

# HERITAGE POINTE

*Seniors Living in the Jewish Tradition*



Volunteer Handbook  
Effective Date: July 2022



# Welcome!

We are so glad that you have decided to volunteer with Heritage Pointe! Volunteers work hard every day to make life better for our Residents. Volunteers are a vital part of providing the Heritage Pointe community with more programs, more services and more choices in life!

This handbook is designed to introduce you to Heritage Pointe and to provide a basic overview of the practices and procedures which provide all of us – employees and volunteers – with guidance and direction.

We hope you find your volunteer experience to be rewarding and positive.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Coordinator of Volunteers.



## Philosophy of Care

Heritage Pointe is a facility dedicated to caring for seniors in accordance with Jewish laws and customs, including observance of kosher dietary laws while also complying with the rules and regulations that govern Retirement Care Facilities for the Elderly (RCFE). We are an Assisted Living and Memory Care facility with 24-hour per day professional care service.

We treat each Resident as an individual by attending to the specific needs of each person, not only spiritually but socially, physically and in all their daily activities.

## Becoming a Volunteer

All applicants are considered for placement and are treated equally without regard to race, religion, color, national origin, emotional or physical handicap, sex or age, except where a skilled qualification exists for a specific position.

**Volunteer Application** - Completing the volunteer application is the first step in the process of becoming a volunteer. This application provides us with important information that is used to determine appropriate placements. Background checks and a health screening may be required for regularly scheduled adult volunteers and are paid for by Heritage Pointe.

## Junior Volunteer Policy: VolunTeens

We depend upon our teen volunteers (VolunTeens) who contribute their time and effort and who can do virtually anything adult volunteers do. Many teenagers volunteer to fulfill community service requirements; others belong to clubs or groups that volunteer.

**Age Requirement** - VolunTeens (12 years and older) are eligible to volunteer. Children under the age of 12 may be considered to volunteer depending upon their maturity and skill set.

**Written Permission** - All VolunTeens must submit a permission form signed by a parent or guardian. This form may be obtained from Heritage Pointe's Volunteer Coordinator. The form includes a statement that you can work independently and with minimal supervision.

**Reference Letter** - Our staff may prepare letters of reference upon request.

**School Forms** – Our staff is happy to complete any needed school forms.





## Volunteer Regulations in our Facility

Because Heritage Pointe provides programs and services for seniors, we have to follow a very strict set of rules and regulations that are enforced by the Department of Social Services for the State of California. Our number one concern is always for the safety and security of our Residents, so to that end, the State has developed the following criteria for Volunteers to ensure that Residents are always in good hands.

- The Volunteer is only at the facility during normal waking hours.
- The Volunteer is directly supervised by a facility employee.
- The Volunteer spends no more than 16 hours per week at the facility.
- The Volunteer does not provide Residents with assistance with dressing, grooming, bathing or personal hygiene.
- The Volunteer is not left alone with Residents in Memory Care.

## While On Duty

While on duty, you must wear a Volunteer badge at all times. This allows staff and Residents to identify you as a Volunteer. Please ask the Front Desk Receptionist for a Volunteer badge.

Clothing should be comfortable, in good repair and appropriate for the assignment. The following clothing is considered inappropriate and should not be worn while on duty.

- miniskirts; short shorts, flip flops
- halter tops, tube tops and camisoles
- shirts that are sheer or that do not cover the midriff.

## Professional Behavior

You are expected to conduct yourself in a professional manner - both on and off duty. To ensure harmony, it is also imperative that you maintain a pleasant working relationship with the staff and other volunteers.

You are an important part of our environment and are required to maintain the dignity and integrity of our Residents. Please do not act as a spokesperson for Heritage Pointe or speak to the media on behalf of the organization unless so authorized by administration.

Please bring any problems or conflicts - either with Residents, vendors or staff - that are beyond the scope of your volunteer service or ability, to the immediate attention of a Heritage Pointe Manager.

Both Residents and staff depend on you to fulfill your commitment to your volunteer assignment. In the event you are unable to keep an appointment or fulfill an assignment, please notify Heritage Pointe as soon as possible. You may also leave a message with the receptionist.



## Parking

Parking spaces at Heritage Pointe are somewhat limited. We ask all staff to park on the street, allowing our visitors and guests access to the parking lot.

If you are able to park on the street, please do so, but we certainly understand if you need to park in the lot.

## Smoking

Heritage Pointe maintains a strict no-smoking policy at our facility. The staff and visitors are able to smoke by the loading dock and we ask that Volunteers also smoke only in this area.

## Outings

As a Volunteer assisting on an outing, you will be under the supervision of the activity staff member in charge of the outing. During outings, you may help load and unload Residents from vehicles and push Residents in wheelchairs. You must give the Resident your undivided attention while accompanying him or her on the outing. Under no circumstance should you leave a Resident alone during an outing. Doing so is cause for immediate termination of your volunteer privileges.

Heritage Pointe covers the admission and/or dining expenses of Volunteers on outings when applicable. Other incidental expenses incurred by the Volunteer, such as mileage, tolls or parking are not reimbursable.





