



Volunteer & Service Handbook



Sunset Home

Since 1889

Sharing the
Love of Jesus Christ
through

Life in a Caring
Community

 **Illinois Great Rivers Conference**
of The United Methodist Church

418 Washington Street • Quincy, IL 62301 • (217) 223-2636 • sunsethome.org 

Sunset Home Volunteer and Service Handbook

Welcome to Sunset Home, a related agency of the Illinois Great Rivers Conference of the United Methodist Church. The information in this handbook is to acquaint you with Sunset Home and is to be used by our Life Enrichment Servants, Life Enrichment Monthly Servant Groups, and our Volunteers. It is a ready reference for you and your group.

We believe that people from our community have a great deal to offer in enhancing the quality of life of our residents. We hope you will find joy in your service and that you will encourage others to serve as well at Sunset Home.

We thank you for your time given in love as modeled by Jesus as he instructed; *“You shall love the Lord your God with all your heart, and with all your soul, and with all your strength, and with all your mind; and your neighbor as yourself.” Luke 10:27*

Sunset Home History

Sunset Home’s founders, Mr. and Mrs. Charles Pfeiffer had a strong desire to provide care and shelter for the elderly, so they offered their modest home at 418 Washington in Quincy to several older people who needed loving care through their remaining days. The Pfeiffer’s realized the need for such care was larger than what they had expected, so they offered the home to the St. Louis German Conference of the Methodist Episcopal Church. They sent a proposal offering to donate their home and its contents to the conference if the membership agreed to continue the residence as a home for the aged. The conference voted to accept the gift and in December of 1889 the home was incorporated.

Today, life at Sunset Home provides a complete range of living opportunities and services, including short-term rehab, while maintaining the vision the Pfeiffer’s had when they opened their doors ... a positive, respectful place for seniors to enjoy meaningful living!

Mission Statement

MISSION: Sharing the Love of Jesus Christ through Life in a Caring Community

VISION: The premier provider of innovative senior services guided by our Christian principles and values.

CORE VALUES:

Excellence: Quality, Stewardship, Accountability, Teamwork, Leadership

Respect: Integrity, Honesty, Diversity

Compassion: Inclusiveness, Empathy

Dignity: Empowerment, Independence

Spirituality: Benevolence, Family, Grace, Faith, Service

Sunset Home shares the love of Jesus Christ through Life in a Caring Community. Sunset Home is a 501(c)(3) nonprofit governed by a community volunteer Board of Directors and is proudly related to the Illinois Great Rivers Conference of The United Methodist Church.

Volunteer and Service Opportunities

Coffee and Ice Cream Shop Volunteers

Volunteer Coordinator

Shop volunteers at Sunset Home work under the direction of the Volunteer Coordinator; who is responsible for the operation of the Coffee Shop and Ice Cream Shop at Sunset Home. These volunteers undergo background checks and go through special training by our volunteer coordinator. They may also be called upon to assist with our special events such as the Spaghetti Supper and Ice Cream Social.

The Coffee Shop and Ice Cream Shop can be found on the 1st floor to left of Main Lobby Entrance.

Coffee Shop open Monday thru Friday: 8 to 10 a.m.
Ice Cream Shop open Monday thru Sunday: 2 to 4 p.m.
Coffee and Ice Cream Shop closed holidays

Sunset Home Auxiliary

Volunteer Coordinator

Be a part of a rewarding and fun group that makes a difference in the lives of our residents. Sunset Home Auxiliary meets on the third Tuesday of every other month starting in January of each year, at 10:30a.m., in Sunset's craft room. We hold a business meeting, enjoy a guest speaker and have lunch.

Sunset Home's Auxiliary also holds important annual fundraisers: Bakeless Bake Sale, our Ice Cream Social in June, and the Fall Bazaar - flea market/rummage and bake sale. The proceeds from these events are used by Sunset Home to purchase special equipment and materials for the home and residents. The Auxiliary also sponsors monthly birthday parties and much more. Active Membership is \$2.00 and Supportive Membership is \$3.00.

Life Enrichment Servants
Life Enrichment Coordinator
Chaplain of Spiritual Life

Our life enrichment servants, otherwise known as LES is under the direction of our Life Enrichment Department, Ms. Tasha Rothweiler, Coordinator and Rev. Dixie Croxton, Chaplain of Spiritual Life. Both will be available to familiarize you with the policies, procedures and physical layout of Sunset Home and service activities. Sunset Home is in need of both individual LES and monthly LES groups to assist our Life Enrichment Department in providing activities for our residents.

