

# Our Harmony Club Volunteer Information

## *Our Mission*

*We care for and about each other by supporting caregivers and those they are caring for. We are volunteer based to promote and enhance the quality of life for all.*

## Volunteer Roles

### Site Coordinator Volunteer

Although the actual processes and actions by each Site Coordinator may vary, here are some actions that a Site Coordinator may take:

- Plan theme for next club meeting (i.e., Holidays).
- Communicate with craft assistant about the craft.
- Plan brain teasers or games
- Find resources & materials for activities.
- Arrange for entertainment from the list provided.
- Plan decorations for the theme for tables & lunch tables.
- Prior to club, shop for materials, snacks, and save receipts for reimbursement. Call volunteers and remind them of a pending club. Communicate club cancellations to regular volunteers, cooks, and entertainment when **Racine District** cancels or delays start of classes or for any other reason for cancellation as notified by the OHC director or staff.
- Send thank you notes for special volunteers.
- Approximate time including day at club is 7-10 hours.

### Volunteer Cooks

- Lead cook sends communication to cooks and copies Site Coordinator reminder on what each team member is bringing by text, email, or phone call). Try to plan 1 week in advance.
- Create menus for following club dates and determine responsibility for each item. Use items from OHC grocery donations whenever possible.

- Site Coordinator and lead cook communicate on the number of people to prepare meals to serve.
- Make coffee.
- Wipe off tables & kitchen counters.
- Put out morning snacks & beverages.
- Set tables for lunch.
- Prepare food as required.
- Serve lunch.
- Enjoy lunch with guests & volunteers.
- Clean up and wash dishes.
- Take note of any allergy information given to you.

## **Arts & Crafts Assistant**

- Coordinate with Site Coordinator on crafts and craft supplies for the day.
- Create crafts that may coincide with the season or holiday that are consistent with guests' abilities or with some assistance from a Friend Volunteer.
- Try to keep craft limited to 3 steps.
- Craft time should not exceed 30 minutes.

## **Volunteer Friend**

### **Procedures**

- If unable to attend, contact the Site Coordinator as far in advance as possible.
- Arrive on time prior to guest arrival at 9:15 am.
- Sign In & Out with name & time for OHC volunteer hours tracking.
- A donation for lunch is helpful at each club but not required.
- Wear a name tag always.
- Volunteers and guests should sanitize their hands upon arrival and before a meal, or after using the bathroom.
- A volunteer is assigned to be a “Friend” for the day by staff to converse with and assist the guest as needed.

- Greet each person at the door and assist with nametags and coats. Look for a “to go” bag and remind caregiver if needed to bring one.
- Seat guests in a chair with arms. Engage in conversation or activity until organized activities begin. Word search and puzzles are available.
- Offer guest(s) a beverage and morning snack.

#### **Daily Routine:**

- Crafts – Assist guests with craft. Try to avoid doing the project for them.
- Exercise – Assist guests with moving to the circle, seat in a chair with arms.
- Lunch – Assist kitchen volunteers with serving lunch family style. Help to plate and serve beverages.
- Assist guests with lunch.
- Clear table after lunch.
- Assist guests with afternoon activities moving them to the activity circle and seat in a chair with arms.
- Assist return to tables to play games like Bingo. Help with identifying numbers when missed by a guest. Let them play their way.
- ***End of day procedure. Guests may try to walk away at this time. Be Aware Please!***
- Ensure each guest takes their craft or other items when leaving.
- Assist with clean up
- ***\* No matter what your “role” or “job” may be, please do not hesitate to pitch in wherever help is needed.***

# Welcome To Our Harmony Club!

Our Harmony Club Inc. Is a non-medical, voluntary social club providing respite care services for older adults in the community. Our Harmony Club Inc. Has established club sites within Racine, Sturtevant, Lyons, and Kenosha that are generously donated, helping to support our mission. Each club is run by a staff person, a site coordinator, and our amazing volunteers. Participants who attend Our Harmony Club are called “guests.”

## **General Information:**

Our Harmony Club hours are from 9:30 am to 3:30 pm. The cost for each club is **40.00 for the full day**. We are not able to pro-rate for less than the full 6 hours. Guests enjoy themselves by reminiscing about the “old days,” working on crafts, doing puzzles, participating in sing-a-longs, or just simply spending time together.

Transportation to and from Our Harmony Club is the responsibility of the caregiver.

## **Program Limitations:**

Neither the Director of Our Harmony Club Inc, nor the volunteer Site Coordinator, nor the volunteers are medically trained. In the event of the need for medical service, staff will call 911. Any charges associated with this action are the sole responsibility of the guest and/or caregiver.

\*A DNR (Do Not Resuscitate) form is required to be on file.

Volunteers will **NOT** administer over the counter or prescription medication to our guests.

## **Gifts:**

Volunteers should not accept any gifts or money from clients.

