



St. Patrick's Home of Ottawa Inc.
VOLUNTEER SERVICES

DESCRIPTION OF VOLUNTEER PARTICIPATION

Position: COFFEE SHOP ASSISTANT

Purpose: To serve customers and operate cash register as necessary.

Task and Responsibilities:

1. Hairnet must be worn at all times in the coffee shop.
2. Wash hands before beginning \ returning to work in the coffee shop. All ready-to-eat foods must be handled with clear latex gloves.
3. Prepare and serve food, coffee as ordered by customers.
4. Refill baskets with creamers, sugar, etc. as necessary.
5. Collect and sort dirty dishes, deliver to dish room.
6. Clean tables in the coffee shop as necessary
7. Put away clean dishes on arrival from kitchen.
8. Accept cash money from customers. Wash your hands after handling money and before handling food again.
9. Familiarize yourself with St. Patrick's Home rules and regulations by reading and signing the Volunteer Services and Emergency Procedure Manuals.

Skills and Qualifications:

- Good health and personal hygiene
- Good interpersonal skills, friendly, positive attitude
- Honest, reliable and committed to the time outlined above
- Ability to learn, follow instructions and work independently as necessary
- Comfortable handling money and giving back change
- General knowledge and understanding of the needs of the elderly
- The "Food Management Course" given by the Public Health Dept. is highly recommended (One day course, 495 Richmond Rd., 722-2200).

Orientation and Training:

- A general orientation to the Home will be provided prior to beginning your responsibilities.
- Volunteer Handbook will serve as reference book
- Wheelchair safety and etiquette
- Familiarization with the emergency codes and procedures
- "On the job" training on cash register
- Attendance to Fire & Safety, Infection Control, Abuse Prevention and Values Covenant Inservices is compulsory as soon as possible following the start of your assignment, yearly thereafter
- Other professional educational programs provided as appropriate.

Health & Safety:

- The safety of the resident, staff/volunteers is inherent in all aspects of each person's responsibilities. Vigilance to safety includes delivery of direct resident care as well as the living environment of each resident and working conditions for all staff/volunteers and visitors.
- All workers under the Occupational Health and Safety Act have the responsibility to observe safe work practices, avoid risks and to use common sense. Any hazardous conditions or accidents, whether anyone is hurt or not, should be reported immediately to your supervisor, and/or Coordinator of Volunteer Services.
- Volunteers should not come to work if they are ill, have a rash, cold or other infectious disease.
- Influenza immunization is strongly recommended.
- Hand washing is the best infection control.

Time Commitment: 9:00 a.m. - 2 p.m. Monday to Friday

Boundaries and Limitations:

- Jewellery (rings, watch, necklace, earrings) must be removed when working in the coffee shop.
- Volunteers do not have the permission to transfer residents
- Do not accept any gift or money from residents
- Volunteers who do not adhere to the rules and procedures of St. Patrick's Home or who fail to satisfactorily perform their volunteer assignment are subject to dismissal.

Accountability: — Nutritional Services and/or Coordinator of Volunteer Services

Benefits:

- Exposure to the agency operation
- Opportunity for leadership
- Opportunity to develop new skills
- Increased knowledge and experience working with the elderly
- Self satisfaction of offering a service to residents
- Free parking is provided to volunteers
- Meal or beverage tickets are available if you meet the criteria
- References can be obtained if a volunteer has been engaged in volunteering for more than 40 hours
- Recognition events throughout the year