WELCOME TO THE PNA VILLAGE VOLUNTEER PROGRAM

Thank you for volunteering for the PNA Village! Your compassion and commitment will immeasurably improve the quality of life in our neighborhood for our members who, with your help, will be better able to live safely in their homes.

This Volunteer Handbook is yours to keep. Please read it, take notes in it, and refer to it as you prepare for or reflect on your volunteer activities. It has information about our mission, goals, your rights and responsibilities, and what will be expected of you. We hope this will provide you with support and guidance.

Please do not hesitate to contact the Village office with any questions or concerns.

As our founding Director Janice Dilworth heard from another Village, “Growing old should never be a solo event.” Your willingness to share your time, strength and compassion are greatly appreciated. And welcome to the PNA Village Volunteer community!

Best regards,

Riana Nolet               Rebecca Fogarty
PNA Village Director    PNA Village Program Coordinator
PNA VILLAGE BACKGROUND

MISSION

The mission of the PNA Village is to empower people to remain in their homes and neighborhoods while staying active and engaged as they age.

BRIEF HISTORY OF THE PNA VILLAGE

Through information meetings over a two year period, a group emerged interested in planning and organizing the PNA Village. Early actions were to ascertain the relationship with the PNA (Phinney Neighborhood Association) and to conduct a neighborhood survey of potential members for feedback about fees, services, timing, and the like. Then regular committees began work, and determined the steps needed to launch a PNA Village for residents of Phinney-Greenwood.

The PNA Board approved the Village as a program, providing us a “home.” As a well-established parent organization, the PNA gives the Village a number of advantages in terms of policies and logistics. The 2012 budget for the Village was approved by the PNA Board in November of 2011. The PNA Village began delivering services to members in April 2012.
THE VILLAGE MOVEMENT

One of the most persistent findings of studies conducted by AARP and others is the desire of Americans to “age in place.” That is, people of all regions and economic groups consistently express a preference to remain in their communities, neighborhoods, and homes for as long as possible.

In response, many communities are launching programs popularly known as “Villages.” These Villages are not physically separated retirement communities, but rather virtual societies in which seniors are connected with one another, with social and health care professionals, and with volunteer service providers in order to ensure that they can remain safely and productively in their own homes for as long as is reasonably practical.

The first Village was Beacon Hill Village in Boston, founded in 2001. Since then, Villages have been established in Washington, D.C., Palo Alto, and many other communities.

Each Village is uniquely configured around the needs and circumstances of its members and surrounding community. In general, however, Villages operate as non-profit community-based organizations providing members with such services as transportation (especially related to medical visits or grocery shopping); meal preparation and delivery; light home or yard maintenance; and assistance with computers and other home electronic devices. In addition, most Villages connect members with vetted and approved private service providers such as plumbers, electricians, handymen, and house cleaners. Some may also offer assistance in assessing the safety and suitability of the home for a senior resident.

In return, Village members typically pay a regular annual or monthly membership fee, which may vary by income level. Because many services are provided by volunteers, members may be asked to contribute services of their own, to the extent they are able: daily “check-in” phone calls to other members or child care for families of volunteers, for example.

OTHER VILLAGES/NEST/VILLAGE-TO-VILLAGE NETWORK

We learn from and share with other Villages, locally and across the country, adapting and customizing while taking advantage of the advice and experience of others.

- In Seattle, Northeast Seattle Together (NEST) is a sister Village that organized and launched on a similar schedule to ours. We’re always exploring combined efforts to increase our strength. www.nestseattle.org
- Other Seattle Villages include Wider Horizons in the Central/Capitol Hill area and Westside Neighbors Network in West Seattle.
- We’ve referred frequently to longer-established Villages that have good models. The PNA Village is a member of the national “Village-to-Village” network, http://vtvnetwork.clubexpress.com/.
PNA STRUCTURE AND VILLAGE STAFF

The PNA Village is a program of the Phinney Neighborhood Association (PNA) and operates under the PNA’S 501(c)(3). As such, the PNA Board of Directors has ultimate responsibility for the PNA Village and its budget. The vision and the work of the PNA are carried out by staff and volunteers who ultimately report to the Board of Directors.