# Definition of a Volunteer

You are considered a volunteer if you, without compensation or expectation of compensation beyond reimbursement for volunteer related expenses, perform a service at the direction of and on behalf of Heritage Pointe. This includes participating in program activities or serving on the Board of Directors or on a committee.

## Employees as Volunteers

The practice at Heritage Pointe is to not allow hourly staff to volunteer at events or throughout the facility as there may be issues with wage and hour regulations. We certainly appreciate the thought and intention, but it is best if it not occur.

## Family Members of Staff as Volunteers

Family members of staff may volunteer at Heritage Pointe. When family members are enrolled as volunteers, they will not be placed under the direct supervision of family members who are employees.

## Residents and Their Relatives as Volunteers

If you are a current Resident at Heritage Pointe, you may be accepted as a volunteer where such service does not conflict with provision of services to you or to others.

Relatives of Residents may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

## Minors as Volunteers

Volunteers under the age of 18 who wish to participate in an ongoing volunteer opportunity must have written permission of a parent or guardian before they may begin service. The volunteer tasks assigned to a minor shall be performed in a non-hazardous environment and shall comply with all appropriate requirements of child labor laws.







## Confidentiality

What You See Here...  
What You Hear Here...  
Must Remain Here...  
...When You Leave Here.

Volunteers must keep all information about Residents in the strictest confidence. If you do not do this, it is a breach of confidentiality, as well as Residents' rights.

**A breach of confidentiality is grounds for immediate termination of volunteer privileges.**

### HIPAA

HIPAA is an acronym for the Health Insurance Portability and Accountability Act. The Federal Department of Health and Human Services issued HIPAA regulations to protect the confidentiality of personal health care information.

HIPAA regulations directly affect each and every person at Heritage Pointe including all staff members, volunteers and visitors. Even though it is natural for people to be curious, we have a legal duty to protect Residents' privacy. It is very important that you keep Residents' information confidential, just as you would want your own health care information private.

# Overview of RESIDENTS RIGHTS

Heritage Pointe adheres to the Residents' Bill of Rights to insure the rights of all Residents are upheld and respected - as set forth by the State of California.

Residents enjoy important rights guaranteed by law and by our policies and procedures. Protecting these rights is everyone's job, including volunteers. To summarize, each Resident has the right to:

**Be treated with dignity and respect.** Please treat each Resident as an adult and as an individual: avoid saying or doing anything that would discourage, belittle or hurt a Resident's feelings. Respect the age of Residents. Don't talk down to them (as a child).

**Privacy.** Please do not enter Resident apartments unless your task expressly requires it (i.e. visiting a Resident who cannot leave their apartment).

**Confidentiality.** Please treat information you learn about a Resident as strictly confidential. It should not be repeated or discussed with anyone (including your family), except as necessary for the welfare and care of the Resident.

**Freedom of choice.** Please help Residents be as independent as possible. That means encouraging and respecting personal preferences in what they would like to do.

## Resident Abuse & Neglect

Resident abuse or neglect is not tolerated at Heritage Pointe. Resident abuse is divided into three categories: physical, mental or financial harm committed against a Resident by an employee, volunteer or visitor.

Physical abuse includes, but is not limited to: hitting, smacking, rough handling, pinching, spitting, biting or any sexual contact. Sexual abuse means sexual harassment, sexual coercion or sexual assault.

Mental abuse includes, but is not limited to: yelling at, lying to, ignoring or belittling a Resident.

Financial abuse includes, but is not limited to: stealing a Resident's money or personal items and accepting money or gifts from a Resident.

## Touchtown

Heritage Pointe has an app! Everyone loves to keep in touch with all of the activities at Heritage Pointe. Through the generosity of the Isidore C and Penny W Myers Foundation, this "app" makes everything Heritage Pointe available right at your fingertips! Menus, daily calendars, in-house movie times, breaking news, and more!

To access it (it is password protected the first time you download it) email your name to [smalmon@HeritagePointe.org](mailto:smalmon@HeritagePointe.org) . You'll be assigned a passcode that will work on Android and Apple phones, along with easy instructions.



## COVID-19 Protocols

While we are still under state regulations, volunteers are required to wear a face mask while on campus. This can be a filter mask, cloth mask, or surgical mask. Gaiters and bandanas are not permitted.

When a volunteer enters the building, we ask that you sign in and provide your current temperature and any possible respiratory symptoms.

Please bring your current vaccination card or photo of card.

## Important Contacts

Myra Rubin, Director of Activities:  
949.276.6216

Shelly Malmon, Director of  
Marketing: 949.276.6227

Front Desk: 949.364.9685

Website: [www.HeritagePointe.org](http://www.HeritagePointe.org)

Facebook:  
[www.facebook.com/HeritagePointeOC](http://www.facebook.com/HeritagePointeOC)

Instagram: @HeritagePointeOC

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# President's Volunteer Service Award



Heritage Pointe is an official Certifying Organization for the President's Volunteer Service Award.

In 2003, the President's Council on Service and Civic Participation founded the President's Volunteer Service Award to recognize the important role of volunteers in America's strength and national identity. This award honors individuals whose service positively impacts communities. You can receive a PVSA Award for 50+ volunteer hours within 2022. And that looks sweet on your college admissions packet. For more information on award requirements and eligibility, visit <https://presidentalserviceawards.gov/>