



Volunteer Handbook

ESKATON®

“

Kindness is a calling. Caring about people is powerful.

- Rachel Hamilton

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Welcome!

Thank you for choosing to volunteer with Eskaton and becoming a valued part of our team. Your gracious involvement as a volunteer impacts those we serve as well as the organization as a whole.

The strength of our nonprofit organization lies within our variety of programs that provide life-enriching, person-centered care. We are grateful for our dedicated staff, philanthropic partners and compassionate volunteers who have made our vision and goals possible.

The Volunteer Handbook was created to outline Eskaton's mission, identify volunteer responsibilities, and explain policies and procedures. You are responsible for reading and understanding the material in this handbook. In addition to providing you with the necessary information, I hope this handbook demonstrates our commitment to the welfare of our volunteers, residents and participants.

We recognize your time is valuable, so we hope that you find your volunteer experience to be meaningful and filled with joy. Along with my appreciation, I extend my best wishes for a fulfilling experience.

Warmest regards,

Volunteer Coordinator

Who We Are

Eskaton means “the dawning of a new day.”

Founded in 1968, Eskaton is the largest community-based nonprofit organization serving seniors in the Greater Sacramento area. Our dedicated team members provide services and support for the nearly 12,000 individuals annually living in our communities or participating in our comprehensive home support services. Our positive reputation extends to our signature life-enriching programs, innovative health and wellness initiatives, professional staff training and development, and generous philanthropy. These, along with our nonprofit status, are Eskaton’s distinguishing factors.

The Nonprofit Difference

- We are mission-focused and driven by furthering a purpose and filling a need.
- Our profits are reinvested into the mission versus being distributed to shareholders.
- Our staffing levels are higher, and we provide innovative programs and services to enrich lives.
- We are privileged to reach out to individuals and companies through philanthropy for the purpose of enhancing programs, creating cutting-edge services, and building endowment revenues for those who outlive their resources.
- We are local, our doors are open, and our books are available.

Our Mission

Eskaton’s primary mission is to enhance the quality of life of seniors through innovative health, housing and social services.

Our Vision

Transforming the Aging Experience

The Eskaton Foundation

The Eskaton Foundation funds essential projects and innovative programs to enhance the quality of life of seniors. The older adults we serve enjoy greater independence, dignity and health, whether they are living in an Eskaton community, residing in one of Eskaton's Affordable Housing communities, or choosing to age in their own homes.

Our all-volunteer board of directors is comprised of community leaders who further our primary goals:

- To raise money to improve the lives of seniors
- To create vigorous outreach efforts that highlight and promote Eskaton in the larger community
- To keep senior causes top-of-mind for companies and individuals and encourage them to donate as part of their annual philanthropy

The power of philanthropy at Eskaton is strong. With many options for gifting, we work hard to make the wishes of our donors come true by helping them realize a way to leave a legacy and change the lives of seniors for years to come.

Philosophy of Volunteering

- Volunteers and their individual contributions inspire and impact lives.
- Volunteer talent, compassion and generosity come together to enhance the quality of life of older adults.
- Volunteers nurture person-centered care and cultivate a culture of giving within our communities.
- Volunteers demonstrate the heart of Eskaton.

What We Offer

Eskaton's diverse spectrum of services is what sets us apart.

Eskaton communities feature everything from independent living to home support services.

Residential Living Communities

- **Continuing Care Community:** hospitality-style amenities and a full spectrum of care as one's needs change
- **Independent Living with Services:** hospitality-style amenities
- **Assisted Living:** supported independence, assistance as needed
- **Memory Care and Pre-Memory Care:** memory support for residents living with cognitive change
- **Skilled Nursing and Rehabilitation:** long-term care and rehabilitation
- **Affordable Housing:** government-subsidized, independent living apartments for older adults

Home Support Services

- **Home Healthcare:** therapy and skilled nursing assistance at home
- **Live Well at Home:** one-on-one home care support provides personal care focused on the total well-being of seniors. Care managers oversee care plans to help seniors remain safe, happy and independent in the place they call home
- **Telephone Reassurance:** a free program that provides friendly phone calls and home visits to expand social connectivity
- **Information and Assistance:** a free service available to older adults, family members and caregivers seeking information on senior needs including health care, housing, social and financial issues, and transportation options

Expectations

What You Can Expect From Us

As a volunteer with Eskaton, you have the right to:

- Receive a clear and specific job description
- Accept assignments according to your skills, interests and availability
- Be trusted with necessary confidential information
- Participate in an orientation and training and receive ongoing guidance
- Be assured that your skills and time will be invested in supporting Eskaton's mission by impacting lives
- Discuss problems with your supervisor and receive fair arbitration of any complaints that may arise
- Expect that you will be respected and treated with courtesy and consideration
- Receive formal and informal expressions of appreciation and recognition
- Experience a spirit of friendliness, support and appreciation so that Eskaton will be considered a wonderful place to volunteer