The Village Director, currently a halftime position, reports to the Director of the Greenwood Senior Center, who reports to the Executive Director of the PNA. The Village Program Coordinator, also a halftime position, reports to the Village Director. Other PNA staff, such as Development, Membership and Marketing, provides support to the PNA Village.
GOALS OF THE PNA VILLAGE VOLUNTEER PROGRAM

The PNA Village is an aging in place membership program. The PNA Village provides support, expertise, and services to members who want to have the practical means and confidence to live safely and comfortably in their own homes and neighborhoods. Our goals are:

1. To support and implement the mission of the PNA Village by providing effective and quality services to our members with volunteers.

2. To provide a rewarding and meaningful experience for volunteers.

3. To build community and nurture relationships between and among members and volunteers as they participate in social service, and training opportunities provided by the Village.

4. To maintain the management, service, guidance and integrity of the PNA Village.
BUILDING COMMUNITY

Village events and activities are for all members AND volunteers!

VILLAGE PODS

One of the main goals of the PNA Village is to build community. This means community for members and volunteers. Volunteers are invited and encouraged to participate in all aspects of the Village – from participating in social events to joining committees.

One new way we are building community is through Village Pods. As our Village continues to grow we want to maintain the local, neighbor to neighbor, small community feel. We also recognize that it can be difficult to break in socially, especially for those new to the Village. To address this, we have formed smaller neighborhood pods of members and volunteers who live closest to each other. Each pod will have a small committee of folks who will welcome new pod members and help plan a few activities throughout the year. The idea is to do more localized community building so that you can build relationships with your very immediate Village neighbors. You can look forward to hearing from your Pod committee soon!

ONGOING GROUPS AND ACTIVITIES

Village Weekly Happy Hour
Every Monday, 3 – 5:30 PM
Barking Dog Ale House, 705 NW 70th St, Seattle, WA 98117 (Location changes on occasion)
Join fellow volunteers and members for some casual fun and socializing.

Second Wednesday Book Sharing Group
2nd Wednesday of each month, 11:00 AM – Noon
Couth Buzzard Books, 8310 Greenwood Ave N
A lively mix of discussion, getting to know one another, talking about current books we are reading, and our favorite types of reading. Bring a favorite or current book to tell us about.

Understanding Happiness
Every Wednesday, 10 - 11:30 AM
Home Street Bank Community Room at 73rd and Greenwood. (Across from Ken’s)
There is excellent research on the subject of happiness. In this group we’ll explore how to act on this research and create happier lives. The focus will be on congenial conversation and the importance of relationships and community.
Conversation and the News of the Day
Every Monday, 10:00 AM - Couth Buzzard Books, 8310 Greenwood Ave N
Every Tuesday, 10:30 AM – HomeStreet Bank, 7307 Greenwood Ave N
Twice Every Thursday, 9:30 and 10:30 AM - Couth Buzzard Books, 8310 Greenwood Ave N
Join us in congenial conversation about current news events. (An experience we are in dire need of!) No need to come prepared with anything, just a desire for wonderful conversation!

Village Writing Group
4th Friday of each month, 11:00 AM - Noon
HomeStreet Bank, 7307 Greenwood Ave. North, across from Ken’s Market
We write everything from memoirs, short and long stories, poetry, songs, to PR copy. Join us with old projects and new in a supportive, fun atmosphere.

Bakery Bunch
3rd Wednesday of every month, 9:30 am
Celine Patisserie, 6801 Greenwood Ave N
Join your fellow Village members and volunteers for treats and good conversations.

Supper Club
Rotating Locations and Dates
Would you like to go out to dinner with other Village members and volunteers? Let us know and we will put you into the next group that’s forming! Two groups are already in action and we are forming group number 3. The Supper Club will meet monthly. Responsibility of choosing a restaurant and date will rotate among group members.

