WELCOME NEW VOLUNTEERS

Your help is appreciated and we will do everything to make sure that your experience here is a positive one.

Dedicated volunteers have helped Maimonides become what it is today. By sharing your special skills you play an important part in helping to meet the needs of our elderly.

We are proud of how Maimonides has progressed and pleased that you have chosen to join us. We anticipate that soon, you too, will feel the pride that comes from being a Maimonides volunteer.

Working with nurses, social workers, therapeutic recreation specialists, physiotherapists, occupational therapists, doctors, psychologists, dietitians, housekeepers, maintenance workers, administrators and other professionals – you are part of a team, working together to enhance the quality of life for our residents and their families.

We realize that your first few weeks at Maimonides may be somewhat confusing as you attempt to become more familiar with your new tasks and surroundings.

Always feel free to ask questions and discuss any concerns you may have with the Department of Volunteer Services.

We hope this manual will help you. Please use it - not only to become informed about Maimonides, but as a permanent reference throughout your time here.

Thank you for your gift of time.

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MISSION STATEMENT

Maimonides Geriatric Centre strives to provide the best possible quality geriatric care to the elderly Jewish population of the Province of Quebec.

PHILOSOPHY

Maimonides Geriatric Centre is founded on the Jewish tradition of caring for our elders.

We believe that everyone should be treated with dignity and respect.

We believe in promoting self-determination and autonomy.

We believe in an interdisciplinary approach to care, taking into account individual needs.

We believe that the family must be involved in all aspects of care.

We believe in promoting a caring approach through the development of our staff.

We believe in research and education in order to ensure the highest quality of care.

We believe in being an active participant in the Jewish community and with our partner organizations.

PLANETREE CONTINUING CARE 10 COMPONENTS

Recognizing the Primary Importance of Human Interactions

Enhancing Each Other’s Life Journey

Supporting Independence, Dignity and Choice

Incorporating Family, Friends and Social Support Networks

Supporting Spirituality as a Source of Inner Strength

Promoting Paths to Well-Being

Empowering Individuals through Information and Education

Recognizing the Nutritional and Nurturing Aspects of Food

Offering meaningful Arts, Activities and Entertainment

Providing an Environment Conducive to Quality Living
DEPARTMENT of VOLUNTEER SERVICES

MISSION STATEMENT

The mission of the Department of Volunteer Services is to improve the quality of life and the emotional well-being of the residents. This is measured by the quantity and the quality of service.

The Department of Volunteer Services acts as a liaison between residents, staff, volunteers, and the community. By keeping abreast of the needs and concerns of the residents, it can then assign volunteers to respond to those needs. Contact is maintained with schools, community groups and service groups to recruit volunteers and to keep the public informed about Maimonides. On a more global dimension, the department is alerted to modern trends in volunteerism through committees, conferences, etc., and spreads this message to the community as well.

The door of the Volunteer Department is always open so that the needs of the volunteers can be met. Volunteers have the opportunity daily to share their concerns or discuss their problems with the Director of Volunteer Services on a one to one basis.

Volunteers play a large role in enhancing the therapeutic milieu of the institution. They bring the world inside to residents to let them know they are not forgotten. They are able to cater to the residents’ social and emotional needs by providing more individualized attention. The residents can thus be helped to maintain an identity while functioning in a institutionalized world. By supplementing and assisting the staff, volunteers allow for an increase in the quantity and quality of programs available for the residents, and an increase in the number of residents attending each program. An additional source of special skills, creativity, and resources is provided.
MAIMONIDES HISTORY & BACKGROUND INFORMATION

Maimonides can trace its history as far back as 1910 when it was founded by the Jewish community of Montreal under the name "Montreal Hebrew Sheltering Home" housing six residents in a home on Evans Street. This home served not only the aged, but also transients due to the influx of new immigrants from Europe. Subsequently, a home for orphans opened in an adjacent building. In 1916 the home became a constituent agency of the Federation of Jewish Philanthropies.

In 1918, a group called the Nachlas Zkainim Society of Montreal initiated efforts to found a second home for the aged and purchased a building on Cadieux Street - which was unsuitable for elderly residents. A few years later, Mr.& Mrs. B&S Steinhouse purchased a building on City Hall Avenue for a similar purpose. In 1925 the two groups amalgamated to form one organization.