What We Can Expect From You

- To know your duties and understand how to perform them correctly and with compassion
- To arrive on time and perform every task to the very best of your ability
- To guard the confidentiality of all information pertaining to residents and participants
- To join with management, staff and fellow volunteers to maintain a team attitude
- To contribute your opinions and suggestions appropriately to help us improve the overall quality of care within our communities and programs



General Policies

Attendance

It is essential that volunteers sign in upon arrival and sign out as they leave. Recorded volunteer hours become part of your record and are important for recognition and program evaluation. We depend on you to keep your commitment to fulfilling your volunteer duties. Many assignments are planned as part of the daily schedule, so it is important to be punctual. If you are unable to arrive on time or report for your volunteer assignment, please contact your supervisor immediately.

Background Check

Depending on the assignment, volunteers may be required to undergo a background check and fingerprinting. We must obtain your signed consent before engaging in a background check.

Confidential Information

Volunteers uphold a legal and ethical responsibility to protect the privacy of residents. All information that is seen or heard regarding residents, directly or indirectly, is completely confidential and must not be discussed or released in any form. Residents trust us with confidential information related to their personal lives and we honor that trust by protecting their privacy.

Gifts

Volunteers may not accept tips, gifts, bequests, or anything of value from the residents, their families or friends. Residents who wish to recognize volunteers and staff can do so by making a gift through The Eskaton Foundation's Guardian Angel Program.

Harassment

We strive to provide an environment that is pleasant, healthy, comfortable and free of intimidation and hostility.

Harassment of any sort, whether verbal, physical or visual, will not be tolerated. Harassment can take many forms and can include words, signs, jokes, pranks, intimidation, physical contact or violence. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature.

Any volunteer who becomes aware of an incident of harassment, whether by witnessing the incident or being told about it, must report the incident to their supervisor. When management becomes aware that harassment might exist, prompt and appropriate action will be taken.

Health Screenings

Volunteers within our communities may be required to obtain proof of any required tests or vaccinations.

Mandated Reporting

Elder abuse is defined as any neglect or act that results in real or threatened harm to the health and well-being of an older adult. Elder abuse can involve physical, emotional or financial mistreatment. If you suspect or observe any type of elder abuse, immediately notify your supervisor or administrator as mandated by law.

Nondiscrimination Policy

One of Eskaton's core performance standards is respect. We have a nondiscrimination policy for all people regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, political belief or disability that does not prohibit the performance of essential job functions. Any volunteer who feels she/he has not been treated fairly by anyone at Eskaton has a right and is encouraged to let the situation be known.

Personal Appearance

Your personal appearance contributes to the positive image surrounding our residents and guests. Eskaton expects employees and volunteers to groom and dress in a manner consistent with professional standards. If your supervisor feels that your attire is out of place, you may be asked to leave your volunteer assignment until you are properly attired.

Personal Calls

Please keep personal phone calls to a minimum and generally for emergency purposes only during your volunteer shift. Do not use a resident's telephone. The community or program phone may be used with permission. Texting and talking on the cell phone are not permitted when you are with residents or assisting with an activity. Mobile phones should not be in view during your shift.

Resident and Public Relations

The success of our reputation depends on the quality of our relationships. Volunteers are considered goodwill ambassadors. Your commitment to enriching the lives of seniors through compassionate and person-centered care reflects upon the entire organization. Please remember to:

- Communicate pleasantly and respectfully with others at all times.
- Follow up on assignments promptly.
- Never solicit residents, family members, staff or other volunteers.
- Perform all duties in an orderly manner.
- Take great pride in your volunteer work and enjoy doing your very best.

Safety

The health and safety of our volunteers, residents and staff are of primary importance. Please keep the safety guidelines a priority as you perform your volunteer duties.

- If you are ill, please do not come to the community or program to volunteer. Contact your supervisor immediately so arrangements can be made.
- Always wash your hands before and after having contact with residents, eating and using the restroom facilities.
- If you perceive any situations or circumstances to be unsafe, please inform your supervisor immediately.

Smoking

Eskaton maintains a nonsmoking campus policy. Smoking by staff, volunteers and vendors is prohibited in order to create a safe and healthy environment throughout the entire workplace and community. Eskaton residents are permitted to smoke in designated areas.

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Every person can make a difference and every person should try.

- John F. Kennedy



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The Eskaton Foundation is a nonprofit 501(c)(3) organization. Our Tax ID # is 68-0227233.