Theatre Outings Group
Sundays as announced: Matinees at Shoreline Community College
Watch email bulletins for dates. SCC Theatre students do wonderful work as developing professionals. Rides and discounted tickets can be arranged.
VOLUNTEER ROLES

TRANSPORTATION

- Drive members to appointments, the grocery store, and more
- Be a companion and helper to members during the trip
- Choose the shift times that work best for you

FRIENDLY HELPER

- Help members with tasks inside or outside their home such as gardening, cleaning, organizing, changing lightbulbs, basic repairs or maintenance, computer help, dog walking, completing a home safety check (checklist provided by the Village), and more
- Be a companion and helper to members during your visits
- Choose the tasks that you feel comfortable doing, and schedule mutually agreeable shift times with members
- Visit members in their homes as a companion
- Go on walks with members
- Meet members out and about for coffee, tea or social events
- Make phone calls to members for safety checks or just to chat

MEDICAL NOTE TAKER

Occasionally, members will request a volunteer to sit in on a medical appointment to take notes. You will learn personal information and this information must be kept confidential. You are not there to give your opinion, even if asked.

- Help member prepare for medical visits by compiling a list of questions
- Accompany member and take notes at medical visits
- Debrief with member afterwards and review what was discussed during the appointment.
- Give your notes to the member after the appointment so that you are not keeping any information.
EVENT & PROGRAM SUPPORT

- Assist Village staff and committee members with events; this could mean participating in planning, running the event, helping with food or decorations, set up or clean up
- Help in the Village office by answering phones, entering data into our database, and working on special projects with the Village staff
- Help prepare mailings to go out to members

Support the Village Program by Joining a Committee

It’s your Village! Add your voice and join a committee. Please let us know if you’d like to attend the next meeting: (206) 789-1217 or village@phinneycenter.org

- **Advocacy Task Force**
  Meets 1st Thursday, 1 – 2:30 PM
  Greenwood Senior Center

- **Business Vetting Committee**
  Mondays, 2:30 PM
  Phinney Center

- **Newsletter Committee**
  Meetings scheduled quarterly over email
  Chocolati

- **Social Committee**
  Meets 4th Thursdays at 11:30 AM
  Greenwood Senior Center

- **Visible Village Marketing Committee**
  Typically meets one Monday per month
  Greenwood Senior Center

- **Visionary Leadership Council (Former Advisory Council)**
  4th Thursdays, every other month, 7–9 PM (Jan, Mar, May, Jul, Sep)
  Committee Members’ Homes

- **Volunteer Committee**
  Meets 2nd Tuesdays at 11:00 AM
  Couth Buzzard
VOLUNTEER PROGRAM POLICIES

VOLUNTEER RIGHTS AND RESPONSIBILITIES

• Have an enriching, rewarding and fun experience
• Check your email and the Volunteer Portal for service updates.
• Meet your volunteer commitments.
• Ask questions when you are in doubt about anything. We want to hear from you.
• If for any reason you are uncomfortable with any situation, call the office immediately.
• Accept the guidance of the Village and Volunteer staff or designated supervisory person.
• Follow all Village policies and procedures.
• Report your volunteer hours after each service.
• Say “NO” to an assignment that you are not comfortable performing. Know and respect your own boundaries.
• Seek other volunteer opportunities within the Village if you want to change to another position.
• Participate in opportunities to provide feedback on your volunteer experience.
• Notify the Village if you decide to cease your volunteer work.

GENERAL EXPECTATIONS

Volunteers will adhere to the rules and policies of the volunteer handbook. Working closely with the Village Director, Program Coordinator and other office staff, volunteers are expected to:

• Attend orientation and ongoing training sessions
• Consult with the Program Coordinator before assuming new responsibilities
• Be prompt and reliable in reporting for duty
• Notify the Program Coordinator as soon as possible when unable to report for a scheduled assignment
• Protect confidential information
• Contact the Village Director or Program Coordinator immediately if you are concerned about a member’s health or behavior
• Decline any gifts or tips that may be offered
• Treat members and other volunteers with respect and with cultural appropriateness
• Do not administer medicines or medical care, even if requested by the member
• Do not handle anything financially related, including checkbooks and credit cards
• Be aware of procedures for emergencies.
REPRESENTATION OF THE ORGANIZATION

Volunteers are not authorized to act on behalf of or make statements representing the official position of the organization, unless they have been given permission to do so by the Village Director. For example, volunteers should not make statements to the press or broadcast media without prior authorization, nor are volunteers authorized to sign any agreement involving contractual or financial obligation.

