



Eliza Bryant Village

*A Community of Care. Rooted in Tradition.
Embracing the Future.*

Volunteer Handbook & Policy Manual

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Welcome

It is with great excitement that we welcome you to Eliza Bryant Village. We are pleased that you have chosen us as the place to share your skills and talents.

All who share in the commitment of our mission to *“provide quality services, outreach programs and a dignified, compassionate and secure environment for seniors,”* are a part of the Village - one filled with love, compassion, and care.

Through your service, the lives of our seniors will continue to be enriched. No matter the task, our seniors remain grateful for the support and service volunteers like you provide each and every day.

We value the time, talents, and treasures you have so generously decided to contribute. This handbook and policy manual is designed to offer the support and resources you will need to perform your service successfully.

With that, we look forward to making your volunteer experience the very best it can be. We will work to ensure you have a meaningful and productive experience during your time at Eliza Bryant Village. Should you have any questions about this handbook and policy manual, please contact the Manager of Philanthropy & Volunteers, Chantel Davis, at (216) 658-1882 or cdavis@elizabryant.org.

Again, welcome to the Eliza Bryant Village family!



About Eliza Bryant Village

Eliza Bryant Village is the oldest continually operating African American-founded long-term care facility in the United States.



Founded in 1896, our commitment to quality care comes with a sense of pride and admiration for our founder, Eliza Simmons Bryant. Eliza Simmons Bryant came to Cleveland in 1858 with her mother and brother. Over the next 30 years, the Bryant family became well known for their humanitarian efforts on behalf of “people of color.” The family provided others with basic essentials like food, shelter, clothing and guidance.

At age 66, Eliza Simmons Bryant began advocating against segregated nursing homes and mobilizing interest and funds from friends, community groups and church groups. Volunteers, including The Lady Board of Managers (now Auxiliary I), helped to raise money by having dinners, teas and an Annual Ingathering. Eliza Simmons Bryant’s heroic effort led to the incorporation of “The Cleveland Home of Aged Colored People” (now Eliza Bryant Village) on September 1, 1896.

Eliza Bryant Village has since experienced tremendous expansion and dramatically repositioned itself to address the growing and changing needs of Cleveland’s seniors. Over the past 123 years, Eliza Bryant Village has evolved into a comprehensive provider of services for more than 1,200 seniors, caregivers, and their families annually through services in adult day care, transportation, rehabilitation, housing and skilled nursing care.

Our Mission

Eliza Bryant Village’s mission is to provide quality services, outreach programs and a dignified, compassionate and secure environment for seniors.

Our Vision

Eliza Bryant Village is committed to being a premier provider of outstanding healthcare, programs and services along the continuum of care.

Programs & Services

Skilled Nursing Facility

The Skilled Nursing Facility offers around-the-clock quality nursing care to help seniors achieve their highest level of functioning. Using a person-centered approach, our skilled nursing interdisciplinary team works alongside caregivers and seniors to provide comprehensive and integrated services designed to meet the individuals needs of each senior.

- 158 bed facility with 24 hour professional care
- *Care units include:* Memory Care, Total Care, Skilled Care and Immediate Care
- Hospice, Respite, and Post-Rehab Care available

Senior Outreach & Adult Day Program

The Adult Day Program is specially tailored to assist seniors with a wide variety of activities that help maintain their independence, promote feelings of self-worth and stay in their home longer.

- Enhanced medical model program with skilled medical and social services
- Offers safe and reliable curb-to-curb transportation and daily enrichment activities
- Dental, optometry, and podiatry services

Independent Senior Housing

Independent Senior Housing offers 149 low-income housing units for seniors. This is the perfect option for older adults transitioning to a low-maintenance, high quality lifestyle enjoying friendships of peers and staff support.

- *Apartments include:* The Amasa B. Ford Lodge (45 low-rise apartment units), Garden Estates (44 one-story cluster units) and The Manor (60 low-rise apartment units)
- Offer daily nutritious meals for seniors through USDA, City of Cleveland Block Grant and The Cleveland Food Bank
- Enrichment programs and activities and social services

The Rehabilitation Center

The Rehabilitation Center is designed for individuals requiring temporary therapy and skilled care following a stay in the hospital or after an injury. The Center provides comprehensive care that helps patients reach their optimal level of functioning and return home safely.

