

# Volunteer Handbook





## Welcome!

Thank you for choosing to volunteer with Eskaton. You are a valued part of Eskaton's family of services. Your gracious involvement as a volunteer impacts those whom you serve as well as the entire organization.

You have joined a nonprofit organization whose strength lies within the variety of programs offered to provide life enriching, person-centered care. We have achieved this due to dedicated staff, philanthropic partners, and compassionate volunteers like you who share their time and talent with us.

The Volunteer Handbook has been prepared to introduce Eskaton's mission, identify volunteer responsibilities, and explain policies and procedures. You are responsible to read and understand the material in this handbook. In addition to providing you with necessary information, I hope this handbook demonstrates our commitment to the welfare of our volunteers as well as our residents and participants.

We recognize your time is valuable, so we hope that you find your volunteer experience to be meaningful and filled with joy. Along with my appreciation, I extend my best wishes for a fulfilling experience.

Warmest regards,

*Darlene Cullivan*

Darlene Cullivan  
Manager of Volunteer Resources

**“Kindness**  
is a calling.  
**Caring**  
about people is  
**powerful.”**



-Rachel Hamilton

# Table of Contents

## Introduction

Welcome .....	1
Who We Are .....	5
Eskaton Foundation and Philosophy of Volunteering ....	6
What We Offer .....	7

## Expectations

What You Can Expect from Us .....	9
What We Can Expect from You .....	9

## General Policies

Attendance .....	10
Background Checks .....	10
Confidential Information .....	10
Gifts .....	11
Harassment .....	11
Health Screenings .....	11
Mandated Reporting .....	11
Nondiscrimination Policy .....	11
Personal Appearance .....	12
Personal Calls .....	12
Resident and Public Relations .....	12
Safety .....	13
Smoking .....	13

## Volunteer Acknowledgement



**“Volunteers**  
do not necessarily  
have the **time**  
they just have  
the **heart.”**

- Elizabeth Andrew

## Who We Are

### **Eskaton means “the dawning of a new day.”**

Founded in 1968, Eskaton is the largest nonprofit community-based organization serving seniors in the Greater Sacramento area. Our dedicated team members provide services and support for nearly 12,000 individuals annually who live in our communities or participate in our comprehensive Home Support Services. Our positive reputation extends to our signature life-enriching programs, innovative health and wellness initiatives, professional staff training and development, and generous philanthropy. These, along with our nonprofit status, are Eskaton’s distinguishing factors.

### **The Nonprofit Difference**

Eskaton is the largest community-based nonprofit serving seniors.

- We are mission-focused and driven by furthering a purpose and filling a need
- Our profits are reinvested into mission versus distributed to shareholders
- Our staffing levels are higher, and we provide innovative programs and services to enrich lives
- We are privileged to reach out to individuals and companies through philanthropy for the purpose of enhancing programs, creating cutting-edge services, and building endowment revenues for those who outlive their resources
- We are local, our doors are opened, and our books are available

## Our Mission

Eskaton’s primary mission is to enhance the quality of life of seniors through innovative health, housing and social services.

## Our Vision

Transforming the Aging Experience

## **Eskaton Foundation**

Eskaton Foundation funds essential projects and innovated programs to enhance the quality of life of seniors. The older adults we serve enjoy greater independence, dignity, and health, whether they are living in an Eskaton community, residing in Eskaton's Affordable Housing, or choosing to age in their own homes.

Run by an all-volunteer board of directors made up community leaders, our primary purpose is threefold:

- To raise money to improve the lives of seniors
- To create vigorous outreach effort that highlights and promotes Eskaton in the larger community
- To move the dial to where giving to senior causes are top of mind for companies and individuals when planning their annual philanthropy

The power of philanthropy at Eskaton is strong. With many options for making a gift, we work hard to make the wishes of our donors come true by helping them realize a way to leave a legacy and change the lives of seniors for years to come.

