

C.A.R.E Volunteer Manual



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Welcome from the director

Welcome to the **C.A.R.E. Centre!**

We are excited that you have chosen to volunteer your time with us!

Our Centre is a non-profit charitable organization which is unique by providing accessible programming to our clients who are wheelchair users, require assistance with most activities of daily living and who use alternate forms of communication.

Our goal here at the C.A.R.E. Centre is to provide our clients with quality continuing education through recreation and community social inclusion.

I would like to extend a great BIG thank you for helping us to promote autonomy, meaningful social interactions, and enhancing the quality of life of adults who are differently abled in our community.

Your volunteer support enables us to provide opportunities for specialized recreation and education for our clients who otherwise would not have these opportunities past the age of 21 years.

We hope that your experience at our day Centre program will be enjoyable and rewarding.

Sincerely,

Olivia Quesnel
Executive Director



Purpose of this booklet

Thank you for volunteering at the C.A.R.E Centre. Your willingness to help enables the C.A.R.E Centre to continue its services to our clients. The purpose of this booklet is to provide volunteers at the C.A.R.E Centre with the essential information required to work as an effective member of our team. The benefits of volunteering are: gaining experience in a different field, getting a chance to meet new people and make friends with other volunteers and staff, having a great opportunity to learn.

This booklet contains:

- Your rights and responsibilities as a volunteer at C.A.R.E
- Code of Conduct
- Volunteer and client safety
- Contact information
- Day to Day tasks
- Outings

Who We Are

The C.A.R.E. Centre is a non-profit charitable organization in Montreal, Quebec, that provides a recreational and educational day program for adults with physical disabilities. The C.A.R.E. Centre offers services to adults over the age of 21 with physical disabilities.

Our Mission is to enhance the lives, functioning and communication of adults with severe physical disabilities.

We are a team of staff members responsible for the overall programs happening at C.A.R.E. The staff members carry out many programs in the following categories: recreation, education, physical activity, mental health, spiritual, communication, community inclusion, and personal goals, social and respite programs.

Volunteering at C.A.R.E

Volunteers play an important part in maintaining our organization known and as well as helping the C.A.R.E Centre facilitate their programs and help them in daily tasks. In addition to doing your best on the job, you can help to maintain this centre by knowing your rights and responsibilities as a volunteer and by following the C.A.R.E Centre's code of conduct.

Your Rights

- Ask questions on the Centre or the clients to a supervisor
- A description of what you will do and as well as an onsite training on the expectations and tasks to be done.
- Guidance and direction
- A welcoming, safe and supportive environment
- To be treated with no discrimination
- A 30 minute break assigned on the time slot by your supervisor (If you are a volunteer for the whole day)
- Ask for constructive feedback

Your Responsibilities

- Carry out duties and tasks assigned by your supervisor
- Provide notice no later than 9 am of that day if you will be absent
- Follow the directions of the supervisor
- Maintain confidentiality of the clients and the centre at all times
- To always engage with the clients and make them feel comfortable
- Treat the staff members, clients and the members of the public respectfully and with no discrimination
- Volunteers will act responsibly and with integrity
- Be willing to learn and take part in all of our activities in the centre or outside the centre (outings)
- Adhere to Centre's Code of Conduct and Mission Statement

- Assist clients in their Daily Activities of Living
- Providing a safe environment for clients

Code of Conduct

There is zero tolerance for:

- Using or being under the influence of alcohol or other substances
- Stealing property
- Performing illegal or unsafe acts
- Mistreating staff, clients, or other volunteers

Volunteers are not permitted to:

- Administer any type of medication to the clients (Please ask a staff member to do so)
- Assist clients in the bathroom
- Remain unsupervised in a room with clientele (a staff member must always be present)

A volunteer must:

- Wear closed toe shoes
- Wear appropriate dressy/casual attire (no holes in clothing, no crop tops, no revealing tops)
- Be on time - the work day is from 9-4 (or the time that your supervisor assigns to be present at)
- Each day, before starting your volunteer shift, please adhere to any sign in regulations you may have provided to you by the onsite Supervisor.
- Assist in anything to do with assisting clients in the program/daily needs

- Report to supervisor any concerns or unusual behaviors in clientele.
- Help with communication needs and expressing them
- **Confidentiality:** Volunteers acknowledge and agree that confidentiality must be respected.
- **Basic Respect :** Volunteers are to avoid any unjust discrimination "based on race, colour, sex, pregnancy, sexual orientation, civil status, age except as provided by law, religion, political convictions, language, ethnic or national origin, social condition, a handicap or the use of any means to palliate a handicap" (*Quebec Charter of Human Rights and Freedoms*).
- **Social Media:** Volunteers should not post on social media any images, videos or audio of C.A.R.E. clients on their personal social media accounts, without appropriate permission.
- Volunteers may share content that has been publicly posted on the organization's Facebook, website and Instagram pages.
- **Cell Phone Policy:** Volunteers are asked to keep their cellphones in the staff room or in their pockets and to refrain from using their cellphones in the classrooms during their volunteer shift. Volunteers may use their cellphone in the staff room in the case of emergency or if they have a scheduled break.
- **Hygiene Practices:** Employees are required to wash their hands upon arrival to work in the morning and to wash their hands after using the washroom facilities as well as prior to feeding any client. Given that the majority of our clientele is at risk and in order to prevent the spread of contagious illnesses or infectious diseases (such as gastro and the flu), the C.A.R.E. Centre Board of Directors endorses this policy in regards to illness.
- **Sickness:** Volunteers who are not well, must **NOT** come to C.A.R.E. if a volunteer is sick with symptoms of flu or gastro, they will be asked to stay home. They can return to C.A.R.E. when they are no longer showing symptoms, meaning at least 4 days after the first day of showing symptoms.