- Offers occupational, physical, and speech and language therapy
- *Our care team includes* dietitians, occupational therapists, physical therapists and the restorative nursing team.
- Average length of stay at Rehabilitation Center is 29 days

Elder Justice Center

The Elder Justice Center provides a safe, temporary respite for older adults who have experienced some form of abuse (physical, sexual, psychological, financial or neglect) by a domestic partner, family member, caregiver or other individual.

Volunteer Expectations

The goal of the Volunteer Program at Eliza Bryant Village is to increase community involvement in accomplishing the mission and vision by serving the needs of residents, participants, and tenants.

As a volunteer, you are expected to:

- Adhere to all policies and procedures as outlined in this handbook and policy manual.
- Maintain high standards of honesty, integrity, impartiality, and conduct.
- Treat all seniors, board members, staff, and other volunteers with dignity and respect.
- Cooperate with staff and your fellow volunteers, and maintain a team attitude.
- Keep all oral and written information confidential.
- Honor your commitment by reporting to your assignment on time, knowing your duties, and staying on task.
- Exemplify characteristics of:

Courteousness • Patience • Promptness • Awareness • Helpfulness • Tactfulness • Dependability • Empathy

As an organization, we will:

- Provide a safe, inviting environment conducive to a meaningful experience.
- Match your skills, talents, and interests to the appropriate volunteer opportunity.
- Give a thorough orientation before the start of your service.
- Provide opportunities to develop new skills or fine tune current skills and abilities.
- Honor your contributions through ongoing acknowledgement and recognition.
- Offer letters of recommendation and in some cases, school credit, upon satisfactory completion of service.

Volunteer Procedures

Prospective Volunteers

1. Prospective volunteers must complete a volunteer application before the start of service. Volunteers must be at least 16 years old to volunteer independently at Eliza Bryant Village. A responsible adult must accompany volunteers under the age of 16 at all times during their period of service.
2. All prospective volunteers must successfully complete a *phone screening* and *background check*. Eliza Bryant Village will manage background check cost, administration, and results. The background check will be provided through *Verified Volunteers*, an electronic system for volunteer screenings. Volunteers under the age of 18 are not required to complete a background check.
3. For prospective volunteers seeking to volunteer more than 10 hours in a month with direct interaction with seniors, a *two-step TB (tuberculosis) test* is required before the start of service. Eliza Bryant Village will manage testing cost, administration, and results. Each test must be read within 72 hours after administration. If already successfully completed within the last year, a prospective volunteer can submit the proper medical documentation.
4. Once approved for service, volunteers must attend an orientation and tour.
5. A notice outlining a volunteer's assignment, schedule, and supervisor's contact information will be sent before the start of service at Eliza Bryant Village.

When determining your volunteer placement, we will consider your skills and interests as well as the organization's needs. If for any reason your assignment is not a good fit, we will work with you and your supervisor (if applicable) to determine a new volunteer assignment.

Group Volunteers

1. The leader of a prospective volunteer group must complete the Group Volunteer Application at least two weeks before the start of service. Groups over the size of 5 members should contact Eliza Bryant Village to check accommodations prior to completing the group application.
2. As part of the application, the group leader must ensure each member of the group complete the **Group Volunteer Waiver & Release Form** before the start of service.
3. Group volunteers should arrive at least 10 minutes early and sign in and out of the Volunteer Sign-In Log.

Volunteer Policies

Attendance: As a scheduled volunteer, you play an important role in the programs and activities of Eliza Bryant Village. It is important to arrive on time for your assignment. If you are running a few minutes late or no longer able to make your assignment, please contact the Manager of Philanthropy & Volunteers, Chantel Davis, at (216) 658-1882.

- A designated log is located at the main entrance front desk. It is mandatory to sign in and out of your service placement.
- When on duty, please inform your supervisor when leaving the department for whatever reason (phone call, bathroom break, etc.).
- If you do not show up for your assignment and do not call, we will assume you are no longer interested in being a part of the Eliza Bryant Village Volunteer Program.

Cell Phone Use: Personal cell phones may only be used during breaks in employee break rooms. Please do not use your cell phone in hallways, by nursing stations or around senior living and activity areas. In the event of an emergency, please notify your supervisor before leaving to take your call. Eliza Bryant Village's office phones may not be used for personal use.