CONFLICTS OF INTEREST

Volunteers should not discuss, offer, or attempt to involve the members in any form in their personal or company businesses. Volunteers may not benefit from any business or personal transaction. Any attempt to do so is cause for immediate termination.

VOLUNTEER DISMISSAL

PNA Village will reassign or dismiss volunteers when it is in the best interest of PNA Village staff, the program, the volunteer, and/or the member. Possible reasons for dismissal may include:

- Failure to adhere to any PNA Village policies, guidelines or procedures.
- Any inappropriate behavior.

PRIVACY POLICY

Volunteers are responsible for maintaining members’ privacy as well as their own and other volunteers’ privacy. Such information should not be shared inside or outside the organization. If volunteers have questions regarding whether or not personal information should be shared, the Village Director or the Volunteer Coordinator should be consulted.
KEYS TO A SUCCESSFUL VISIT

Visiting with a member, whether to assist at the home or to provide transportation will be the main ways that volunteers interact with members. The following are some things to ensure your visit goes smoothly, both for you and for the member.

Prior to your visit

- Check your email for weekly updates sign up for services on the Volunteer Portal.
  - When you sign up for a volunteer job, you will receive an automated email which contains the member’s contact information. This email will also contain a Volunteer Service Report, which you will complete after your volunteer job is done.
  - It is now your responsibility to call the member before your visit to confirm the time and any details about your visit. Please call the member as soon as possible to help relieve any stress they may be feeling about whether or not a volunteer will take on their task.

During the visit

- Be on time and appropriately dressed. Please do not wear perfume or after shave or smoke while interacting with a member. The scent may trigger an allergic reaction or unpleasant response.
- Explain who you are, why you are there and your connection with the Village as a volunteer. Unless you are asked, don’t begin talking about yourself. Remember the visit is not about you.
- Ask the member how you can be of assistance.
- Do not perform any tasks unless specifically requested by the member.
- Silence your mobile phone. Do not make personal calls while directly providing service to the member.
- Respect the member’s personal space. Be patient.
- Do not share your own frustrations with members. Listen, but do not add your own worries to theirs.
- In case of recurring visits, schedule them through the Village office.
• Respect Member’s Privacy: What you see and learn when you visit a member must remain confidential. Please notify the Village staff of any changes in the member’s condition, but do not share that information with friends or other volunteers.

**After your visit**

• Fill out your Volunteer Service Report. It is essential for the Village that you report hours and the member’s status.
• Return your Service Report to the Village via email (village@phinneycenter.org) or paper.
RECAP OF HOW TO VOLUNTEER

1. Log on to the volunteer portal

2. Click “sign-up” next to the job you’d like to do

3. Enter your first name, last name, and email address into the pop-up window and click “submit”
   a. This will automatically generate an email to you that will include the member’s name, contact information, and emergency contact information

4. Contact the member and let them know that you’ve signed up to help them. Make all appropriate arrangements.

5. Complete the volunteer task as arranged

6. Complete the Volunteer Service Report (attached the automated email) and return it to the Village.
INTERACTING WITH MEMBERS

Members join the PNA Village because they want support to live independently in their own homes and communities. As a volunteer supporting that goal you are representing the PNA Village as well as yourself. Beware of incorporating ageism and/or ableism in your interactions with members.

