



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

**DESCRIPTION OF VOLUNTEER PARTICIPATION**

**Position:** TUCK SHOP EXPRESS

**Purpose:** To provide door to door shopping service to Residents of St. Patrick's Home

**Tasks and Responsibilities:**

1. Sign in at the reception desk
2. Get the cash box and keys from the receptionist
3. The cash box should have a float of \$20.00.
4. Ensure the cart has been stocked with necessary items. The cart holdings will be as follows:
  5. Assorted cards, stamps, gift items, treats, ...
  6. Visit Residents room to room offering items for sale. All sales are final and on cash basis only. If a resident is requesting an unavailable item, make note of it so we can possibly provide it on the next visit.
  7. If a Resident has no money to pay for the item he/she wants, check the Resident Account list. If their name is on the list, enter the amount and date. The total amount will be billed to the account on a monthly basis. If the Resident doesn't have an account, explain that an account must be opened in order to charge the item. Keep track of their name in case we need to contact the family.
  8. Visit Ground, First, Second and Third floors and Seniors' Day Program
  9. Restock the cart for the next volunteer
  10. Count up your cash and leave it in an envelope in the cash box.. Leave a float of \$20.00 in the box .
  11. Return the cash box to the Reception desk.
  12. At the end of each month, give the Resident Account form to the Business Office.

**Time Commitment:**

|           |                      |  |
|-----------|----------------------|--|
| Wednesday | 10:30 a.m. - 12 noon | Ground Fl., Third Fl., Seniors Day Program |
| Friday    | 10:00 a.m. - 12 noon | First Fl., Second Fl., Seniors Day Program |

**Skills and Qualifications:**

- Good health
- Good interpersonal skills, friendly, welcoming, positive attitude
- Reliable and committed to time agreed upon
- General knowledge and understanding of the needs of the elderly
- Ability to learn, follow instructions and work independently
- Comfortable handling money and giving back change

### **Orientation and Training:**

- A general orientation to the Home will be provided prior to beginning your responsibilities
- On the job training with an experienced volunteer when appropriate
- Familiarity with storage area for supplies
- On-going professional development programs

### **Limits and Boundaries:**

- Cash payment only
- Sweet items such as chocolate bars will be limited to 3 per customer per visit. Remind the resident you will be back next week.
- Respect Residents' privacy. Knock before entering the room
- Volunteers who do not adhere to the rules and procedures of the Home or who fail to satisfactorily perform their volunteer assignment are subject to dismissal

### **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 & 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 the Coordinator of Volunteer Services.
- Volunteers should not come to work if they are ill, have a rash, cold or other infectious disease.
- Handwashing is the best infection control.
- Influenza immunization is strongly recommended
- Report any concerns regarding residents to staff immediately

### **Accountability:**

- Responsible to Nutritional Services Manager and / or Coordinator of Volunteer Services

### **Benefits:**

- Opportunity to meet many Residents
- Exposure to the field of gerontology and agency operation
- Increased knowledge and experience working with the elderly
- Free parking is provided to volunteers
- A beverage ticket is issued to volunteers who meet the criteria

- Self-satisfaction of helping residents
- References can be obtained upon termination if a volunteer has been engaged for more than 40 hours
- Recognition events throughout the year

April 2008