Dress Code Policy: When on duty, you are to wear appropriate clothing which includes modest/neutral clothing and closed toe shoes. Volunteers can place their coats in the main closet located near the front lobby. Personal belongings can be placed in the Development Office, however Eliza Bryant Village is not responsible for any loss or stolen property. The Eliza Bryant Village Volunteer Badge **must** be worn at all times. This allows you to be readily visible and easily recognizable to seniors, staff, and visitors.

Emergency Procedures: In the event of an emergency, an announcement of the situation will be made over the Eliza Bryant Village PA system. As a volunteer, you are to follow the direction of your supervisor. The codes are as follows:

- **Code Red** – the fire alarm has been activated
- **Code Gray** – weather conditions favor the formation of a tornado (tornado watch)
- **Code Black** – a funnel cloud has been sighted in the area or by radar (tornado warning)
- **Code Butterfly** – a resident is discovered missing from an assigned area

During a fire, **DO NOT** use the elevators or go through the fire doors. When the fire alarm sounds follow the instructions of staff in your area. If you are in a resident's room, close the door and wait for a staff member to inform you of an "All Clear" signal.

Grievances: Please report any grievances to the Manager of Philanthropy & Volunteers. You will be asked to present the complaint in writing. Once submitted, the Manager of Philanthropy & Volunteers will investigate the problem and respond in writing to you within five days of receiving of the complaint. If unsatisfied with the decision of the Manager of Philanthropy & Volunteers, you may present the problem in writing to the President & CEO, Danny Williams, for a resolution to the complaint.

HIPAA & Confidentiality: The Health Insurance Portability & Accountability Act (HIPAA) of 1996 enacted registration safeguarding medical information. During your time volunteering, confidential information regarding Eliza Bryant Village and/or seniors may be disclosed to you solely in connection with your volunteer work. Such confidential information may be in various forms including written, verbal, or electronic (i.e., contained on computer hardware or software, or other media). Confidential information should never be disclosed to a third party and sharing of it could result in criminal action.

Infection Control: We take the safety of our seniors, staff, volunteers, and other visitors very seriously. At Eliza Bryant Village, we promise to provide a safe, sanitary and comfortable environment. To ensure the prevention of infection, we will:

- Recommend staying home if you are feeling ill.
- Continually assess volunteer assignments for the potential for exposure to infection, blood, or body fluids.
- Suggest using appropriate hand washing techniques and hand sanitizer stations located throughout facility after direct senior contact.
- Carefully investigate any reports of potential infection or exposure.

Non-Compensation for Service: As a volunteer, you will not receive compensation for your service. You may not accept a fee for service or any gift from seniors or seniors' families, their legal guardians, members of their family or friends and staff.

Non-Discrimination & Sexual Harassment Policy: Eliza Bryant Village is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation or any other legally protected characteristic will not be tolerated.

Separation/Termination: Your volunteer position may conclude at the end of a particular project, event, or set time period, but you are also free to end your volunteer service with Eliza Bryant Village at any time. To ensure our needs are met, we ask that volunteers provide at least a week's notice of your departure and a reason for your decision.

Eliza Bryant Village may also remove a volunteer from the program for any cause, including, but not limited to: excessive absences, misconduct, inability to perform assignments or inability to accept supervision.

Smoking: The use of any tobacco products is **PROHIBITED** on all campus property of Eliza Bryant Village, both indoors and outdoors, and in any vehicle parked on campus property. Violations including the littering of tobacco products may result in service termination.

Social Media Use: We ask that you exercise good judgment and take responsibility for what you publish online through the use of electronic media (e.g. social networking websites, blogs, personal webpages, etc.). Volunteers are not allowed to take or distribute any photos or recordings of a senior, their accommodations, and/or medical information on any media platforms. Posting this content is considered a violation of HIPAA and can result in serious consequences.

Residents' Rights

All Skilled Nursing Home residents at Eliza Bryant Village have certain rights and protections under Federal and State law that help ensure they get the care and services they need while maintaining a healthy quality of life. Below is a brief summary of those rights. A full detailed list of the rights and protections of nursing home residents is available upon request.

- Be treated with respect.
- Participate in activities.
- Be free from discrimination.
- Be free from abuse and neglect.
- Be free from restraints.
- Make complaints.
- Get proper medical care.
- Have your representatives notified.
- Get information on services and fees.
- Manage your money.
- Get proper privacy, property, and living arrangements.
- Spend time with visitors.
- Get social services.
- Leave the nursing home.
- Form or participate in resident groups.
- Have your family and friends involved.