Here are some important ways to be welcomed and have a successful visit:

- Be sure to announce each visit by phone before arriving. An elderly person may be nervous about opening the door without knowing who is there. You may leave a contact card with your name on it for the member or their family to refer to. You may also add your phone number if you wish.
- Give the member as much power as possible. Say, “How may I assist you?” instead of “How can I help you?”
- Do ONLY what the member asks you to do.
- Your role is to support members to feel in control of their lives as much as possible. For example, a member may feel ashamed and embarrassed if you offer to clean the kitchen rather than the requested weeding.
- Do not make value judgments about the “right” way to take care of a house or how to solve a problem.
- Remember: It is not your house and it is about them and not about you. If you make subsequent visits –after you have built a feeling of trust and safety – a member may ask for more assistance.
HOW TO LISTEN

It is important to realize that it may be easier for members to speak to volunteers than it is to share with family members. Even in a caring family one can feel guilty about imposing troubles on children or relatives. Do not make members feel ashamed sharing their worries with you. If you become uncomfortable, please discuss this with Village staff.

BE AN ACTIVE LISTENER

You may be one of a very few contacts the member has with the outside world. If you are truly worried about a member’s status, communicate your concerns to Village staff, but not to the member. Telling members you are worried about their well-being is only appropriate when you are able to couple your concern with an alternate solution. If you think a member is in imminent danger, call the Village staff at 206-789-1217, or in the event of an emergency call 911.
LISTENING GUIDELINES

- Listen respectfully if members talk about their spiritual or political beliefs. Never argue with them, rather show respect for their views.
- Let members talk, but do not feel you have to come up with solutions to their complaints or problems.
- Talk about what interests the member – even though it may not be what interests you.
- Simply repeating back to the member what you heard them say can help them feel heard.
- Examples of what a member might say and when you should call the Village office:
  - “I’m eating just fine. I have a sandwich and a glass of milk every day.
  - “My daughter is out of work, and is asking for $200/month. I can’t afford it, but I don’t want to hurt her feelings.”

WHAT MEMBERS SOMETIMES THINK

- “I am not helpless – maybe discouraged and faltering, but I am not helpless.”
- “When you do something for me that I can do for myself, you contribute to my feelings of fear and inadequacy.”
MAINTAIN BOUNDARIES

Boundaries are what make volunteers different from best friends or family. Of course, it is important to be compassionate and concerned about a member’s status or situations, but not at the cost of your own psychological health. As a volunteer, you care about a member’s welfare, but you are not as emotionally attached or involved with the member as you would be with a family member. Volunteers are sympathetic but should also be objective and realistic. Volunteers are caring but should not form loving or angry relationships with members.

HOW DO I KNOW IF I AM CROSSING BOUNDARIES?

- You lose objectivity, become resentful, are easily hurt by a member’s comments, or you become overly attached.
- You feel that the member is your responsibility. You feel overwhelmed by the member’s needs.
- The member’s requests for help are beyond what you and the Village can provide.
- You are offering counseling.
- You have difficulty saying “no” or feel obligated to spend time with the member.
- You engage in activities or behavior that you keep from the Village staff.
- You are making commitments to the members that have not been scheduled through the Village office.
SCENARIOS FOR BOUNDARIES

1. The Village staff sets up a time for you to weed and member’s garden. You arrive and finish your weeding and the member asks you to come back tomorrow to fix her toilet. What would you do?

2. The Village staff arranges with you to drive a member to and from the doctor’s office for a two hour commitment. After you pick up the member from the doctor, he asks you to drive to the drug store and grocery store for another hour of commitment. You don’t want to let the member down, but you have other plans. What would you do?

3. After you have done some handy helper tasks for a member she asks you to give her your home phone so she can arrange to have you come back when she needs you. What would you do?

4. You spend half a day at a member’s house doing prearranged tasks and when you are finished the member wants to give you a $20 thank you tip because you did such a good job. What would you do?

5. The Village staff arranges for you to do several different half-day tasks at a member’s house. The member begins to tell you how lonely he feels and how his family never comes around. You feel uncomfortable. What would you do?