As a result of the ever increasing needs to serve Montreal's Jewish elderly, land was purchased on Esplanade Avenue and in 1928 a new four-storey structure was built and furnished at a cost of $170,000 with 40 bedrooms and a 76 bed capacity. Occupants from the homes on Evans Street and City Hall Avenue were then transferred into their new dwelling. Increasing applications for admission made necessary the construction, in 1935, of an additional floor containing 40 beds. In response to continuing pressure from the community, an adjacent building was purchased and remodelled to accommodate 29 more beds for a total capacity of 145 beds.

Until this time, it was the policy of the founding homes to admit only the aged who were autonomous and required minimal medical and nursing supervision. However, as the physical condition of the residents deteriorated, medical and nursing staff were added to care for them and the criteria for admission was altered.

To reflect this change, the name of the institution was changed to "Maimonides Hospital and Home for the Aged" in honour of Rabbi Moshe Bar Maimon also known as Maimonides, one of the greatest Rabbis in Jewish history, as well as a noted philosopher and doctor, serving as physician to Saladin, Sultan of Egypt.

Recognizing the critical needs of the community for a first rate, long-term Hospital to care for the elderly who were chronically ill, Maimonides Hospital and Allied Jewish Community Services made the decision to sell the building on Esplanade and purchased a 7-1/2 acre site in Cote St-Luc where, in 1964, a new facility was built containing five floors, accommodating 247 beds, and at a cost of $ 4,700,000. In 1983, two more floors were added to increase the bed capacity to 387 where it now stands.

Admission into Maimonides Hospital Geriatric Centre is made via a central admission agency created by the government. All residents are referred to Maimonides by the Central Admissions Committee (Comité d'Admission), a body whose members are assigned by the Regional Council of Health and Social Services of metropolitan Montreal (le conseil de la santé et des services sociaux de la région métropolitaine de Montréal.)

The average age of the residents is 86 years old. The residents receive 24 hour per day care which includes: nursing, medical, physiotherapy, occupational therapy, art therapy, music therapy, audiology, dietary, social services, religious services, arts & crafts, recreation, and volunteer services including pet therapy.
Maimonides also boasts a Day Hospital which was opened in 1965 and was the first psychogeriatric day hospital to be established in all of Canada.

Our Meals-on-Wheels program, started in 1967, was the first of its kind to be created in the Jewish community, and today it is run exclusively by the auxiliary of Maimonides.

In 1993, management of the Accredited Foster Home program, now renamed Accredited Homes for seniors, was transferred from Jewish Family Services to Maimonides. Approximately 100 residents in 12 – 15 residential homes in the community came under the supervision of Maimonides Geriatric Centre.

Finally in 2002, Maimonides was designated by the Montreal Regional Board of Health and Social Services to supervise all intermediate resources for the Anglophone and Jewish communities in Montreal.

2010 – Maimonides Geriatric Centre celebrated its 100th anniversary.
1. **SIGNING IN**  
This is essential. There is a register sheet or a binder in the Volunteer Office. Please sign your name, date, time of arrival and departure each time you come in. If the volunteer office is locked, please sign in on the sign in sheet posted on the door of the volunteer office.

2. **FOOD**  
Do not bring any food to the residents. Each resident is assured a proper diet, and any interference could be harmful to his/her health.

3. **KASHRUTH**  
Please do not bring any food into the building as Kashruth is strictly observed. If you wish to bring your own lunch or snack, you may use the non-kosher room located in the basement. A fridge and microwave are at your disposal.

4. **DRESS**  
Dress neatly and wear comfortable shoes. Walking shorts are permitted (not cut off jeans). Please do not wear any perfume, cologne, after shave, hats etc.

5. **ID BADGES**  
All volunteers are asked to wear an identification badge at all times. After volunteering, leave the badge in the Volunteer Office in the assigned container.

6. **LOCKERS**  
Lockers are located in the Volunteer Lounge on the first floor and are a safe place to store coats, handbags and other accessories. You must use the lock, which we provide.  
Do not bring valuables. Bring only what you need.  
Remove your belongings at the end of each shift, as others will be using the lockers when you leave.

7. **CONFIDENTIALITY**  
You are expected to respect confidentiality with regards to the residents. Volunteers do not have access to residents' charts or medical history except in special projects.

