



*Friend to Friend America*



# VOLUNTEER HANDBOOK

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## VISITING YOUR FRIEND

### DO NOT VISIT WHEN SICK

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## **# 1 DO NOT VISIT WHEN SICK**

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- **Do not visit if you are sick.**
- **Do not visit if you have or have had a fever – within 48 hours.**
- **You must be fever free for a minimum of 48 hours before visiting.**
- **Do not visit if you have had a stomach flu or diarrhea.**
- **Make sure you are symptom free for 48 hours before visiting.**
- **Do not visit if you feel like you are coming down with something.**
- **Do not bring along children if they have been sick following the rules above.**
- **Please send a cheerful note instead.**

### Timing

- The length of the visit isn't important.
- Plan for:
  - At least 2 visits per month
  - At least 2 contact hours per month
    - Ex. Four 30 minute visits is great!

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*Take your cues from them, their condition, and their attitude. Together you will find a schedule and routine that benefits you both. Most importantly enjoy the visit and have fun visiting with your new Friend!*

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- Please be faithful and prompt – arrive when you say you will arrive.

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*Disappointment is easily felt however understood if you call ahead to explain that you cannot come. A phone call may be a great substitute if this situation arises.*

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## Guidelines for Interacting with Your Friend

Guideline	Details
<b>Empathy</b>	Treat your Friend as an equal, the way you would treat a friend. by having empathy, not pity. Your care and concern will help your Friend cope.
<b>No Religion/Politics</b>	Religious or political debates / arguments are not acceptable.
<b>Listen</b>	Be a listener! A good listener is non-judgmental, accepts attitudes, feelings, and fears. You give emotional support by your presence sometimes your Friend will just want to vent.
<b>Abusive Situations</b>	If your Friend becomes agitated, abusive or hostile, exit the area and contact a staff member. The negative feelings expressed are not directed at you personally, but you must notify staff and if it continues, we will work on reassigning you if necessary. Understanding everyone can have a bad day, but this said you are not to be the victim of abuse.
<b>Be Cheerful</b>	Be cheerful and smile. Try to avoid bringing up talk of unpleasant events such as disasters, accidents, or illnesses.
<b>Community Connection</b>	If they are interested in current events bring a local newspaper or magazine to read to your Friend for discussion and to help them feel connected to the community.
<b>Be Patient &amp; Interested</b>	Be patient of repetitious old stories. They serve a purpose for your Friend, if only to relive happy memories. You might want to ask questions about members of their families even if they have passed away. This is called reminiscence and it is a comfort to them.
<b>Contact with Family / Requesting Party</b>	If you communicate with the resident's family or requesting party via email please include the office in the email by cc'ing <a href="mailto:volunteer@friendtofriendamerica.org">volunteer@friendtofriendamerica.org</a>

## Rules for Visiting

Rule	Details
<b>No Physical Assistance</b>	Never Lift or assist your friend physically in or out of a bed or wheelchair. <b><i>This must be done by Home staff only.</i></b> If your friend needs help, please just ring for staff to help.
<b>No Medication Assistance</b>	<b>Never assist with or administer medications this should be done by facility staff only.</b>
<b>No Social Media without a signed release</b>	Do not post photos of you and your senior on social media or share with others unless you have been told that the photo release has been signed by the resident, guardian or DPOA. Please see attached Photo Release form, complete it and return to your instructor.
<b>Gifts</b>	<ul style="list-style-type: none"> <li>• Do not accept money or payment of any kind from your Friend</li> <li>• Do not accept gifts of personal items from your Friend               <ul style="list-style-type: none"> <li>○ Your Friend may forget they have given it to you and think it stolen.</li> <li>○ The item may be of sentimental value to the family.</li> </ul> </li> </ul>
<b>Cars - Going out in your private car</b>	<p>If you want to take your friend for a ride in your car you must gain permission from the requestor/delegate from the referral. You should have this contact information from your initial match email. Make sure to include the office on all correspondence by ccing <a href="mailto:volunteer@friendtofriendamerica.org">volunteer@friendtofriendamerica.org</a>.</p> <p>Once you have obtained permission let the staff know your timeline so they do not worry. Your legal liability for taking your friend out in the car is no different than if you drive a neighbor somewhere. Your vehicle must be in good repair and properly insured before you offer to take your friend on a drive.</p>

## Ending a Volunteer Commitment

If you find you can no longer visit your Friend, please contact the office as soon as possible and we can work together to determine the best way to let your friend know and find a replacement for you.

# UNDERSTANDING REPORTING REQUIREMENTS

## Definitions

**Mandatory Reporters** are professionals identified by law who **MUST** make a report if they have reason to believe that the abuse, abandonment, neglect, or financial exploitation of a vulnerable adult has occurred. The phone number for reporting is **1-800-562-6078**.