WATCH OUT: DANGER AHEAD

- Never administer any type of medical care. Do not lift a member who has fallen without professional help. Call 911 and then let the Village know.
- Do not accept even nominal gifts or tips other than cookies, coffee or tea.
- Do not share confidential information or gossip about members, staff or other volunteers. You may, however, discuss members with the Village Director when seeking guidance or advice.
IT IS IMPORTANT TO NOTICE THESE RED FLAGS

The following information will help you decide if you need to consult the office staff about referring a member for additional help. Trust your intuition.

As an outsider, a volunteer may be the first to notice a member’s uncharacteristic behavior, unkempt appearance or bizarre expressions. These may indicate serious underlying problems. In the aging population, extreme anger, hostility and agitation could indicate emotional, mental or physical ailments. Marked personality changes are not a normal part of aging and are likely to be indicative of a problem.

Notice these signs of potential trouble:

- Changes in mood
- Confusion or disorientation
- Neglect of environment
  - Hoarding, unsanitary conditions, animal or insect infestations
- Concerns about physical health
  - Pressure ulcers, soiled bandages, absence of needed dentures, eyeglasses, hearing aids, walkers, wheelchairs, or braces
- Neglect of personal hygiene
- Asks you the same question six times in an hour
- Doesn’t understand what you are saying
- Safety issues in the kitchen
- Concerns about mobility and stability
- Member suggests he/she has lost a lot of weight recently
  - Signs of malnourishment or dehydration

Above are some of the changes in behavior that may indicate a member is in need of additional help. Consult with the Village Director or Program Coordinator if you notice any of the above.

We anticipate that these situations will occur infrequently, but it is necessary to be prepared if you encounter any behavior you are concerned about.
EMERGENCY GUIDELINES

If an emergency occurs when you are providing a service for a member, it is important that you remain calm. Focus on helping the member and on notifying the proper authorities who can provide appropriate assistance.

If a Member Has An Accident:
- If the member is unconscious, do not try to move him/her, except in a hazardous situation such as a fire.
- Do NOT take the member to a hospital. Call 911.
- Call 911 immediately for emergency assistance.

IF A MEMBER DOES NOT ANSWER THE DOOR

Volunteers may work with Village members outside of Village office hours. If the member does not answer the door at the agreed upon time, take these steps:

1. When going to a member’s home, make sure you have all of the contact information the Village has provided for you. This may include multiple phone numbers, email, emergency contact information, and other details that are relevant to the member’s safety.
2. Knock very loudly, wait 5 minutes, knock again, wait 5 minutes.
3. If you have a cell phone, call the member’s phone number. If they don’t answer, wait 10 minutes and call again; wait 10 more minutes and call again. Leave a voice message with your phone number so the member can call you back to confirm they’re safe.
4. If you have alternate phone numbers for the member, call each of those numbers.
5. While waiting, if there are neighbors out and about, you can ask if they know anything about the member and why they might not be answering.
6. Call or email the Village to let us know that you can’t reach the member and are about to reach out to the emergency contact and/or the police.
7. If you have the member’s emergency contact information, call the emergency contact. Let them know you showed up for an appointment with the member but the member is not answering the door. Ask them if they know anything about where the member might be.
8. If you are not able to reach anyone and don’t hear back from the member while you’re following these steps, call 911. Explain to them that you came to the member’s home to assist them but they haven’t answered the door, and that you’d like police to come check on them. Ask the operator if they would like you to wait at the member’s home to talk to the police when they arrive. Follow all police instructions.
9. Once you have followed all instructions given to you by the police, go home! You’ve done all you can; the police and the emergency contact will handle things from here.
## TRANSPORT SAFETY TIPS