Life Enrichment Individual Servants

Life enrichment individual servants assist with the following resident activities:

- Weekly Manicures on Fridays
- Monthly Jewelry making / beading
- Group of 3 or more people for Bingo or Card Night 1 or 2 x Weekly
- Monthly Bus outing assistance
- One on One visits and reading with residents
- Individual or groups for Special Entertainment
- Groups for Monthly Birthday parties
- Special Events – Spaghetti Dinner, Ice Cream Social, Car Show, Barbecue, etc.

If you desire to serve as an individual LES you will schedule your activity time with the Life Enrichment Coordinator, Tasha Rothweiler at 217-223-2636 Ext 372.

Life Enrichment Monthly Servant Groups

Life enrichment monthly servant (LES) groups are groups that commit to coming on a scheduled month to host the following activities for our residents. They serve in a home mission capacity. They can be comprised of individuals of any age.

- Host the monthly birthday party for approximately 35 residents including a refreshment of cupcakes, cookies or something of this type. We will provide the drink for the event. They would also offer musical entertainment or interact in bingo or some other type of game with small prizes (snack cakes, mini candy bars, trinkets, etc.).

- Host some other type of event during the month, some examples: games in the afternoon or early evening, mixed game time, bingo, sing along - let your imagination guide you.
- Interact with our residents either in a table (group of 2 or 4 residents) or individual one on one just visiting about whatever, be willing to help write cards with a resident or group of residents, help with letters, read mail. Note: If a one on one visit, a simple background check will be necessary.

If you desire to schedule as a LES monthly group please call Pastor Dixie at 217-223-2636 Ext 381 or cell at 217- 242-9046.

General Guidelines

1. Be present and on time for every commitment you make. If you find you are unable to meet an obligation, notify either the Life Enrichment department or the Volunteer Coordinator (whichever applies) as far in advance as possible.
2. Respect the rights of each and every resident. When you begin serving, you or your group will be given a booklet of residents' rights. Please review them carefully. Remember to knock before entering a resident's room and wait for the resident's reply. This is their home.
3. Introduce yourself to the residents.
4. Address residents by their titles unless instructed or requested otherwise.
5. Be a good listener.
6. Show empathy for our residents. Empathy is the ability to relate to another and understand their feelings.
7. Be optimistic about life in general and the resident's outlook in particular. Don't try to encourage unrealistic goals yet at the same time be supportive of the residents in a general manner.
8. Be honest and genuine at all times. Be friendly and have fun yourself. Our residents enjoy being with people who help to bring enjoyment and enrichment to their days.
9. Do not show partiality to one resident over another.

10. Dress comfortably for your service assignment. Be comfortable, neat and well groomed.
11. Ask a staff member if there is something you are unsure of or do not understand. Be willing to accept supervision from the professional staff. Our staff wants to help you have the best possible service experience.
12. Regard each resident as an individual. Do respect any cultural, ethnic, religious and personality differences.
13. Please do not give food, drink, candy or money to any resident without the knowledge of our professional staff. Check with our staff regarding diet or drink restrictions before serving food and drink.
14. Do not offer medical advice to residents.
15. Do not attempt to move or lift residents even if they ask that you do so.
16. Do not take residents outside facility without the knowledge and permission of professional staff.
17. Do not make promises to residents you cannot keep.
18. If you feel you have an illness, please do not come to the facility. We want to keep our residents as well as possible and not exposed to illnesses.
19. Wash hands thoroughly at beginning of your serving hours, before leaving facility, before handling of food and at all bathroom visits. If you have contact with any resident's fluids or blood, wash thoroughly and report incident to professional staff. Use of liquid hand sanitizer is also recommended as you work with residents.

Confidentiality

Be sure to respect the confidential aspects of your assignment, and the dignity and privacy of the residents with whom you work. Please refrain from talking about the personal affairs, physical or mental condition of any resident when outside the walls of Sunset Home. Anything you learn about a resident stays within the walls of Sunset Home. We ask you hold all information regarding past, present or future residents in the strictest confidence. All information is the property of Sunset Home and must not be disclosed to individuals or entities outside of Sunset Home either during or after your service. Please do not enter into personal planning for or with any resident if you are unaware of the full circumstances. If a situation concerns you, please report it to the appropriate professional staff. You as an individual or as a group will be asked to sign a confidentiality statement.

