



Volunteer Handbook

Welcome to Mayflower Community! We are excited you are here and appreciate your willingness to volunteer your time, ideas, energy, and self to help bring joy, care, and wellness to our residents.

Introduction

The Mayflower Community is a senior residential environment that offers independent living, assisted living (Beebe), and skilled nursing/long term care (Health Care Center) facilities on campus. Mayflower Community seeks to provide a senior living community that affirms the dignity and worth of each individual and responds to ongoing and emerging resident needs. Volunteers enhance Mayflower Community's ability to achieve strategic goals and deliver its mission:

It is the mission of the Mayflower Community to provide a vibrant, purposeful, and compassionate community of older adults.

As a volunteer, you add diversity, new perspectives, experiences, and enrich Mayflower Community and its mission. You will assist in providing resident-centered care, support, and compassion to help bring joy and wellness to the lives of residents. You have an opportunity to create meaningful, one-on-one relationships with Mayflower Community residents that will improve the quality of life of both residents and your own life experience.

Collectively, the Community Life and Wellness/Activities staff will strive to identify volunteer opportunities, manage day-to-day activities of volunteers, and work together to provide a successful volunteer experience. Volunteers will be assigned to a staff member who will provide orientation to the department, conduct an interview, position-specific or 1:1 training when appropriate, and supervision of volunteer work.

Types of Volunteers

- Student volunteers – High school and college students who donate their time to gain career experience or meet service or graduation requirements.
- One time and seasonal volunteers – individuals who support one-time events or activities at Mayflower Community, such as assisting with an event or spring planting.
- Off-site or remote volunteers – individuals who contribute their time and talents to Mayflower Community without spending significant time on campus.

- Interns – College or post-graduate level students who earn credit and/or course requirements for a degree. Internships must have a written agreement with the sponsoring educational institution, the student, and Mayflower Community.
- 1:1 volunteers – these may include the aforementioned types of volunteers or persons who do not fall into one of the other categories but fulfill the definition of a volunteer who gives their time and effort to improve the life of residents at Mayflower.
- Groups – these volunteers are usually one time and seasonal volunteers that come together to volunteer their time. Adult leaders of youth groups (sports teams, scouts, etc.) must be present while individuals (under 16 years of age) are performing volunteer work.

Onboarding Procedures

All individual volunteers, regardless of the nature or duration of their service will be required to complete a progressive onboarding process that includes:

1. Intake and screening
 - Complete the application form to obtain contact information about the individual.
 - Interview with Mayflower staff to learn of potential volunteer’s skills, interests, and availability.

2. Clearance to Volunteer
 - Individual volunteers will complete a dependent adult abuse and criminal background check prior to receiving clearance to volunteer.
 - Some Individual volunteers may need to complete a health history form, a brief health assessment with a member of nursing staff, and a TB test.
 - The requirement for a health history form, health assessment, and/or TB test may be waived with student health record or results of physical dated within the last 12 months.

3. Orientation to Mayflower Community
 - Community Life and Wellness/Activity staff will conduct an orientation to Mayflower Community, including, but not limited to mission, confidentiality, review of volunteer handbook, and tour. There will be an adapted orientation for volunteers who are unable to attend a face to face orientation and plan to contribute online or remotely.

4. Position-Specific or 1:1 Training
 - Community Life and Wellness/Activity staff will conduct orientation to the department and position-specific training, when necessary.

Please note that not all volunteers will have to complete every single on boarding step, depending upon what category or type of volunteer they are.