### WHEELCHAIRS

<table>
<thead>
<tr>
<th>Category</th>
<th>Details</th>
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<tbody>
<tr>
<td><strong>Unassisted Transfers</strong></td>
<td>Make sure the brakes are engaged, keep a firm grip on the hand grips, and place a foot so that it blocks the large wheel opposite the direction of the transfer. To help someone stand from a chair: Remind them to scoot their hips to the front of the chair, making sure that their feet are under them, then have the person lean forward and stand.</td>
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<tr>
<td><strong>Folding &amp; Unfolding</strong></td>
<td>The proper way to fold a wheelchair is to fold the footrests first, then lift under the front edge of the seat fabric with one hand while pushing against the seat back with the other hand. In unfolding a chair, do not grab the hand grips or arm rests and try to spread the chair. Push down on the seat rails which will spread the cross-brace, then fold the footrests down. Never lift a wheelchair by the arms or the wheels (the armrests may come off when lifted!).</td>
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<tr>
<td><strong>Ramps</strong></td>
<td>When on a hill or ramp, go up the ramp forwards and down backwards.</td>
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<tr>
<td><strong>Brakes</strong></td>
<td>Always assume the brakes may fail. Be sure that both brakes are locked any time the chair is not supposed to move. Even when the person is just sitting, the brakes should always be locked.</td>
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<tr>
<td><strong>Walking With A Person In A Wheelchair</strong></td>
<td>1) Be sure that the person in the wheelchair is seated all the way back in the chair. Best: If the wheelchair has a seatbelt, use it. If the wheelchair doesn't have one, recommend it. 2) The bar extension on the lower back of the chair is meant for you to use with your foot for leverage. 3) Go through all doorways, down ramps and over bumps - very slowly or backwards. Watch out for extended elbows, arms and feet. Stay in control. 4) <strong>Curb</strong>: We would rather that you do not take a person up or down a curb. Find a sidewalk cut or ramp. If there are no curb cuts, when taking a person down a curb go backwards, up a curb, face the curb, use the bar extension, tilt back slowly and gently and push up and over the curb. 5) <strong>Footrests</strong>: When walking, be sure the footrests are on and the person is using them, so that people don't catch their feet under the chair.</td>
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WALKERS

Walkers: Clients using an unwheeled walker should put the walker down and then step, rather than walk and move the walker simultaneously (which may cause them to trip). "Walker, step, step - Walker, step..."

CANES

Canes: Canes should be used in the hand opposite the injury, otherwise whichever hand is most comfortable. Cane moves at the same time as the weak leg.

VISUALLY IMPAIRED PERSONS

Limited Vision: When transporting and walking with someone who is visually impaired it is important to describe the surroundings. This includes a general description, as well as specific obstacles and barriers. This allows the person to anticipate any unexpected changes in the environment. In approaching obstacles, the person leading should give advanced warning, state the approximate distance to the obstacle, and then call out immediately before it is encountered.

The preferred way to guide a non-sighted person is to have the person being guided stand on your right side, slightly behind you, with their left hand under your arm, grasping your arm between the elbow and the shoulder.

GENERAL ASSISTANCE RULES

Advised: 1) If you're not sure how to assist, ask.
2) Explain how you are going to assist, so that the person knows what to expect or can tell you what not to do.
3) Be gentle. When you take hold of a person's hand or arm, don't squeeze, as the person's muscles and joints may be sore.
4) Be patient. It takes the elderly person longer to do things.

Not Advised: Don't surprise a person by taking hold of him or her unexpectedly. Maintaining balance is critical.

Remember: 1) People who use crutches, braces and other assistive devices must work very hard to get around. In addition, people using assistive devices have a harder time maintaining balance.
2) Many of your passengers are in constant pain.
PNA Employee Handbook

The following is excerpted from the PNA Employee Handbook, and although it is written for employees of the PNA, it also applies to PNA volunteers. Please refer any questions or concerns to either the PNA Village Director or the Director of the Greenwood Senior Center.

STANDARDS OF CONDUCT

HARASSMENT

Harassment on the basis of an employee’s race, creed, color, national origin, age, sex, marital or military status, sexual orientation, gender identity, genetic information or the presence of a sensory, physical or mental disability, or on any other basis protected by federal, state or local law, is a violation of the PNA’s policy. Prohibited harassment includes comments, slurs, jokes, innuendoes, cartoons, pranks, physical harassment, etc. that are derogatory on the basis of the employee’s protected class membership, or that are promoted by the employee’s protected class. Harassment also includes negative actions based upon an employee’s participation and activities identified with or promoting the interest of a protected group. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal or physical contact of a sexual nature. An employee has the right to use a language other than English and to adhere to culture and ethnic customs without being subjected to harassment.

