complex care needs. These services are offered at two different sites within the Port Coquitlam area:

## **Dogwood Site Housing Units** (Dogwood Place and Dogwood Manor):

Situated on Seymour Street, this site offers low income housing for seniors.

## **Hawthorne Seniors Care Community**

Hawthorne Seniors Care Community is conveniently located close to downtown Port Coquitlam, public transportation and the Wilson Seniors Centre. Our campus of care is comprised of 4 different care areas. You are welcome to volunteer in the area which you are most comfortable in for your best possible experience.

- **Hawthorne Lodge** (75 spaces): **Complex Care Program** designed to address the needs of seniors who require total assistance with the activities of daily living or who have mobility issues. A few of the volunteer roles in the lodge are to provide one to one visits, baking, helping with Sunday tea, take residents out for walks, go on shopping trips and assist with Bingo
- **Care Cottages** (56 spaces): Designed for older adults with dementia and psychogeriatric conditions, the Cottages were the first of their kind in the Lower Mainland. They are eight individual homes that provide private, respectful and dignified care. Each cottage houses seven residents and provides a home-like environment for these residents. In some of the homes, you may assist a resident with some of the many leisure programs that occur in the cottages such as sing-a-long, beauty club, and intergenerational programs to name a few.



- **Assisted Living** (70 suites): The Assisted Living program allows residents to maintain an independent lifestyle yet remain close to care if needed. Tenants enjoy the privacy of their own suite while benefiting from valuable on-site services that help make day-to-day living a little easier. This includes hospitality services, such as assistance with weekly housekeeping, laundry and daily meals. Tenants may receive personal support with tasks such as bathing and taking medication if required. One-to-one visits and pet therapy are popular volunteer programs in Assisted Living.
- **Adult Day Program** The Adult Day Program is a home support service that provides a variety of therapeutic recreation and social activities to seniors happy to remain in their own homes but would like to participate in activities with other seniors. In addition to social and recreation services the ADP has health monitoring available as well. It runs Monday to Friday from 9:00 a.m. to 3:00 p.m. The Volunteer role in the ADP is to assist with the coffee, one-to-one and recreation and lunch programs.

## The Hawthorne Mission

Hawthorne is where the heart is - working together to make a difference.

## The Hawthorne Vision

Hawthorne will be the model **supportive** community, promoting **excellence** and **innovation**; the place where people want to live and work, and where **meaningful** community partnerships are expanded.

## Hawthorne's Values

### We Believe...

- All people should be treated with respect, compassion and dignity.
- In recognizing the uniqueness of all individuals and being responsive to their changing needs.
- In respecting and supporting people in their right to make decisions that affect them.
- Open and direct communication is everyone's responsibility.
- In continually monitoring our programs and services for opportunities for improvement.
- Relationships with external community partners enhance quality of life within the Hawthorne Community.
- In recognizing the potential for growth that exists in all individuals.
- In using ethical business practices in all that we do.

## Who are Our Residents?

Our residents enjoy various recreation activities in group settings such as community outings, music and games. Interaction with others during programs and in common areas are encouraged. Many appreciate one-on-one visits from volunteers and it is a great opportunity to develop relationships with interesting and personable seniors. Residents deserve a sense of well-being and volunteers contribute to their quality of life with their support.



## Benefits of Volunteering

- Acquire new skills
- Enhance skills
- Increase knowledge
- Learn proper wheelchair etiquette
- Understand how to communicate effectively with people of different abilities
- Receive information about different disabilities
- Receive on-the-job training
- New friends
- Job satisfaction
- Be recognized and treated as a co-worker and team member
- Connect with people in the community
- Make meaningful and personal connections
- Increased confidence
- Enhance self-esteem
- Increase self worth
- Feeling a sense of interconnectedness with the community
- Obtain beneficial guidance and encouragement
- Receive increasing responsibilities and a variety of experiences if you desire
- Demonstrate your sense of stewardship
- Help relieve loneliness
- Learn how to handle difficult situations and emergencies
- Feedback about your performance
- ***Make a difference in someone else's life and yours!***



## Goals of Volunteer Services

The Volunteer Services Team is committed to working with volunteers to find a placement for their **best experience** by:

- Providing an **environment** which allows for positive volunteer experiences and making new friends
- Providing **educational experiences** which allows for personal growth
- Helping volunteers **acquire and enhance skills**
- Providing opportunities for **exploration for future career goals**
- Giving opportunities for **on-the-job experience**
- Recognizing the **valuable contributions** of volunteers
- Being flexible at increasing responsibilities and a **variety of experiences** as desired by the volunteer
- Providing timely **feedback**



## Volunteer Position Description

Under the direction of the **Volunteer Coordinator and/or designate Recreation Therapist**, assists facility personnel to carry out assigned, non-professional functions.

### **POSITION DUTIES:**

1. Receives instruction in the performance of duties and orientation to policies, procedures, restrictions, and privileges pertaining to Hawthorne Seniors Care Community personnel.
2. **May perform any of the following duties** depending on the facility's need, resident need, and volunteer capacity, capability, talents and training.
  - a) Assist recreation staff in providing supervision of residents when required.
  - b) Escorts residents to recreational areas. Assists with individual and group recreational activities.
  - c) Visits individual residents and establishes contact on a regular basis to help build a relationship, stimulate communication, increase self-identity, and promote familiarity with surroundings.
  - d) Encourages residents to communicate with others during programs and in recreation areas, dining rooms, lounges, etc.
  - e) Takes part in, and encourages resident participation in conversation, games, music, etc.
  - f) Performs personal services such as letter writing, reading aloud, and errands within reason, delivering messages and reporting concerns or resident needs to staff.
  - g) Accompanies residents on community outings.
  - h) Performs routine clerical tasks relative to volunteer
  - i) Assists with arrangement and decoration for social events.
  - j) May assist with other non professional functions as required.

