

## Guidelines for Volunteers

1. Show respect for CRISTA residents. You are a guest in their home.
2. Remember to Smile! Smiles are contagious.
3. Treat others as you would want to be treated.
4. Respect confidences. Remember the HIPAA law of confidentiality.
5. Look into the eyes of the resident when you are speaking and when you are listening.
6. Walk slowly and carefully through hallways and when transporting residents in their wheelchairs.
7. Never use a resident's personal property (riding in wheelchairs, using canes, etc.).
8. Always wash your hands thoroughly with soap and water, and wear gloves when necessary. Wash your hands after removing gloves.
9. Do not take a resident out of the building without prior permission from the nursing staff, and please sign them out at the nursing station.
10. Respect other's privacy. Always knock before entering a resident's room.
11. Call if you are unable to come in at your scheduled time.
12. Remember that a wheelchair is an extension of a person's body. Please ask first if they would like some help.
13. NEVER lift a resident or move them to another position. Always call for assistance.
14. Report any special problems the resident may express to you.
15. Smoking is prohibited! No eating or drinking outside of the activity office or staff lounge.
16. Do not offer food to residents (many of them are on special diets), without first checking with the activity director or other staff member.
17. If you must use your cell phone, do not use it in common areas.
18. Do not accept gifts from residents.

I understand the above listed guidelines, and will abide by them in my work at CRISTA. I also understand that failure to comply may result in my being dismissed from volunteer service.

The King will reply, "I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me."  
~Matthew 25:40

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Volunteer Coordinator

*We at the Cristwood Retirement Community want to thank you for the gift of your time, and the joy you will bring to our residents.*