Group Volunteers

We partner with a variety of organizations, institutions and churches to host volunteers for one-time and on-going service opportunities at Eliza Bryant Village. In doing so, we seek to ensure all volunteers, including those in groups, understand their role and responsibilities.

- Each group must specify an assigned group leader to receive communication from Eliza Bryant Village on behalf of the group.
- It is the responsibility of the group leader to communicate any changes regarding service to their group members.
- Each member within the group must sign in and out of the **Volunteer Sign-In Log**.
- Each group member complete a **Group Volunteer Information & Waiver Form** (*forms available in the Volunteer Sign-In Log*).
- When completing service during evening hours, please be sure to relay any needs to the nursing stations on the various care units.
- Due to The Health Insurance Portability & Accountability Act (HIPAA) of 1996, groups and their members are not allowed to take or distribute photos or recordings of a senior, their accommodations, and/or medical information on any platforms.

Volunteer Perks

As an organization built with the assistance of volunteers, we understand the power volunteers leverage each day. It is our goal to recognize and show our appreciation for the passionate volunteers excited about giving back in time, treasure and talents to our seniors at Eliza Bryant Village. We have several ways in which we do so:

- **Volunteer Appreciation Celebration** is hosted every year to honor the service of volunteers with live music, an awards ceremony, raffles and refreshments.
- **National Volunteer Week** is an opportunity to celebrate the impact of volunteer service throughout the United States. Volunteers at Eliza Bryant Village are treated to various trinkets and activities during this week of celebration.
- **The EBV Snack Corner** provides light refreshments for volunteers during their time of service at Eliza Bryant Village. It is located in the kitchenette inside the Development Office.
- **Community Award Recognition Opportunities** are offered by various agencies throughout Northeast Ohio and beyond. Eliza Bryant Village nominates individual and

group volunteers each year who have displayed a great deal of care and commitment to serving our seniors.

- **Birthday Cards/Messages & EBV Swag Bags** are given out to volunteers during their birthday month as a small token of our appreciation.

Working with EBV Seniors

At Eliza Bryant Village, we are committed to continuing the culture of community caring, tradition and respect, generation after generation. We are proud to offer extraordinary facilities, outreach programs and services designed to enhance the health and well-being of our community's elders in an environment that is comfortable, convenient, secure and familiar. Volunteers play an essential role in improving the quality of life for our seniors. We understand volunteers have varying levels of experience interacting with seniors and offer these examples of best practices and helpful tips when spending time with the seniors, and staff, at Eliza Bryant Village.

Person-Centered Care: Seniors are our number one priority and everyone – staff, visitors, and volunteers – should help seniors feel valued, promote their independence, and enhance their sense of dignity. Here's how you can help:

- When entering a resident's room, knock and identify yourself. Wait for a response to enter.
- If you see a call light on outside a Skilled Nursing Home resident's room, notify a staff member at the nursing station immediately.
- Get to know our seniors and why we do the work that we do every day by checking out the senior profiles showcasing their backstory. Profiles for residents in the Skilled Nursing Home are located outside their room door.
- Greet seniors, as well as staff and visitors, while walking through the halls. If you notice a senior struggling with their wheelchair, offer assistance to help transport them.
- Always offer help to a senior and get their acceptance before assisting them in a task such as pushing their wheelchair.

Safety: At Eliza Bryant Village, we seek to create a culture conducive to the safety of all of our seniors.

- If a senior falls, **DO NOT** try to move them. Instead, seek a nurse and other nursing staff to help the senior.
- Before carrying out a specific task at the request of a senior, be sure to check with staff first for permission.

- When walking the halls, step aside to make room for seniors in wheelchairs and staff transporting seniors in wheelchairs.
- When leaving a resident's room and entering the hallway, be sure to look both ways to avoid collision with a wheelchair.