## **REQUIREMENTS:**

- a. Good communication skills
- b. Good physical and mental health
- c. Ability to preserve the dignity and self esteem of the residents regardless of the residents' physical or mental conditions
- d. Ability to treat resident information confidentially
- e. Spirit of enthusiasm and cooperation
- f. Patience, tact, courtesy and humour essential
- g. Compassion, understanding, and empathy
- h. Willingness to accept facility policy ethics and flexibility in adjusting readily to changing situations and interruptions which may occur
- i. Willingness to accept other related duties that may be assigned



## **RESPONSIBILITIES:**

- To maintain the integrity of the facility and respect all confidences
- To be dependable, honest and reliable
- To give advance notice, when possible, if you cannot make your commitment
- To be willing to learn and take part in orientation and training
- To accept the direction and decisions of your supervisor
- To speak to your supervisor when you need clarification
- To do the best job you can to the best of your abilities

## For Your Benefit



**Coffee, Tea, Juice** - Refreshments are available to you free of charge during your breaks.

**In Service Programs** - Hawthorne Seniors Care Community presents a wide variety of in-service programs to its

staff/volunteers. Appropriate in-services will be promoted on volunteer notice board.

**Out Of Pocket Expenses** - Expenses such as coffee outings, admission costs, lunch outings, etc., are paid for by Hawthorne Seniors Care Community.

**Volunteer Lounge** - Personal items can be stored in the lockers provided. Please remember to bring a lock when you visit. There is also a telephone and rest area to use at your convenience. Information on HCC events and volunteer opportunities are posted on the Lounge bulletin board.

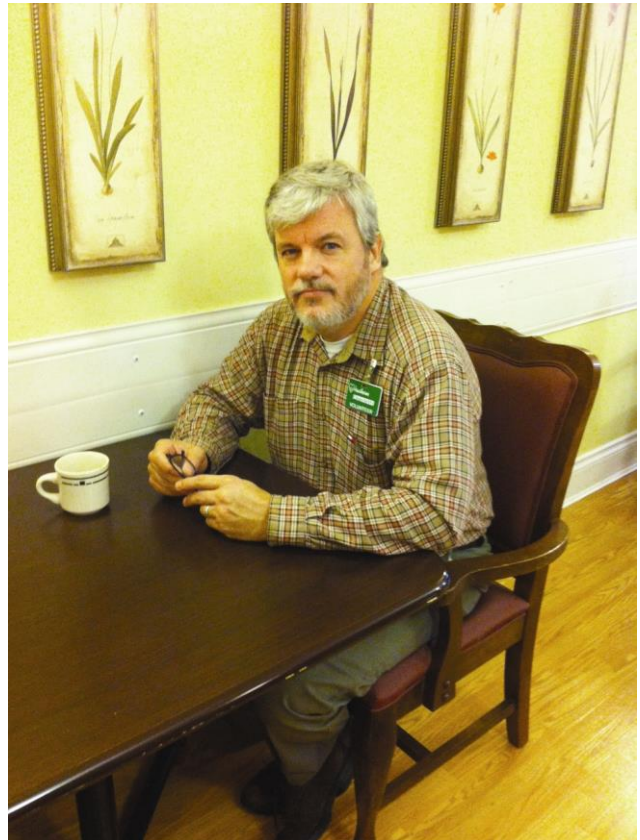
**Parking** - Volunteers may park in the Hawthorne parking lot as well as on the street in front of Hawthorne if the parking lot is full. **Please note you will not be able to access Hawthorne from the Assisted Living tower.** The entrance you will need to use is where the parking lot is.

**Resource Books/Articles** - There are a variety of resource books and articles, which are available for staff and volunteers. Please check them out in the Volunteer Lounge or ask a staff member for assistance.

## General Policies

Hawthorne Seniors Care Community has a commitment to provide quality services to the residents. **Please share our commitment by observing the following guidelines:**

- Volunteers must sign in to the Volunteer sign in book and sign out when they leave
- Volunteers must wear Volunteer name badge when in the building at all times
- Maintains resident and Hawthorne's confidentiality.
- Volunteers are to avoid involvement in Residents personal affairs, such as financial affairs (Banking, income tax etc.), health, religious or family issues.
- Volunteers are only to take residents out of the building after discussion with the Volunteer Coordinator, Recreation Therapist or Nurse in Charge.
- Volunteers may take residents out to doctor's appointments, etc. after discussion with the above staff.



## Commitment Requirement

We spend considerable time and energy to include volunteers as part of our team and ask for a reciprocal commitment. We invite all volunteers to commit to the following guideline to help ensure continuity of care and consistency for residents:

**We require a 6 months or 60 hours commitment,  
minimum of 1 hour once a week.**

**Please note the Volunteer Coordinator is happy to provide a letter of reference but will do so once the Volunteer has fulfilled their commitment.**



## Additional Questions?

Please contact our **Volunteer Coordinator** Vicki Robertson at [vrobertson@hawthornecare.com](mailto:vrobertson@hawthornecare.com) if you are interested in volunteering at Hawthorne or if you would like additional information.

### **Hawthorne Seniors Care Community**

2111 Hawthorne Avenue, Port Coquitlam, BC V3C 1W3

Main Line Tel: 604.941.4051 Fax: 604.941.5829

Volunteer Coordinator Tel: 604.468.5037

[www.hawthornecare.com](http://www.hawthornecare.com)

Last Updated 10/13/2016