8. **LIFTING**  
Volunteers are not permitted to lift a resident for any reason or to take him/her to the washroom. Call a nurse or orderly to move a resident in and out of a wheelchair.  
**DO NOT ASSUME THIS RESPONSIBILITY!!!!!!!**

9. **MEDICATION**  
Please do not give medication to residents.

10. **STAFF IN CHARGE**  
Please announce your arrival each time you come to the staff person in charge. Any question concerning a residents’ welfare should be directed to the nurse in charge of the
resident. Anyone taking a resident off the floor or out of the building must first get permission from the nurse in charge.

11. NOTIFICATION
Please arrive on time. If you plan to be late or are unable to come in, it is important to notify the Volunteer Department by phoning 483-2121 local 2213 OR 2204. If no one is able to take your call, please leave a message on the answering machine or with the receptionist.

12. SUPERVISION
Volunteers will be supervised by the staff of the Volunteer Services Department as well as by the placement supervisor.

13. SMOKING
No smoking while on duty. Maimonides is a non-smoking facility.

14. CAFETERIA & COFFEE SHOP
The cafeteria is open to the public during meal times. Please see the posted hours in the coffee shop to verify when it is open. The cafeteria and coffee shop are closed on Jewish Holidays.

15. EMERGENCY PROCEDURES
In case of a fire, close all doors and windows. Listen for an announcement:

• "Code Red" to find out where the fire is located. If the fire is in your area, report to the nurse or person wearing a red arm band to see where you can be helpful. Do not use the telephone or elevator until you hear that everything is back to normal.

• "Mr. Cricket" means bomb scare. Everyone working in the hospital will be searching for unusual packages. Report to your head nurse or the supervisor of your department to see where you can be of assistance. If you find an unusual package, don't touch it. Bring it to the attention of your department supervisor.

16. ACCIDENTS
Please report any accidents/emergencies immediately to your direct supervisor.

17. DISMISSAL
Volunteers may be dismissed from the program at the discretion of the Director of Volunteer Services.

18. CONCERNS
Please do not hesitate to discuss any problems or concerns that you may have, concerning your volunteer position or the residents, with the Director and/or staff of the Volunteer Services Department. In order to function effectively, we need your feedback. Thank you.

19. Do not accept money or gifts from residents.
NURSING PAVILION MANDATES

2 North
Residents who are at the end stage of their medical condition, cognitively unable to interact with their environment, and requiring total care in all ADL’s. Care is provided in a holistic manner and is aimed at maintaining comfort, dignity, and respect to the resident, family and to caregivers.

3rd Pavilion
Residents with cognitive impairment related to a primary medical diagnosis of dementia, displaying socially unacceptable and disruptive behavior as well as emotional distress. These residents require a special environment in addition to assistance with activities of daily living. Support and education is provided to families and caregivers.

4th Pavilion
Residents with varied stages of cognitive impairment, requiring optimal assistance with activities of daily living. Support and education is provided to families and caregivers.

5th Pavilion
Residents who are cognitively intact or mild cognitively impaired, requiring optimal assistance with activities of daily living. Support and education is provided to families and caregivers.

6th Pavilion
Residents with varied stages of cognitive impairment, requiring optimal assistance with activities of daily living. Support and education is provided to families and caregivers.

7th Pavilion
Residents who are cognitively intact or with mild to moderate cognitive impairment requiring supervision or some assistance with activities of daily living, as well as specialized interventions for the management of dysfunctional behavior. Support and education is provided to families and caregivers.
HOW TO BE A GOOD LISTENER

- Always knock before entering a resident’s room & ask permission to visit.

- Address the resident as “Mr.”, “Mrs.”, or “Miss” unless otherwise requested. Introduce yourself.

- If sitting with a resident near a window, have resident sit with back to window to minimize glare and maximize vision.

- Approach a resident face-to-face. Try not to startle him/her by coming too close or from behind.

- Speak in a quiet place if possible. Minimize interference.

- Pay attention to body language—if you sense the resident does not want to speak, respect this.

- Maintain good eye contact by looking directly at the resident when speaking to him/her. This will let him/her know that you are concerned.

- Try to be at the same level as the resident while speaking. If the resident is in a wheelchair, try to sit down so that you are both the same height.

- Respect what a resident has to say. Even though the message may not make sense to you, it has meaning for the resident. Don't correct him/her.

- Demonstrate that you are interested in the resident by using ‘encouragers’ (i.e., nodding your head).