Abuse & Neglect: It is the policy of Eliza Bryant Village to encourage and support all seniors, staff, families, visitors, volunteers and representatives in reporting any suspected acts of abuse, neglect, exploitation, involuntary seclusion or misappropriation of resident property. This includes:

- Neglect: Recklessly failing to provide a senior with any treatment, care, goods or service necessary to maintain the health or safety of the senior when the failure results in serious physical harm to the resident.
- Exploitation: Taking advantage of a senior, regardless of whether the action was for personal gain, whether the senior knew of the action or whether the senior was harmed.
- Misappropriation: Depriving, defrauding or otherwise obtaining the real or personal property of a senior by any means prohibited by the Revised Code, including violations of Chapter 2911. or 2913. of the Revised Code.
- Physical Abuse: Knowingly causing physical harm or recklessly causing serious physical harm to a senior through physical contact (the use of physical restraint, chemical restraint, medication that does not constitute a chemical restraint, or isolation, if the restraint, medication or isolation is excessive, for punishment, for staff convenience, a substitute for treatment, or in an amount that precludes habilitation and treatment.
- Psychological Abuse: Knowingly or recklessly causing psychological harm to a senior, whether verbally or by action.
- Sexual Abuse: Sexual conduct or sexual contact with a senior.

Inquiries about the incident concerning the abuse reporting and investigation should be **immediately** reported to the Manager of Philanthropy & Volunteers. If unavailable, immediate reporting should be made to one of the following:

- ✓ **Deborah Enty**, Chief Operating Officer/Administrator: ext. 813 OR (216) 978-9135
- ✓ **Dallas Taylor**, Director of Nursing: ext. 816 OR (216) 408-3082
- ✓ **Danny R. Williams**, President & Chief Executive Officer: ext. 821 OR (216) 577-6786

Enrichment Activity Times: It is important for our seniors at Eliza Bryant Village to continue living an active and engaged life as they continue to age. Activities vary everyday but may include arts and crafts, music wellness and therapy, bingo, art therapy, movies, karaoke and so much more! Enrichment programming is scheduled at the following times:

- Residents in the Skilled Nursing Home enjoy enrichment activities every day at 9:30AM-11:30AM and 2:30PM-3:30PM.
- Participants in the Adult Day Program enjoy enrichment activities Monday through Friday at 10:00AM-12:00PM and 1:00PM-2:00PM.

Meal Times: Our seniors look forward to meal time at Eliza Bryant Village. Enrichment programming is scheduled around these meal times.

- Residents in the Skilled Nursing Home enjoy a meal at the following times: *Breakfast* (7:00AM-8:00AM), *Lunch* (12:00PM-1:00PM), and *Dinner* (4:00PM-5:00PM).
- Participants in the Adult Day Program enjoy a meal at the following times: *Breakfast* (9:30AM-10:00AM), *Lunch* (12:00PM-1:00PM), and *Snack* (2:00PM-2:30PM).

Cognitive/Physical Impaired Seniors: Many of the seniors, particularly in the Skilled Nursing Home and Adult Day Program, suffer from some form of cognitive or physical impairment. Here are some tips for how to create a memorable and meaningful experience with our physically and cognitively impaired seniors:

- **Be Patient and Build Trust:** Be creative with activities and conversation that share mutual interest. For example: cooking, hobbies, family or former careers. Realize that it takes time and persistence to build a relationship.
- **Project Your Voice:** Some seniors may be hard of hearing. This is the perfect opportunity to practice active listening and be patient if a senior has trouble understanding you.
- **Remain Calm:** If you encounter an aggressive senior, remain calm and quietly walk to the nearest staff member. Notify a nurse or other nursing staff to remedy the situation.
- **Ask Permission:** When transporting a senior in a wheelchair, be sure to gain their permission first. Ensure their chair is unlocked and feet are placed on footrests. When arrived at the destination, be sure to lock wheelchair in place.
- **Set Boundaries:** Establish clear and realistic expectations that will make the experience satisfying for all. Examples: sharing personal information you are comfortable disclosing; making promises you can keep; not accepting gifts or money; offering or agreeing to make purchases on their behalf (i.e. lottery tickets); and not getting involved in family issues or giving financial or medical advice. In addition to the examples, volunteers are asked to also **NOT:**
 - ✓ Provide personal care to resident such as helping to the restroom or feeding.
 - ✓ Transfer or lift a resident from a chair, wheelchair, bed, etc.
 - ✓ Engage in setting up private employment agreements with residents to provide services for pay.

Stay Connected

We are very fortunate that you chose to spend your time and share your talents with our seniors at Eliza Bryant Village! We encourage you to stay connected to us and all we are doing in the community for aging adults throughout Greater Cleveland.

Eliza Bryant Village

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