**Permissive Reporters** are everyone who is not a Mandatory Reporter. Washington State law encourages persons other than Mandatory Reporters to make a report when they have reason to believe that abuse, abandonment, neglect, or self-neglect, is, or has, occurred. Persons other than Mandatory Reporters are called “Permissive Reporters”.

## Who is a Vulnerable Adult?

**A Vulnerable Adult** is defined by law as one of the following:

- A person 60 years of age or older who lacks functional, physical, or mental ability to care for him or herself;
- An adult with a developmental disability per 71A.10.020;
- An adult with a legal guardian per 11.88 RCW;
- An adult living in a long-term care facility (an adult family home, boarding home or nursing home);
- An adult living in their own or family's home receiving services from an agency or contracted individual provider; or
- An adult self-directing their care per law (74.39.050 RCW)

## Who is a Mandatory Reporter?

- Employees of the Department of Social and Health Services (DSHS).
- Law Enforcement.
- Social Workers.
- Professional School Personnel.
- Contracted Individual Providers caring for a DSHS client.
- Employees of a social service, welfare, mental health, home care, hospice, home health, adult day care, and adult day health agency.
- Owners or employees of nursing homes, boarding homes, or adult family homes.
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- Health Care Providers subject to Title 18 RCW (such as nurses and doctors).
- Christian Science Practitioner.

## Whom do you call?

To report abuse or neglect of a vulnerable adult in Washington State, call the following:

- Complaint Resolution Unit toll-free hotline at **1-800-562-6078** if the person that you suspect is being abused or neglected is living in a nursing home, boarding home, or adult family home.
- Local Adult Protective Services (APS) office if the person you suspect is being abused is living in

their own home or somewhere other than a residential care facility. Find the APS office in your county. Learn more about what happens after you call APS.

## Do you call any other agency?

### 1. Law Enforcement

Mandatory Reporters must also make a report to law enforcement if they suspect a vulnerable adult has been sexually or physically assaulted, or if they have reasonable cause to believe that an act has caused fear of imminent harm.

### 2. Medical Examiner or Coroner

Mandatory Reporters are also required by law to report a death to the local Medical Examiner or Coroner if there is a reason to suspect that the death of a vulnerable adult was caused by abuse.

## When should you call?

*Immediately* make a report when you have reasonable cause to believe that abuse, abandonment, neglect, or financial exploitation occurred to a vulnerable adult.

- “Reasonable cause to believe” means it is probable that an incident of abuse, abandonment, neglect, or financial exploitation happened. Probable means that, based on evidence or information readily obtained from various sources, it is likely the incident occurred.
- “Reason to suspect” means it is possible that an incident of sexual or physical assault occurred. Possible means that, based on information readily obtained from various sources, the incident could have happened.

## What information do I give when making a report?

Sometimes you may have a lot of information; sometimes you may have hardly any information. The more information you can give, the more you assist the vulnerable adult. When making a report, give as much of the following information as you have [RCW 74.34.040]:

- Name and birthday of the victim
- Address, telephone
- Current case manager, if one exists
- Name of perpetrator
- Allegation—what is the abuse and what happened
- Name of alternate decision-maker OR Other interested individuals

Sometimes people want to make a report anonymously. You are encouraged to leave your name and phone number so that the APS/CRU intake worker can call you back to obtain more information. The additional information you give may be the very information needed to protect the vulnerable adult.

If you are a Mandatory Reporter, APS/CRU will document your name and phone number, which is proof of your fulfillment of your obligation by law to report the abuse of Vulnerable Adults. Remember that

your name as a reporter is confidential unless:

- There is a judicial proceeding;
- You consent to the disclosure of your identity; or
- The law requires DSHS to share the information, such as in making a report to law enforcement

The APS/CRU intake worker will ask you if you want to keep your identity confidential, or if you give permission for the release of your identity.