## **Infection Control:**

- To prevent illnesses, we encourage guests and volunteers to frequently wash or sanitize their hands.
- If a guest is not feeling well on Our Harmony Club Day, we encourage them to stay at home to prevent the spread of infection.
- All guests are required to have an updated medication list in their records so that it can be given to EMS.

## **Personal Care & Emergency Situations:**

Volunteers should never try to lift or move a guest, perform a medical procedure, assist with medication, or assist with personal care such as helping someone inside a bathroom --even if you have professional training, please let staff know if a guest needs assistance.

If you see a guest in distress or in an emergency such as a fire, difficulty breathing, or swallowing, slurred speech, dizziness, please notify the supervisor or coordinator immediately. Stay with the guest until help arrives.

## **Confidentiality:**

**You must honor the guest's right to confidentiality. Do not disclose any information about the guests to anyone except the supervisor or coordinator, which is considered within the bounds of confidentiality. Your volunteer service is contingent upon a respect for guest privacy and sensitivity to cultural diversity.**

## **The Volunteer Bill of Rights**

### **WE BELIEVE THAT VOLUNTEERS SHOULD HAVE THE FOLLOWING RIGHTS**

1. The right to be treated as a team member not just as free help, but as someone special.
2. The right to a suitable assignment with consideration for personal preference, temperament, experience, education, and employment background.
3. The right to know as much about the program as possible including policies, people, and programs.
4. The right to education for the job through thoughtfully planned and effectively presented programs.
5. The right to sound guidance and direction by someone who is experienced, patient, well-informed, thoughtful and who has the time to invest in guidance.
6. The right to a place to work that is orderly, designated, conducive to work and worthy of the job to be done.
7. The right to be heard and have a part in the planning. To feel free to make suggestions and to have respect shown for honest opinions.
8. The right of recognition through fair treatment on a day-to-day basis.

# OUR HARMONY CLUB MASTER CALENDAR

\*Club Schedule 2022. We will update you as more clubs open.  
All club times/days are subject to change.

| Monday   | Tuesday  | Wednesday  | Thursday  | Friday  |
|--|--|--|---|---------|
| No Club  | <b>Lord of Life</b><br>5601 Washington Rd<br>Kenosha, WI | <b>St. Joseph's</b><br>1540 Mill St<br>Lyons, WI | <b>St. Richard's</b><br>1503 Grand Ave.<br>Racine, WI | No Club |
| <b>St. Sebastian's</b><br>3030 95thSt.<br>Sturtevant, WI |  | <b>St. Joseph's</b><br>1540 Mill St<br>Lyons, WI | <b>St. Richard's</b><br>1503 Grand Ave.<br>Racine, WI | No Club |
| <b>St. Sebastian's</b><br>3030 95thSt.<br>Sturtevant, WI | <b>Lord of Life</b><br>5601 Washington Rd<br>Kenosha, WI | <b>St Joseph's</b><br>1540 Mill St<br>Lyons, WI  | <b>St. Richard's</b><br>1503 Grand Ave.<br>Racine, WI | No Club |
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**Dawn 262-880-5301 / Danielle 254-319-2535**

## **Our Harmony Guest Acceptance Criteria:**

**Policy:** Acceptance into Our Harmony Club will be based upon the guest meeting the criteria set up for this club.

**Purpose:** To ensure the care of guests does not exceed the capabilities of the volunteers and the intent of our program.

**Procedure:** The Director or representative of Our Harmony Club Inc., will interview potential guests and/or family members/caregivers for the best fit into the club based on the following criteria:

1. The ability to be up in a chair while at club.
2. The ability to bear weight and transfer independently or with minimal assistance of one person.
3. The ability to manage toileting independently or with minimal help. The guest must provide supplies if needed. Supplies include gloves, wipes, incontinent supplies, extra pants, and plastic bags to dispose of waste of waste products.
4. The ability to control behavior including challenging or inappropriate behaviors that could endanger self or others. **Guests may not use abusive verbal comments to the staff or volunteers or physically threatening behaviors such as swinging arms when in discussion with volunteers or staff. Incidents will be included in reports to the family and guests will not be allowed to return.**
5. The ability to take medications independently or with verbal reminders only.
6. Our club is unable to accommodate guests wishing to smoke during club hours.
7. Guests do not have to take part in all activities but must not require 1 to 1 supervision for the greater part of the day.
8. All guests are asked to bring a “to go” bag containing socks, pants, underwear/depends, wipes, gloves, and 2 plastic bags for soiled clothing (1 for clothes, 1 for trash).

\*If it is found that Our Harmony Club Inc. is no longer a suitable setting for the guest, the caregiver will be notified at once. Every attempt will be made to offer resources which better meet the needs of the guest. The guest and/or caregiver are responsible for reporting any changes to the Director.