- Use an even tone of voice when speaking. Try to speak slowly, but not in an exaggerated fashion.

- Don’t allow the volume of your voice to drop below audible limits and articulate each sound as carefully as possible in order to be understood.

- Maintain a warm and friendly voice when speaking to the resident.

- Ask questions sensitively to find out what is important to the resident.

- Summarizing or paraphrasing what a resident has said may help him/her to feel that you’ve really heard what she/he had to say.
RELATIONSHIP BUILDING: HOW TO MAKE THE MOST OF YOUR VISIT

- Respect the resident’s privacy. A resident will share his/her personal stories with you, if he/she chooses to. Don’t pry. The resident may not want to talk or to speak about a particular subject (some things are too sensitive).

- Respect the resident’s dignity by giving him/her the opportunity to make choices. A resident can be encouraged but not forced to go to an activity or spend time with you.

- Encourage the resident’s independence. Try to find a balance between assisting and doing too much for the person.

- Accentuate the positive. Focus on the resident’s strengths rather than his/her limitations. Encourage the resident to develop new skills and interests.

- Be sensitive to a resident’s feelings of sadness, loss, or anger. It is important to acknowledge these feelings and allow him/her to vent. For example, a resident is unhappy about recently moving to Maimonides, don’t tell him that he’s lucky to be here as he doesn’t feel this. You might say, “This must be very hard for you.”

- Do not patronize the resident by treating him/her as a child. The resident has a wealth of life experiences from which we can learn. Even a resident who is confused may respond positively when approached as an intelligent and capable individual.

- Be aware that a resident’s negative behaviors or antagonistic statements may have nothing to do with you. Don’t take it personally. Sometimes a resident doesn’t have the ability to express feelings appropriately.

- Understand that people with dementia may speak about the past as though it were the present. For instance, a woman asks to go home yet she lives now at Maimonides. Don’t tell her that this is her home. Instead, ask what was home like?

- Keep your promises. Don’t tell a resident you’re going to visit or do something if you can’t follow through. Always get back to the resident.

- Remember that a quiet, shy and/or confused resident also needs your attention. The time you invest may do more for this resident than you realize, even though, s/he may not be able to express appreciation.

- If you’re feeling uncomfortable or concerned about what the resident is saying or doing, inform a staff member. There is support for you.

- Remember that each resident is an individual with his/her own wants, needs, and life experiences.

- Please do not give your telephone # to any resident.
WHEELCHAIR SAFETY

In order to ensure the resident's safety, please take note of the following:

1. Never transfer a resident into a wheelchair. Ask a Nursing staff or Rehabilitation staff to do it.

2. Always ask the resident if he/she is comfortable and ready to be moved before moving the wheelchair.

3. Be sure to tell the resident where you are taking him/her.

4. Make sure that the resident’s feet are securely placed on the footrests before moving them. Some residents are assigned a wheelchair without footrests, so that they can move themselves while using both hands and feet. If that is the case, accompany them to their destination. If they need to be moved by you, ask them to lift their feet as you move them so as not to drag their feet.

5. Ensure resident’s hands/arms/elbows are inside the wheelchair so as not to accidentally bang them on door frames or walls, as our residents’ skin is very fragile.

6. Moving wheelchair down an incline:
   6.1 Be sure to turn the wheelchair around so that it is descending backwards when going down an incline or off the curb.
   6.2 Always hold wheelchair handles firmly and hold your feet slightly apart to form a bigger base of support. This will give you more stability.
   6.3 The wheelchair should be backed off an elevator, as well.
   6.4 Wear closed shoes that are non skid.
   6.5 Keep your back straight as much as possible, and knees slightly bent.

7. Check the hand-brakes, and see that they are locked when the wheelchair is not in motion and unlocked when you are wheeling the resident.

8. Try to avoid abrupt stops as they may throw the resident forward.

9. Whenever the resident can manage the wheelchair, let him/her do so, at least for a short distance. Reassure the resident that you are available to give assistance if necessary. Encourage him/her to be self-sufficient.

10. Stay alert and unhurried. Be aware that the resident depends on you.

11. If you are taking the resident outside, check with them in regards to feeling safe without their seatbelt. If not, use their seatbelt. Please remove the seatbelt when you leave them, since it could be considered a restraint, and is contrary to our values.