## SENSITIVITY

<p>What is Sensitivity?</p>	<ul style="list-style-type: none"> <li>• Understand your Friend’s situation &amp; what they are feeling – recognizing that you can’t feel exactly as they do. <b>Your care &amp; concern will help them cope.</b></li> <li>• Keep in mind that your Friend may have <b>physical limitations that aren’t obvious</b>, such as lack of tolerance to fluctuations in temperature.</li> <li>• Treat your Friend as an <b>equal</b> – the way you’d treat any other friend.</li> <li>• Understand the power that your own <b>personal emotional state</b> has on your Friend.</li> <li>• Remember – show <b>empathy</b>, not sympathy.</li> </ul>
<p>How can I be more sensitive?</p>	<ul style="list-style-type: none"> <li>• <b>Introduce yourself</b> each time you visit – your Friend may experience memory lapses or have trouble recalling your name.</li> <li>• Greet your Friend with a <b>gentle handshake</b> – grabbing or squeezing too tightly can cause pain for arthritis sufferers or those with a crippled hand. Don’t exceed their grip pressure.</li> <li>• Be <b>observant</b> – comment upon changes you see in your Friend’s surroundings.</li> <li>• Give genuine <b>compliments</b> whenever possible.</li> <li>• <b>Remember</b> your Friend on special days with cards, notes of friendship, and postcards – this brings them so much joy!</li> </ul>
<p>How can I make good conversation?</p>	<ul style="list-style-type: none"> <li>• Speak <b>clearly</b> and enunciate.</li> <li>• <b>Lower the pitch</b> of your voice if your Friend is hard of hearing.</li> <li>• Speak a bit more <b>slowly</b> – try not to speak too fast.</li> <li>• Be <b>patient</b> and listen when your Friend answers a question you asked.</li> <li>• Remember to <b>have fun</b> getting to know your Friend and their story!</li> </ul>

### Other Sensitivity Tips

- Treat your friend as an equal, the way you would treat any other friend.
- Understand the power of your personal emotional state on the resident
- Empathize, not pity.
- Try to understand your friend’s situation and what they are feeling, recognizing that you cannot feel exactly as they do. Your care and concern will help them cope.
- Sit or stand where your friend can look comfortably at you and not into the light or sunlight. (You would become a silhouette!) A good rule of thumb is to sit. Heart to Heart – at the same level and facing them.
- Be careful not to jar the bed or kick equipment. Do not sit on the residents’ bed.
- Resist showing alarm at disturbing sights, sounds, or smells. Your reactions serve as a mirror of the resident’s own conditions. This said if you suspect neglect or abuse refer to Reporting Guidelines.



- Often lapse of memory and time between visits make it difficult to recall your name. If this is the case, introduce yourself each time you visit
- Greet your friend with a handshake yet do so yet gently. Grabbing or squeezing too tightly can be painful for arthritis sufferers or those who have crippled hands. A good rule of thumb is to meet but not exceed their grip pressure.
- Observe and comment upon changes in the surroundings. Give genuine compliments whenever possible.
- If you like, remember anniversaries, birthdays, and holidays with cards. An occasional note of friendship brings much joy. When you travel send postcards and cheerful notes.
- Understand the power of your personal emotional state on the resident.
- Your Friend may have physical limitations not limited to sight, vision, endurance and tolerance to fluctuations in temperature.
- If you see something disturbing or unsafe as you are visiting, you may choose to report it to the Complaint Resolution Unit. The toll-free hotline 1-800-562-6078 you can make an anonymous report if you prefer. Please see the attached documents on Reporting - Mandatory Reporting the RCW 74.34.035 regulations. We are considered “Permissive” not “Mandatory” reporters as volunteers but if you are a Mandatory Reporter in your work life that follows you into volunteering.
- **Reminder Do not visit when sick:**
  - Do not visit if you are sick:
    - Do not visit if you have or have had a fever – within 48 hours. You must be fever free for a minimum of 48 hours before visiting.
    - Do not visit if you have had a stomach flu or diarrhea- make sure you are symptom free for 48 hours before visiting.
    - Do not visit if you feel like you are coming down with something.
    - Do not bring along children if they have been sick following the rules above.
    - Please send a cheerful note instead.

### **WORKING WITH CONFUSED RESIDENTS**

Susan Brown is a memory-impaired resident. Because you were on vacation last week, you have not seen or spoken to Susan for a while.

#### **When you return for your first visit with her; what do you say?**

- A. *“Hello Mrs. Brown, what have you been doing while I’ve been on vacation?”*
- B. *“Do you remember who I am?”*
- C. *“Hello Mrs. Brown, I am Mary, and I’ve missed visiting you! I was on vacation, so I have been away for two weeks.”*

# PHOTO RELEASE FOR FRIEND TO FRIEND AMERICA

## PERMISSION TO PHOTOGRAPH

Occasionally, Friend to Friend America program activities may be photographed, videotaped, or audio taped for educational, publicity or fundraising purposes. Please indicate if you give permission to appear in videos, photos or audio recordings without compensation (e.g., as part of brochures, slide shows or program websites).

Yes, I give my permission.

No, I do not want to appear in a photograph or videotape.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed name of Parent/Guardian if signing for a minor under 18 years of age

Effective immediately, I rescind my authorization to be photographed, videotaped, or audio taped.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed name of Parent/Guardian if signing for a minor under 18 years of age or person with Guardianship.