**Our Harmony Club, Inc., Volunteer Application**

**Please Print:**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ ZIP \_\_\_\_\_

Email Address \_\_\_\_\_ DOB \_\_/\_\_/\_\_\_\_\_

Home Phone ( ) \_\_\_\_\_ Cell Phone ( ) \_\_\_\_\_

Today's Date \_\_/\_\_/\_\_\_\_

How did you hear about us? \_\_\_\_\_

*Tell us about yourself.*

Are you: Single Married Widowed Divorced

Retired? \_\_\_\_ From Where? \_\_\_\_\_ Position \_\_\_\_\_

How long did you work there? \_\_\_\_ How long ago did you retire? \_\_\_\_\_

What are your hobbies? \_\_\_\_\_

Would you be interested in helping in the kitchen or leading craft? Yes No Maybe

Which site (s) would you like to volunteer at? \_\_\_\_\_

Please Provide Emergency Contact Information

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Alternative Phone ( ) \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Alternative Phone \_\_\_\_\_

**Our Harmony Club, Inc., Volunteer Agreement**

**Signature and Acknowledgement Page:**

I hereby agree to the above conditions of my volunteer role in Our Harmony Club, Inc. I grant permission for Our Harmony Club Inc., to conduct a criminal background, check on me and understand that I am not responsible for the background check fee. **I agree not to hold Our Harmony Club, Inc. Liable for any incidences occurring while performing volunteer service at Our Harmony Club, Inc. Sites.**

Agree \_\_\_\_\_ I do not agree \_\_\_\_\_

**Confidentiality:**

I understand that if I have been found not to demonstrate respect for guest’s dignity in following confidentiality procedures by sharing personal information including guest name, activities, or other information regarding any guest to anyone outside the Our Harmony Club site. The Our Harmony Club Inc., Director may enforce a termination of my volunteer services from all sites.

**Multi-Media/ Photography:**

I, the undersigned being of legal age, agree that photographs, motion pictures and or videotape recordings made of me/or any artwork I have produced through Our Harmony Club, Inc. Programming and with my consent may be used by Our Harmony Club, Inc., or its successors or assigns may be used for promotional/publicity purposes, without compensation there being paid or due me for this release and the photos, film and/or recordings made.

I also agree that Our Harmony Club, Inc., of Racine, County, WI. And its agents and assigns shall not be held responsible for inadvertent errors in connection with the above.

Agree \_\_\_\_\_ Do not agree \_\_\_\_\_

\_\_\_\_\_  
Volunteer’s Signature      Volunteer’s Printed Name      Date

\_\_\_\_\_ I choose to volunteer at the  
following site/sites \_\_\_\_\_



**MISSION:** *We care for and about each other by supporting caregivers and those they are caring for. We are volunteer based and promote and enhance the quality of life for all.*

### ***Volunteer Information***

The main goal of Our Harmony Club is to give the caregiver a break while we care for their loved one for the day from 9:30 am to 3:30 pm.

Our secondary goal is to provide a pleasant day for the guest in an atmosphere where they can participate to their fullest potential while having fun and feeling they still have a purpose in life, being with their friends as they play games, create art and exercise.

Each site has at least one OHC staff member, along with a site coordinator. The volunteer site coordinator organizes the day's activities in advance. The volunteers will be called to get a count for lunch and to ensure we have enough volunteers to cover the guests that have signed up for that day.

Every guest and volunteer wear a name tag. Some of our guests think they are "volunteers" so you can distinguish whether they are a guest or volunteer from their nametag. Guests have first and last names. Volunteers only have their first name.

If possible, arrive early to help with setting up and getting ready for the guest activities of the day. OHC staff are normally at the site by 8:30 am. Beverages and morning snacks are provided.

Be aware of diet restrictions which are specified on their name tags; for example, Red Dot for Diabetic allergies will also be identified on their tag. Volunteers are encouraged to meet guests at the door and assist them with their coats. Each guest has a coat tag and a name tag. The volunteer then places their coat and "to go bag" with the coat tag on a hanger. The name tag is clipped onto the guest. (If they do not have a coat, use the coat tag for the to go bag or leave it on the table.) Help the guests get settled with a drink and a snack. Engage them in conversation or table activity as provided until organized activity begins. Set them in a chair with an arm. Volunteers can read up on the guests by reading their profiles in the back of the Guest Sign in Book. Pay special attention to where the guest is always even if they are not known to wander. Stay with them and encourage them to participate in planned activities and help them in any way possible.

**Encourage them to be as independent as possible. Craft time is a time for them to use their imagination. Please encourage them and help as needed to do it themselves.**

Offer to help the guest to the bathroom several times throughout the day, especially 15 minutes before lunch. If at any time you feel your guest needs help with a specific problem, notify OHC staff or the site coordinator. Do not lift more than you are able. If your guest needs help in getting up and out of chairs, please ask the coordinator to assist you.

**The end of the day can be hectic. This is the time a guest may wander out of the building before their loved one has arrived. Pay close attention to all exits.**