Emergency Procedures

Fire protection is a high priority at Sunset Home. As required by law, there are regular fire drills.

If the fire alarm is heard, a “Code Red” will be declared over the PA system. Please remain with the residents and help keep everyone calm. You should remain where you are until receiving instructions or the all clear is given. If the area is designated for evacuation everyone will be escorted to a safe area. Staff will escort residents needing assistance. Be careful of hallway fire doors that automatically swing shut when the fire alarm sounds. All keypad alarmed doors can be opened at any time in the event of a fire. **DO NOT USE ELEVATORS**

To Report a Fire: Go to the nearest fire alarm pull box located in all hallways (small red boxes located by all elevators) and pull the lever on the front.

Storm or Tornado Watch: When conditions are favorable for a tornado or severe storm. A “Code White Watch” will be announced over the PA system. Listen and wait for instructions from the professional staff.

Storm or Tornado Warning: When a severe storm or tornado has been sighted in the area. A “Code White Warning” will be announced over the PA system. Follow instructions as given by professional staff and assist where requested. Stay calm and help residents stay calm as well.

As in all announcements over the PA, an “All Clear” will be announced when conditions have cleared.

Incident / Accident Reports

If you should have an accident, no matter how minor, while you are serving in Sunset Home, during a sponsored outing or on the property of Sunset Home, an Incident Report must be filed immediately. Contact a professional staff member who will help you obtain and complete the form. The Incident Report must be signed by the person serving and any witnesses of the accident.

Infection Control

People serving in our facility will be notified of any residents who are confined to their room or any other precautions due to resident's condition. Please follow all precautions posted in or outside the resident's room regarding visiting and contact.

Orientation

You will be trained and instructed by either the Life Enrichment Coordinator or Volunteer Services Coordinator for activities you undertake. People having one-on-one contact alone with residents or those who are handing money in coffee and ice cream shop will be asked to undergo a background check prior to their service. Those individuals or groups having "group only" contact with residents will be exempt from background checks. We ask individuals to complete an "application form" so we have all your contact information in the event of an emergency. In addition, our information form helps us to know your availability. Groups will be asked to complete a "group information form". We also ask you to have a list of all people who comprise your group at each visit. Please do not accept any responsibilities or assignments you are not comfortable with performing. Our standard orientation program conducted by our coordinators will consist of the following:

- Residents' rights – Booklet distributed
- Confidentiality - HIPPA
- Disaster preparedness (i.e. fire, tornado)
- Emergency response procedures
- Safety procedures / precautions
- Infection control
- Body mechanics / lifting

Parking

Parking is available in the visitors lot north of our main entrance off 5th and Washington Streets.

Cell Phones and Photography

We ask you limit the use of cell phones while serving with our residents. Photographs of residents or staff are not allowed without the express permission of Sunset Home.

Restrooms

Public restrooms are located throughout the building and marked accordingly. Please do not use residents' bathrooms. Thoroughly wash hands after all bathroom visits.

Smoking Policies

Smoking is not permitted in the facility.

Wheelchair Safety

- Only professionally designated and trained staff is to assist the resident in and /or out of the wheelchair. Service people are to **NEVER DO THIS**.
- If the resident is wearing a “tab alarm” device attached to the wheelchair, **NEVER RELEASE OR REMOVE TAB**.
- Be observant. If a resident attempts to stand up, please encourage the resident to remain seated and inform professional staff.
- Tuck clothing and covering around the resident, making sure it does not come in contact with the wheels. Keep clear any treatment apparatus such as oxygen or catheter tubing, etc. in the area of the wheels.
- Never run with a resident in a wheelchair. Always walk slowly.
- Never wheel resident outside of facility or away from immediate grounds without the consent of the professional staff in charge.
- Never leave resident outside alone unless permitted to do so.
- Always **BACK** over an elevator level or door entry. The procedure will prevent a resident from tipping forward and out of the wheelchair.
- Watch elevator doors when assisting residents in and out of the elevator. Doors can close more rapidly than expected.

Addendum forms for signature and distribution at orientation:

Application for Volunteer and Service individual and group
Affirmation and Background Check Agreement
Confidentiality Agreement
Volunteer and Service Orientation Certification
Residents’ Rights Handout
Background Check Form (if needed)