## **Philosophy of Volunteering**

- Volunteers and their individualized contributions inspire and impact lives
- Volunteer talent, compassion and generosity come together to enhance the quality of life of older adults
- Volunteers nurture person-centered care and cultivate a culture of giving within our communities
- Volunteers demonstrate the heart of Eskaton



## What We Offer

### **Eskaton's diverse spectrum of services is what sets us apart**

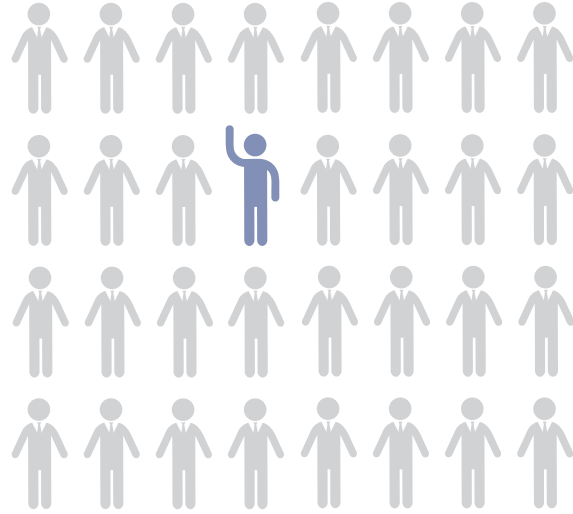
Eskaton communities feature everything from independent living to home support services.

### **Residential Living Communities**

- Continuing Care Community: hospitality-style amenities and full spectrum of care as one's needs change
- Independent Living with Services: hospitality-style amenities
- Assisted Living: supported independence, assistance as needed
- Memory Care and Pre-memory Care: supportive and safe settings for residents with dementia and memory concerns
- Skilled Nursing and Rehabilitation: long-term care and rehabilitation
- Affordable Housing: government-subsidized, independent-living apartments for older adults

### **Home Support Services**

- Home Healthcare: therapy and skilled nursing assistance at home
- Live Well at Home: one-on-one home care support provides personal care focused on the total well being of seniors. Care managers oversee care plans to help seniors remain safe, happy and independent in the place they call home
- Adult Day Healthcare: daytime health and rehabilitation assistance, socialization and nutrition
- Telephone Reassurance: free daily or semiweekly friendly phone calls and home visits
- Information and Assistance: a free service available to older adults, family members and caregivers seeking information on senior needs including healthcare, housing, social and financial issues, and transportation options



**“Every person  
can make a difference  
and every person  
should try.”**

- John F. Kennedy

## Expectations

### What You Can Expect from Us

As a volunteer with Eskaton, you have the right to:

- Receive a clear and specific job description
- Accept assignments according to your skills, interest and availability
- Be trusted with necessary confidential information
- Participate in orientation and training and receive ongoing guidance
- Be assured that your skills and time will be invested into supporting Eskaton's mission by impacting lives
- Discuss problems with your supervisor and receive fair arbitration of any complaints that may arise
- Expect that you will be respected and treated with courtesy and consideration
- Receive formal and informal expressions of appreciation and recognition
- Experience a spirit of friendliness, support and appreciation so that Eskaton will be considered a "wonderful place to volunteer"

### What We Can Expect from You

- To know your duties and how to do them correctly and compassionately
- To arrive on time and perform every task to the very best of your ability
- To guard the confidentiality of all information pertaining to residents and participants
- To join with management, staff and fellow volunteers to maintain a team attitude
- To contribute your opinions and suggestions appropriately to help us improve the overall quality of care within our communities and programs

## General Policies

### Attendance

It is essential that volunteers sign in upon arrival and sign out as they leave every time they volunteer. Recorded volunteer hours become part of your record and are important for recognition and program evaluation.

We depend on you to keep your commitment to fulfill your volunteer duties. Many assignments are planned as part of the daily schedule, so it is important to be punctual. If you are unable to arrive on time or report for your volunteer assignment, please contact your supervisor immediately.

### Background Check

Depending on the assignment, volunteers may be required to undergo a background check and fingerprinting. We must obtain your signed consent before engaging in a background check.

### Confidential Information

Volunteers uphold a legal and ethical responsibility to protect the privacy of residents. All information that is seen or heard regarding residents, directly or indirectly, is completely confidential and must not be discussed or released in any form. Residents trust us with confidential information related to their personal lives. We honor their trust by protecting their privacy.

### Gifts

Volunteers may not accept tips, gratuities, gifts, bequests, or anything of value from the residents, their families or friends. Residents who wish to recognize volunteers and staff can do so by making a gift through Eskaton Foundation's Guardian Angel Program.

## Harassment

We strive to provide an environment that is pleasant, healthful, and comfortable and free of intimidation and hostility. Harassment of any sort – verbal, physical, or visual – will not be tolerated.