Summary of Onboarding Process

Steps	
Intake & Screening	Volunteer application
	Interview
Health Assessment and Clearance	Background check
	Health history form, when necessary
	Health assessment, when necessary
	TB test – Steps 1 and 2, when necessary
Orientation to Mayflower Community	Orientation session in-person or online
Position-Specific or 1:1 Training	Department orientation
	Training for volunteer duties
	Dependent adult abuse/mandatory reporting
	Infection control
	Dementia training
	Confidentiality policy and training

Background Checks

Mayflower Community will conduct background checks for all volunteers who have completed the intake and screening process, unless they are affiliated with Grinnell College and have their background checks conducted there. Background record checks include dependent adult abuse or conviction of crime other than a simple misdemeanor offense relating to motor vehicles and laws of the road. Whether or not volunteers are cleared for service will be determined consistently with Mayflower Communities anti-discrimination policies.

Cell Phones

Use of cell phones in resident care areas is strictly forbidden.

Community Service Volunteers

Individuals sentenced to perform community service will not be accepted as volunteers.

Confidentiality

Volunteers who handle confidential information are required to read the Mayflower Community's policy on Confidential Information and sign an acknowledgment form indicating they agree to comply with the policy. Release or misuse of confidential information will lead to immediate termination of the volunteer.

Dress Code

Volunteers are expected to follow the dress code of the department in which they volunteer. Volunteers will be issued a volunteer name tag.

Insurance

Volunteers are covered by the Mayflower Community's general liability insurance policy. Volunteers are not covered by worker's compensation insurance.

Mayflower Community Property

Volunteers may be given access to computers, photocopiers, fax machines, and other property. Equipment is intended only for business use and may not be used for personal business or to prepare or transmit unauthorized solicitations, notices, or announcements. Mayflower Community does not provide office keys to volunteers unless approved by the Facility Administrator.

Non-Harassment

The Mayflower Community maintains a work environment that encourages respect for the dignity of each individual. Sexual harassment, whether verbal, physical, or environmental, is unacceptable and will not be tolerated. In addition, harassment on the basis of race, color, religion, marital status, sexual orientation, veteran status, status of military discharge, gender, national origin, age or disability, whether verbal, physical or environmental, is unacceptable and will not be tolerated by employees, volunteers, or visitors.

Non-Smoking Environment

Smoking is not allowed by volunteers anywhere in the facility. Volunteers may smoke during breaks outside the building in the designated area only.

Parking

Volunteers may park in designated visitor parking spaces on campus.

Reimbursement of Travel Expenses

Volunteers are not reimbursed for mileage to and from Mayflower Community or other location where volunteer work is performed. Mayflower Community does not provide transportation for volunteers who are unable to drive.

Residents as Volunteers

Individuals who live in one of Mayflower Community's independent living properties may volunteer their time and must complete all requirements of individuals who do not live on campus. The Community Life and Wellness/Activity staff will serve as resources for residents who wish to volunteer in the community.

Safety

It is Mayflower Community's policy to provide a safe work environment, as free as possible, from recognized hazards. Volunteers are expected to comply with all safety and health requirements, whether established by management or by law. Firearms and other weapons are expressly prohibited on premises and at events.

Social Media

Each volunteer is responsible for knowing and adhering to Mayflower Community's policies on social media. As part of such policy, Mayflower Community asks that you do not post materials that could be considered an infringement on the rights of others, including their right to privacy.

Solicitation

Solicitation for membership or contributions, posting notices, distribution of literature, and selling is prohibited in public areas, resident care areas, and work areas at all times. Bulletin boards are for official Mayflower Community use only.

Termination of Volunteers

Mayflower Community reserves the right to determine whether a volunteer will be terminated.

Tracking Hours

Volunteers will be responsible for signing in and marking their hours and activities in the Volunteer Communication Book. Those who volunteer online will track their time and send it to Community Life and Wellness/Activity staff.

Underage Volunteers

Mayflower Community will not utilize volunteers under the age of 16 unless they have adult supervision. Adult leaders of youth groups (sports teams, scouts, school groups, etc.) must be present while individuals are performing volunteer work.

On behalf of the residents, staff, and administration at Mayflower Community, we're glad you're here. You have an opportunity to make a positive difference in someone else's life. Thank you!