



~Welcome~

At Bristol Home and Bristol Village, we value to opportunity to work with those who are ready to serve the needs of our elders with an open heart and willing hands. **You are a valued part of our community!** Your time and talents will enrich the lives of those who need your volunteerism.

Our residence embraces each resident with the opportunity to find happiness, create friendships and develop satisfaction in their daily lives. At Bristol Home and Bristol Village, we consider each resident as an individual, and provide an environment that supports personal history and interests. Our activities and volunteer programs are designed to enhance the quality of life and allow each resident the opportunity to grow physically, socially, educationally, and spiritually despite any cognitive, mental or physical disability.

No matter where an individual is in their life journey, each has the right to enjoy life & meaningful experiences. It is our hope that, through interpersonal community relationships, we can make a difference for older adults. Thank you in advance for your commitment to our elders of The Bristol Homes.

Sincerely,

Beth Mack

bmack@bristolhome.org

Director of Activities

Volunteer Coordinator

**The Bristol Home
1500 Main Street
Buffalo, NY 14209
716-884-4371**

**Bristol Village
8455 Clarence Center Rd
Clarence, NY 14032
716-319-9500**

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The Bristol Homes Philosophy

At Bristol Home, we set the standards for maximizing the quality of life and dignity of older adults. Bristol Home and Bristol Village are both PERSON-CENTERED care facilities we support life enrichment, personal empowerment and aging with personal choice. No matter where an individual is in their life journey, each has the right to enjoy meaningful life experience. It is our hope that, through our activities program and community involvement, we can enrich the lives of our residents. Thank you for your time and commitment to our elders at Bristol Home & Bristol Village.

A BRIEF HISTORY OF HOW WE BEGAN

Bristol Home, an Assisted Living Residence (ALR) has served the needs of the area's elderly women for more than 146 years. The Bristol Home was established in 1868, and began as the "Home for the Friendless." It was started by a group of prominent Buffalo citizens to house and feed needy women until they were able to find jobs and become independent. However, some women were too sick and needed medical care, and others were too old to be able to support themselves. Eventually, the home became a home for the aged. The current building on Main Street was purchased in 1886, and we have continued the tradition of caring for women-only, in the same location to this day in downtown Buffalo. In 2003, Bristol Village was built in Clarence, NY and serves the needs of men and women in Assisted Living and Memory Care.

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Volunteer Opportunities at Bristol Home

Musician: to come in as available to entertain our residents. Bristol Home has a 1922 Steinway available in the facility for use, or bring your own instrument. Sing along with the residents is also an option for the volunteer who likes to sing. Evenings or weekends preferred but morning and afternoon times are acceptable as well. Contact the Activity Director at each facility Activities Department for more information.

Gardening: to assist in keeping facility grounds looking their best. Supplies provided by residence. Come as a community group or as an individual. Contact the Activity Director at each facility Activities Department for more information.

Friendly Visitor: A friendly visitor works with our residents who prefer one to one time with people. People who volunteer for this program are typically social and motivated to work with people. Computer experience a plus as both facilities have a computer system called the iN2L that is adapted to the needs of our elders.

Friendly Dog Visitor: to visit with our residents on a regular basis. Visit one to two times a month with owner. Dog must be under supervision of owner at all times, be kind, quiet, calm and friendly, and have up to date vaccination information on file with us.

Ceramics Instructor: for small group instruction on a monthly basis. Bristol Home has ceramics pieces, glaze and a kiln that can be used. Must have Experience in ceramics and ceramic firing. Contact the Activity Director at each facility Activities Department for more information.

Playing Card Club Leader: to encourage small groups to participate in various card games of interest, such as rummy, pinochle, etc. Meet on a weekly basis, or as available. Evenings or weekend availability preferred. Materials will be provided by the residence. Contact the Activity Director in the Activities Department for more information.

Special Events Volunteer: Because Bristol Home and Bristol Village are family orientated, we hold a few special events throughout the year. Kitchen and wait service, bar service, valet service, ticket sales and hospitality are always needed for special events. We hold a High Tea at Bristol Village in February and at Bristol Home the day before Mother's Day. We also hold family picnics at each facility in the summer and our main fundraiser event which is held in September. Contact the Activity Director at each facility Activities Department for more information or for gala information contact Shaton Ozolins at Sozolins@bristolhome.org or Mike Helbringer mhelbringer@bristolhome.org at Bristol Village.