Employees have the right to be free from such harassment on the job, from either co-workers, supervisors or managers. If you believe that you have been the object of harassment, report any such incident to your supervisor. If your supervisor is the cause of the problem or if he or she seems unwilling to resolve the issue, then contact the next level of management. A prompt, full and complete investigation of every complaint will be undertaken. No employee will be subject to retaliation for bringing a complaint of harassment to management.

Any employee found in violation of this policy shall be subject to appropriate discipline, including possible discharge. Further, any supervisor or manager who witnesses an act of harassment and fails to take appropriate action or who receives a complaint of harassment and fails to investigate in a prompt, serious and complete manner will be subject to disciplinary action.

WORKPLACE VIOLENCE

The PNA strives to have a workplace free from intimidation, threats or violent acts. Such conduct includes any form of intimidating, threatening or hostile behavior, physical altercations, vandalism, arson, sabotage, use or display of weapons, carrying weapons onto PNA property, or any other act which the PNA deems inappropriate under this policy. Likewise, jokes or offensive comments about violence or weapons are not tolerated, and may result in discipline, including termination.

If you feel you have been subjected to such behavior or acts, you are requested to report them immediately to your supervisor or the Executive Director. The PNA will investigate such reports, and issue appropriate disciplinary action in circumstances where it believes this policy has been violated.
If you observe or have knowledge of any violation of this policy, immediately report it to your supervisor or the Executive Director. The PNA will take action when unforeseen events transpire and look to employees for support of this policy. Employees are empowered to contact the proper law enforcement authorities without first informing management if they believe a threat to the safety of others exists.

Orders for Victim Protection include the following types of court orders: protection order, no contact order, restraining order and anti-harassment order. If you have obtained an Order for Victim Protection that includes the PNA as your workplace, you must immediately provide a copy of the order to the Executive Director.

**DRUG AND ALCOHOL ABUSE**

The unlawful possession, sale, storage, distribution, or use of illegal or controlled substances and the unauthorized use of alcohol on PNA premises or while on PNA business is forbidden. You must notify the PNA of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

The legal use of prescribed drugs is permitted on the job only if it does not impair your ability to perform the essential functions of your job effectively and safely.

Moderate use of alcohol at PNA-sponsored events is not prohibited by this policy. Employees who leave such functions under the influence of alcohol are expected to obtain a ride rather than drive themselves.

PNA believes in and is committed to providing a safe work environment that is free from the harmful effects of substance abuse. Our policy encourages the rehabilitation of individuals who abuse alcohol and/or illegal or controlled substances.
SAYING GOODBYE

As a volunteer, you may need to terminate your services for a variety of reasons. When you decide you need to change your availability either to the Village program or to an individual member, please discuss the change with the Village staff first.

Then, if your decision involves terminating with a member be aware that communication plays an important part in bringing closure to any relationship. With a member, you may have become an important part in his/her life and the bond for them may be deep. Here are some guidelines:

- Prepare for your departure by telling the member in advance that you will be ending services with them. It would be best to tell them before the last visit. Sudden changes can be confusing, bewildering, and sad especially if the member has come to expect your visits over time.
- Do not give the member false hope for your return. It is more painful for the member to be left hanging, anticipating your return, than it is to be told about the end of your services.
- Express your own sadness to the member about ending the relationship. Using “I” messages can help the other person to express their own feelings. This sharing can help to bring the relationship to a peaceful and successful closure.

IN CONCLUSION

We know this is a lot of information. You may already know part or all of these guidelines. However, the success of your volunteer experience with the PNA Village may depend on clear communication of skills and expectations, ours as well as yours. Please communicate when in any doubt. We will listen and provide support and resources.

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Thanks for volunteering!
Together we can provide a valuable service to people in our community.