Harassment can take many forms which include words, signs, jokes, pranks, intimidation, physical contact or violence. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature.

Any volunteer, who becomes aware of an incident of harassment, whether by witnessing the incident or being told, must report it to their supervisor. When management becomes aware that harassment might exist, prompt and appropriate action will be taken.

## Health Screenings

Volunteers within our communities may be required to obtain proof of a current TB skin test.

## Mandated Reporting

Elder Abuse is defined as any neglect or act that results in the real or threatened harm to the health and well being of an older adult. Elder Abuse can involve physical, emotional, and financial mistreatment. If you suspect or observe any type of elder abuse, immediately notify your supervisor or administrator as mandated by law.

## Nondiscrimination Policy

One of Eskaton's core performance standards is respect. We have a nondiscrimination policy for all people regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. Any volunteer who feels she/he has not been treated fairly by anyone at Eskaton has a right, and is encouraged, to let the situation be known.

## **Personal Appearance**

Your personal appearance contributes to the positive image surrounding our residents and guests. Eskaton expects employees and volunteers to groom and dress themselves in a manner consistent with professional standards.

If your supervisor feels that your attire is out of place, you may be asked to leave your volunteer assignment until you are properly attired.

## **Personal Calls**

Please keep personal phone calls to a minimum and generally for emergency purposes only during your volunteer shift. Do not use a resident's telephone. The community or program phone may be used with permission. Texting and talking on the cell phone are not permitted when you are with residents or assisting with an activity. Mobile phones should not be in view during your shift.

## **Resident and Public Relations**

The success of our reputation depends on the quality of our relationships. Volunteers are considered good-will ambassadors. Your commitment to enrich the lives of seniors through compassionate and person-centered care reflects upon the entire organization. Please remember to:

- Communicate pleasantly and respectfully with others at all times
- Follow-up on assignments promptly
- Never solicit residents, family members, staff or other volunteers
- Perform all duties in an orderly manner
- Take great pride in your volunteering and enjoy doing your very best

## Safety

The health and safety of our volunteers, residents and staff is of primary importance. Please keep the safety guidelines a priority as you perform your volunteer duties.

- If you are ill, please do not come to the community or program to volunteer. Contact your supervisor immediately so arrangements can be made.
- Always wash your hands before and after having contact with residents, eating and using the restroom facilities.
- If you perceive any situations or circumstances to be unsafe, please inform your supervisor immediately.

## Smoking

Eskaton maintains a nonsmoking campus policy. Smoking by staff, volunteers and vendors is prohibited to provide a safe and healthful environment throughout the entire workplace and community. Eskaton residents are permitted to smoke in designated areas.





# Volunteer Acknowledgement

I have read, understand and agree to the volunteer guidelines set forth in the Eskaton Volunteer Handbook. I fully understand and agree that I am providing my services in a volunteer capacity without any expressed or implied promise of salary or employment benefits. I agree to perform my volunteer duties to the best of my ability and to adhere to guidelines detailed in the Volunteer Handbook. I further understand that my volunteer involvement may be terminated at will, either by me or Eskaton, regardless of the length of my volunteer service.

As a volunteer of Eskaton, I have a legal and ethical responsibility to protect the privacy of residents. All information that I see or hear regarding residents, directly or indirectly, is completely confidential and must not be discussed or released in any form, except when required in the performance of my duties. If I have access to employee information, I am expected to treat such information in the same confidential manner as resident information. Unauthorized disclosure of medical information is also criminally punishable as a misdemeanor.

I recognize that working in an Eskaton community or program places me at risk, and I agree to assume that risk. I realize that although Eskaton has taken all reasonable measures to protect me, accidents and injuries may still occur. Therefore, I hereby completely release and entirely discharge Eskaton from any and all claims and causes of action of negligence or gross negligence that I or another might have to bring, relating to or arising from any injury or damage that I should sustain with my volunteer work for Eskaton.

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Volunteer's signature

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Date

**Volunteers under 18 years of age must also have the signature of a parent or guardian:**

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Parent or Guardian's signature

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Date







**ESKATON**<sup>®</sup>

Transforming the Aging Experience

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Carmichael, California 95608**

**916-334-0810 | [eskaton.org/foundation](https://eskaton.org/foundation)**

Eskaton Foundation is a nonprofit 501(C)(3) organization. Our tax ID # is 68-0227233.