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**Specific Volunteer Opportunities at
Bristol Home
1500 Main Street, Buffalo
(716) 884-4371**

Special Interest Projects/Opportunities

Volunteers who have a specialized skill or who are educated in specific areas will make an especially important contribution to the Bristol Home. We encourage volunteers to extend a special interest of theirs into their service:

- We are currently looking for individuals who are interested in gardening and yard work to assist in the upkeep of our grounds. Raking, weeding, trimming and picking up litter are helpful as well as assistance with planting in the spring. Also, there is a porch on the second floor that needs some TLC. A small group of volunteers may be interested in working together to beautify these areas. Those with knowledge of plants and gardening are especially desired.
- Individuals who have an interest in healthcare may be able to extend their knowledge into service at the Bristol Home. Volunteers who have interest in senior health and wellness issues can service our residents through educational programs. These may include health information sessions and preventative education. Individuals who have experience in a health care setting may also assist in exercise classes & motivation.
- Those with special skills in a specific area will be able to present their talent to the residents at Bristol Home in many ways. Individuals with musical talents may lead a sing along or volunteer to play their instruments for the enjoyment of the residents. Those with knowledge of knitting, crochet, or quilting may start a group or a class. Volunteers who are educated in art, history, poetry, etc. may lead discussion groups or lecture.
- The Bristol Home is currently seeking a volunteer handyman, to help the ladies of the home with minor maintenance, general repairs and upkeep of their historic home. The handyman volunteer will work under the general guidance and direction of the home's maintenance team to tackle repairs that align with your skills and interests. These odd jobs may seem minor to you, but they make a major difference to the ladies of the home. The specific skills of a volunteer handyman can be a real asset to our team.

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Volunteer Requirements

At The Bristol Homes

1. As of January 1, 2015, ALL UNSUPERVISED VOLUNTEERS (volunteers who work 15 or more hours a week), must complete the following before starting volunteer work at The Bristol Homes:
 - Physical examination done and form completed by facility doctor or personal doctor
 - PPD (tuberculin test) done with negative result
 - Fingerprinting process completed
 - Criminal background check completed
2. All other volunteers who enter the facility are SUPERVISED AT ALL TIMES, and must stay with their supervisor at all times and have volunteer logged signed by supervisor for DOH documentation. These volunteers do not need the above requirements and cannot volunteer over 2-3 hours per week.

Job Function:

Schedule volunteer time with Activities Director. It is the volunteer's responsibility to inform facility if schedule change. Volunteer reports directly to the Activities Director or Activity Assistant

1. Activities Execution: Assist activities program when scheduled or do 1:1 visits.
2. Volunteer cannot have any physical limitations, unless specified to do specific duties. Activities include walking, reaching, lifting, grasping, fine motor coordination, be able to read and write, follow instructions well, communicate with residents and personnel, and remain calm under stressful conditions.
3. Safety and Sanitation: Understand and follow safety and infection control policies and procedures. Report any of these issues immediately
4. The Bristol Homes does not reject individuals due to race, religion or disability.

Minimum Qualifications:

1. Must be able to communicate effectively with residents, families, staff, and general public.
2. Must have compassion for and desire to work with elders who have cognitive and/or psych disorders.
3. Must meet all State health requirements and comply with the rules of the facility.

Dress Code

Comfortable, casual seasonally appropriate attire is recommended, along with flat or low-heeled comfortable shoes.

Nice looking jeans are acceptable. No ripped clothing or t shirts with printed sayings on them. Dress code is typically "business casual."

Age Restrictions

Volunteers of all ages are welcome with parental consent required for minors. Minors must be a minimum of 14 years of age.

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RIGHTS OF RESIDENTS IN ASSISTED LIVING RESIDENCES

Resident's Rights and Responsibilities have included, but not be limited to the following:

- A. Every Resident's participation in assisted living shall be voluntary, and prospective residents shall be provided with sufficient information regarding the residence to make an informed choice regarding participation and acceptance of services.
- B. Every Resident's civil and religious liberties including the right to independent personal decisions and knowledge of available choices shall not be infringed.
- C. Every Resident shall have the right to have private communications and consultation with his or her physician, attorney, and any other person.
- D. Every Resident, resident's representative and resident's legal representative, if any, shall have the right to present grievances on behalf of himself or herself or others, to the residence's staff, administrator or assisted living operator, to governmental officials, to Long Term Care Ombudsmen or to any other person without fear of reprisal, and to join with other residents or individuals within or outside of the residence to work for improvements in resident care.
- E. Every Resident shall have the right to manage his or her own financial affairs.
- F. Every Resident shall have the right to have privacy in treatment and in caring for personal needs.
- G. Every Resident shall have the right to confidentiality in the treatment of personal, social, financial and medical records, and security in storing personal pro-sessions.
- H. Every Resident shall have the right to receive courteous, fair and respectful care and treatment and a written statement of the services provided by the residence including those required to be offered on an as-needed basis.

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- I. Every Resident shall have the right to receive or to send personal mail or any other correspondence without interception or interference by the operator or any person affiliated with the operator.
- J. Every Resident shall have the right not to be coerced or required to perform work of staff members or contractual work.
- K. Every Resident shall have the right to have security for any personal possessions if stored by the operator.
- L. Every Resident shall have the right to receive adequate and appropriate assistance with activities of daily living, to be fully informed of their medical condition and proposed treatment, unless medically contraindicated, and to refuse medication, treatment or services after being fully informed of the consequences of such actions, provided that an operator shall not be held liable or penalized for complying with the refusal of such medication, treatment or services by a resident who has been fully informed of the consequences of such refusal.
- M. Every Resident and visitor shall have the responsibility to obey all reasonable regulations of the residence and to respect the personal rights and private property of the other residents.
- N. Every Resident shall have the right to include their signed and witnessed version of the events leading to an accident or incident involving such resident in any report of such accident or incident.
- O. Every Resident shall have the right to receive visits from family members and other adults of the resident's choosing without interference from the assisted living residence within parameters of the house rules.
- P. Every Resident shall have the right to written notice of any fee increase not less than thirty days prior to the proposed effective date of the fee increase; provided, however, that if a resident, resident representative or legal representative agrees in writing to a specific rate or fee increase through an amendment of the residency agreement due to the resident's need for additional care, services or supplies, the operator may increase such rate or fee upon less than thirty days written notice.
- Q. Every Resident has the right to receive adequate services from service providers with whom the operator does not have an arrangement.

