Pictures used are Mummon Kammari file photos unless otherwise specififed.

TAMPEREEN SEURAKUNTAYHTYMÄ
SUOMEN EV.LUT. KIRKKO

Welcome to volunteer in care homes!



In care homes, volunteers can…

- Chat with the residents, read to them, play games, or sing together
- Look at the residents' photographs together: photographs give a lot of information about their lives as well as something to talk about
- Share with the residents what is happening outside the care home:
  - Talk about weather & current season
  - Bring them flowers in the spring and colorful leaves in the autumn
  - Show them photographs taken with the volunteer's phone
- Assist the residents outside and in various events – when volunteers help the residents move around, for example by pushing their wheelchairs, they are able to go outside and participate in events.
- Assist during mealtimes.

Please remember: you are a guest visiting the home of the older person

- Volunteers bring joy and hope to the residents and share everyday experiences with them.
- Be yourself, but please remember to be considerate of the residents' wishes and needs.
- Please respect their views and their lifestyle
- When you pay attention to the older person and listen to them, they can trust you, and your visits feel safe and comfortable.



Guidelines for care home volunteers:

Safety:

- Please discuss your volunteer activities with the staff first.
- Volunteers help residents as friends, not as professionals.
  Please do not move, lift, or dress the residents.
  You can help them with their outerwear, such as coats.
- If you leave the care home with the resident,
  you must have the nurses' team phone number.
  If anythings happens, please call them immediately.
- Do not leave a locked door open.
  Do not let anyone exit through a locked door.
- Never visit a care home when you are sick.
- Wash and disinfect your hands often.



Picture: Papunet

Please be considerate:

- Always use your Mummon Kammari badge.
- Greet everyone and be polite.
- Remember that even a short visit is important.
  Your older friend does not always have energy for a longer visit.
  You can ask the staff if another resident would like to have company.

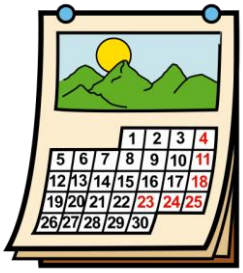


- Please always let the care home staff know if you're worried about something.
  However, remember not to express your opinions about the care and services the residents receive.
- Please do not share your personal troubles with the residents, their family or the staff.
- Please do not make any promises you are not sure you can keep.

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When and how should I contact the older person and the care home?

- Care homes have different preferences on how you should inform them about your visits or whether you have to inform them at all. Please find out their preferences when you start.
- If the resident or the care home has a notebook or a whiteboard, please write your visiting times there. Sign with your first name and Mummon Kammari.
- Please let the staff know if you take a longer break.
- Do not give your phone number to the residents. You can tell them that if they need to contact you, they can ask the staff.
- If you can't find the resident at the time you are supposed to meet, please find out what has happened. Contact the staff.
- Ask the staff whether the resident can use a taxi card.
- If you'd like to visit another resident, please consult the staff.



Picture: Papunet



Please be careful with money

- All Mummon Kammari services are free of charge. Please never accept money or other expensive compensation for your help.
- If a resident wishes to offer you something small, like coffee or candy, you can accept it. If there's coffee served in the care home, you're allowed to drink it. If you'd like, you can give the older person small gifts or send them a card on a holiday or their birthday.
- Go shopping together with the resident, not on their behalf. Let them use their money or credit card independently. Offer help and be there for them, but let them be as independent as possible.

Guidance and support:

- Contact your Mummon Kammari coordinator when…
  - you have scheduled your first visit to the care home
  - you have volunteered there a few times
  - you'd like to ask something or discuss a problem or an issue.
  - you'd like to switch the care home or group home you volunteer in

- Please ask the staff about matters that relate to the residents.

- You can contact your designated Mummon Kammari coordinator whenever you need advice.
  Please let them know how you are doing at least twice a year.
  It's all right even if you haven't been visiting regularly.

Coordinator of care home volunteers
Hanna Vihottula
tel. 050 532 2085
email: hanna.vihottula@evl.fi

Finally:

- Please remember that you are commited to confidentiality.
  Do not share the residents' names, health conditions
  or other private issues with outsiders,
  or discuss them when outsiders can hear you.
  Do not discuss your volunteer activities on a bus, for example.
  You are committed to confidentiality even if you stop volunteering.

- Please let your coordinator know if you wish to stop volunteering.
  You are allowed to stop at any point.
  - If you wish to, please give us feedback and share your thoughts about volunteering at Mummon Kammari.
  - Request a certificate for volunteering if you'd like to have one.
  - Please return your badge.
  - You're very much welcome to continue participating in Mummon Kammari events!