- **Grievance Procedure:** In the event that a volunteer has a complaint with a workmate or with a job related matter the volunteer should follow the proper chain of command by presenting the problem to the Programs Coordinator (Ms. Amanda Dery).

Communication:

There are many forms of communication within our clientele. Clients can use Bliss, an Ipad, a Dynavox, pictograms, or a word booklet to communicate.

Ensure your focus is on helping clients communicate their ideas, thoughts, feelings, and needs throughout the day. If you encounter any problems in understanding what the client is attempting to communicate please refer to any staff member for help.

Nonverbal Clients: There are nonverbal clients that use communication devices like the ones listed above. However, there are also clients that don't use a communication device. With these clients, a volunteer must not ask leading questions, but just simply ask clear and direct yes or no questions.

Verbal Clients: In any cases, it is recommended not to ask leading questions. Some verbal clients may have speech impediments or severely slurred speech so therefore, you must be patient. If you do not understand you can always kindly ask for them to repeat or if there is a different way to describe. You must know that this is a learning process and the clients will be very patient with you.

** If you have any concerns or questions feel free to talk to your supervisor. Don't be shy! 🗨️

Day to Day tasks/Responsibilities and Outings

A daily schedule is as follows:

9:00 AM - Client arrival off of Transport Adapte. Help clients to home room, take off coats, social hour (Coffee, water, socializing). Tasks and duties to start the day.

(If you are on transport duty you are responsible of bringing the clients inside to their homerooms)

10:00am to 10:45am - Program #1

(The clients are to choose one of two programs offered. As for volunteers, you must go to a program that needs more help depending on the context of the program. It is up to you to assess the situation and see which programs have enough help and need help)

10:45am to 11:30am - Break Time for clients.

(At this time Clients prefer to have snack and drinks. You must ask the client if they would like something from their lunchbox. If the client is not able to eat by themselves, you must assist the client in eating or drinking. Always double check with staff members how the client should be eating or drinking. Staff members who are on bathroom duty will one by one bring the clients to the bathroom.)

11:30am to 12:15pm - Program # 2

(The clients are to choose one of two programs offered. As for volunteers, you must go to a program that needs more help depending on the context of the

program. It is up to you to assess the situation and see which programs have enough help and need help)

12:15pm to 1:30pm - Lunch Time

(The clients have lunch at this time. If you are assigned to eat with a client, you must first wash your hands. Put a bib on the client, and depending on the client, he/she may need a towel as well. You will assist the client eat his/her lunch. Do not forget that if the client has medications, you are not allowed to give it, instead ask a staff member to give the medication. You can have your lunch at this time after making sure that the client you are assigned to has finished his/her lunch)

1:30pm to 2:00pm - Downtime

(During this time, the clients have already had their lunch and are waiting to be brought to the bathroom by assigned staff members. During this time a staff member is assigned to do a half an hour program to keep the client entertained and engaged.)

2:00pm to 2:45pm - Program #3

(The clients are to choose one of two programs offered. As for volunteers, you must go to a program that needs more help depending on the context of the program. It is up to you to assess the situation and see which programs have enough help and need help)

2:45pm to 4:00pm - Departure of the clients.

(During this time, the clients get ready to go home, wait for their transports and leave C.A.R.E. All staff members and volunteers must wait until all the clients are gone. Volunteers who stay the whole day should come to the check-in as well. Every day, at the end of the day, there is a check-in done by the director of the centre

or by one of the supervisors (Amanda or Bruno) to re-cap of what happened during the day and if there are any concerns that need to be talked about.)

** Note that you will have a 30 minute break (if you are a full day volunteer/intern) during the day; however, it is your supervisor that will assign your break time.

Transportation:

During the departure of the clients, if you are assigned for transport, you must always make sure that a staff member is always present to confirm the client going on that transport. We do not want wrong clients going to the wrong places. If a transport driver asks for a client, make sure to let a staff member know who is also on transport duty before bringing the client to the transport.

Outings:

We have outings that are planned for our clients every month. Outings are opportunities for clients to leave the home setting and the centre setting to discover and see places other than their everyday setting. It is a difference for the client and crucial for community inclusion.

Your supervisor will email you the week before a detailed itinerary about the outing, such as: where to meet and what time to meet and what to bring as well. Note that in the outings there are no breaks since we are not at C.A.R.E. Note that, volunteers who do two-hour shifts stay at the centre and do not come to the outing. Full day volunteers and interns come to outings depending on their volunteer schedule and the date of the outing.

For the outings, the centre is divided into two groups. One group goes on one day, and the other group goes the next day. The reason is because there are many clients and having all those clients go on the same day is not very ideal due to the

fact that we are a large group and the outing place may not accommodate us all. Therefore, the outings are always divided into two groups.

The responsible staffs for the outings are Amanda and Bruno. You may direct all questions to them concerning about the outing. Money should be handled by the responsible unless otherwise specified.

The volunteers going on the outing are responsible for one client during the whole day. The volunteer/intern will push the client from point A to point B and feed them as well.

Contact Information

We are located in the Wagar Adult
Education Centre at "Entrance E"
5785 Avenue Parkhaven
Côte-Saint-Luc,
QC H4W 1X8

Tel: 514-483-7200 ext: 6205

Mobile: 438-989-6456

Email: centre.dactivites@gmail.com

website: www.carecentre.org

Instagram: [c.a.r.e.centre](https://www.instagram.com/c.a.r.e.centre)