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- R. Every Resident has the right to choose their health care providers notwithstanding any other agreement to the contrary.
- S. Every Resident has the right to receive information on availability of public funds for payment of residential, supportive or home health services including, but not limited to availability of coverage of home health services under Title 18 of the Federal Social Security Act (Medicare).
- T. Every Resident has the right to call the Department of Health's toll free telephone number for reporting of complaints regarding home care services and the services provided by the assisted living operator. The number is 1-866-893-6772.
- U. Every Resident has the right to receive a copy of our Long Term Care Ombudsman Service and the local contact number where he/she can be reached. The local number is (716) 878-2385.

Waiver of any of these resident rights shall be void. A resident cannot lawfully sign away the above-stated rights and responsibilities through a waiver or any other means.

Volunteers must read these Resident's Rights and be familiar with them before volunteering.

Volunteer keeps this sheet.

*Please complete all sections and return to the Bristol Home

PERSONAL INFORMATION

date _____

Name: _____

e-mail: _____

Address: _____

City/State: _____ **Zip Code:** _____

Phone Number: _____ **Date of Birth:** _____

EMERGENCY CONTACT INFORMATION

Name: _____

Address: _____

City: _____ **Zip Code:** _____

Phone Number: _____

Relationship: _____

REFERENCES

1) Name: _____

Address: _____

City: _____ **Zip Code:** _____

Phone Number: _____

Relationship: _____

2) Name: _____

Address: _____

City: _____ **Zip Code:** _____

Phone Number: _____

Relationship: _____

VOLUNTEER SERVICE INFORMATION

Resident care and dignity are the top priority for all staff members and volunteers at the Bristol Home. Please find the Rights of Residents in Assisted Living Residences attached to this packet, review it, and keep it for your reference.

I, the undersigned, attest that I have been provided with a copy of the resident rights and I have reviewed it.

Signature of Volunteer

Date

Please bring photo ID upon interview.

Volunteers with criminal history will not and cannot be accepted.

DESIRED PLACEMENT

Please describe why you would like to volunteer at the Bristol Home: (Circle one)

Activities

One to One Friendly Visits (computer exp.)

Kitchen Service

Other _____

Describe any experience or skills you have that would help you contribute to the Bristol Home:

Please list how often and what days and time you are available to volunteer:

What service experience are you able to provide? (example: yard work, office work, recreation, playing music, waitress, special project, etc.)

VOLUNTEER SERVICE STATEMENT

Statement of Confidentiality:

Confidential information refers to any identifying resident information that is maintained on paper, computerized form, or verbal discussion related to providing resident care. It also includes medical records, test results, financial information, personnel files, and other employee related information, such as incident reports, quality assessments, and information relating to the company program development and/or implementation, forms, and contract matters.

I, the undersigned, understand that in my performance of duties as a volunteer of Bristol Home, I may be exposed to confidential information about the residents and/or the employees of Bristol Home. I understand that I am obligated to maintain the confidentiality of this information at all times, both during volunteer hours, and after.

Resident Care Statement:

A member of Bristol Home staff will always be on hand during all volunteer activities. In the event of any kind of uncertainty or emergency, such as a medical emergency or a traumatic change in weather conditions, volunteers should contact a staff member immediately for assistance.

Gift Statement:

Bristol Home staff members and volunteers may not, under any circumstances accept tips or gifts from our residents. In a situation where a resident persists, the volunteer should bring the item(s) to the supervising staff member, or the administrator.

Criminal Record Statement:

I, the undersigned, as a volunteer for the Bristol Home, attest that I have never been convicted or charged with any crimes. I understand that I will be subject to a criminal background check and accept the facility's rejection of my application upon further review of my background history.

Signature of Volunteer

Date

AUTHORIZATION FOR JUNIOR VOLUNTEERS (only if applicable)

To be completed and signed by parent or guardian of volunteers under the age of 18 years.

I hereby give permission for _____ to serve as a volunteer at the Bristol Home, 1500 Main Street, Buffalo, NY 14209 or Bristol Village, 8455 Clarence Center Road, Clarence, NY 14032

I understand that this is not a work program and that volunteers will not be paid for any services that he/she may provide.

Please be advised that junior volunteers are required to complete their service hours under the direct supervision of a Bristol Home/Village staff member.

Name of Jr. Volunteer: _____

Birth Date of Volunteer: _____

Signature of Parent or Guardian

Date