

Volunteer Views

Winter 2019

Volunteer Wins County-Wide Award

By Gabriela VanderMolen



Pictured from left to right: Farah Kahn and Andrea Traskos of RSVP, Gabriela VanderMolen, Colleen Vance

Colleen Vance, longtime Glacier Hills volunteer, received a special recognition at the Washtenaw Retired Senior Volunteer Program (RSVP) annual luncheon. The event took place on September 12, 2018, in the Towsley Senior Center Health Building. The theme of the luncheon was "Superheroes."

Gabby VanderMolen, Glacier Hills Volunteer Coordinator said the following when presenting the award. (cont. p2)

New One-to-one Visiting Cabinet

We are excited to announce the completion of the new one-to-one visiting cabinet. It is located inside the multipurpose room of the Life Enrichment Center and houses a variety of activities designed to help volunteers engage with the residents. These activities include games, musical instruments, iPads, Bluetooth speakers, art supplies, puzzles and more! Instructions are located inside the cabinet as well as a list of activities that each resident prefers so that it can be utilized with ease. To access the cabinet all a volunteer has to do is ask the pavilion receptionist for the key. The hope is that volunteers will feel free to use this new resource whenever they please as a way to meaningfully engage with residents and bring joy to them.



Volunteers, you're invited to an open house! Come for refreshments and a gift. Gabby's office (located on the second floor of the Manor.)
December 17th 9:00am-2:30pm December 18th 9:00am-12:00pm

Volunteer Wins County-Wide Award (cont.)

“What I really like about the theme of this event is the recognition that volunteers have some very special superpowers.” Colleen received the award of Superwoman – A Super Heart for Helping Others. Colleen’s superpower is that she is often the best part of a patient’s day. What an amazing superpower!

Colleen volunteers in our Care and Rehabilitation Center. She has a Superwoman sized heart. But she is not like the comic book superheroes you see in the movies, no she does not leave smashed buildings in her wake. She is kind and gentle. Patients love her. Colleen makes them feel beautiful with a fresh manicure. She engages their intellect with trivia games and other fun activities. One particular resident feels

valued because Colleen makes time to visit her week after week. With every interaction, Colleen makes a connection with the patient. They never feel like an assignment but rather recognized as an individual. It is obvious to patients and staff that Colleen enjoys her time at Glacier Hills and her happiness is contagious. Imagine being the person, the event, that someone remembers as they close their eyes at night as that day’s highlight! That’s Colleen.

“Colleen makes a connection with the patient. They never feel like an assignment but rather recognized as an individual.”

New One-to-One Visit Tracking System

By Mia Padgett

In order to make tracking one-to-one visits with residents easier, a new system has been set in place. One-to-one visit tracking cards are now located inside of the name card boxes at the front desks in the manor and pavilion lobbies under the tab labeled “one-to-one visit trackers”. The trackers are the right size to fit in the badge holder behind your name tag, so you can take the tracker with you on your visit. All you have to record is your name, the date, and the name of the resident you visited. The completed one-to-one visit trackers can be returned to the name tag boxes under the tab labeled “completed one-to-one visit trackers”.

It is our hope that this easier system will enable us to receive a more accurate picture of how many one-to-one visits are taking place each month. By filling out these cards you are helping the staff to better the program for volunteers and residents alike.

Glacier Hills has immediate openings for Wait Staff, Dining Coordinators, Dining Supervisors, CNAs, Care Specialists, Prep Cooks, Housekeepers, Drivers, and lots more!

Visit our website at www.glacierhills.org/employment and search our current job openings.

If you see something you are interested in— **APPLY TODAY!**

If you have questions, give one of our recruiters a call at 734.929.6737

Exciting Developments at Glacier Hills

The Child Development Center

Construction is underway for a new Child Development Center in an unused portion of the of the outpatient physical therapy space located in the Pavilion. As the campus has expanded its workforce, there is a unique opportunity to offer onsite childcare and child development programs to employees in partnership with an established child care leader, the Ann Arbor YMCA.

The Child Development Center will not only benefit employees and their families, but also the residents of Glacier Hills. Residents will have the opportunity to volunteer at the Child Development Center on a regular basis or enjoy visiting the children in a more informal fashion.

National studies have demonstrated the extraordinary benefit for employees and families when organizations take the visionary step to provide onsite child care. Children gain positive role models, develop trusting relationships, and demonstrate strong communication skills. Studies have also shown that older adults who interact with children burn more calories, experience fewer falls, and perform better on memory tests than those who do not interact with children.

Onsite Medical Clinic

Glacier Hills is in the process of preparing to construct a new onsite Medical Clinic that will transform the way that residents currently receive medical care. It will eliminate barriers to regular primary care and laboratory visits, and increase access to specialty medical services. By having these services available at Glacier Hills, residents can be assessed more efficiently and treated sooner.

The clinic will be centrally located on the first floor of The Manor and will offer comprehensive services including primary care, audiology, podiatry, dentistry, ophthalmology, mental health, and lab services.



Yarn Remnant Donations Needed.

Volunteer, Jan, crafts it into blankets. They are treasured as gifts for our residents.

Gently Used Magazine Donations Needed.

Short Term Care residents especially appreciate magazines. Please remove address labels.

Please bring donations to Gabby's office, 2nd floor Manor Room 259D.

Volunteer Views

Annual Volunteer Retraining: Please take a moment to review

In the right hand column, write the letter of resident's rights described in the left hand column.

- | | | |
|-------------------------|-------|--|
| a. Choice | _____ | The right to ask and voice concerns. |
| b. Refusing Treatment | _____ | The right to have personal property treated with care and respect. |
| c. Grievances | _____ | The right to refuse personal care assistance. |
| d. Environment | _____ | The right to decide what he/she will wear. |
| e. Personal Possessions | _____ | The right to live in a clean, safe atmosphere. |

Mark "T" for True or "F" for False.

- _____ It is okay to discuss a resident's condition with other volunteers on break as long as you whisper.
- _____ Breaking confidentiality is unethical and punishable by law.
- _____ If a resident is making too much noise, it is best to confine him/her to a room where others won't be disturbed.
- _____ Written permission from a resident or their guardian is required to post a photo of the two of you on Instagram—even if you don't list names.

Answers: c, e, b, a, d, F, T, F, T

Thank you volunteers 😊
for helping to support resident wellness by
getting the seasonal flu shot!

Wheelchair Safety Refresher

- **Never** transfer a resident from their bed to a wheelchair or from a chair to the wheelchair.
- **Always** be sure hands, clothing and lap blankets will not get caught in the wheels.
- Consider **dignity** before leaving the household. If resident is not presentable, ask staff to help.
- **Always** use footrests when leaving the resident's household. Make sure feet stay on footrests.
- Please back wheelchairs onto **elevators**.
- **Always** sign out the resident & tell staff before leaving the unit—remember to sign back in too!
- Both Wheelchair **brakes** must be set when you reach your destination.
- Walkers with seats are not wheelchairs. **Never** push a resident who is seated on a walker. Take a wheelchair instead.
- **Focus** your full attention on the resident when escorting them in a wheelchair.

What would you do?

An arriving volunteer finds a resident in the parking lot wandering around the cars. What should the volunteer do?

Answer: Approach the resident and ask if you can help. Assist the resident back into the building and find an appropriate supervisor.

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