



Helping People,
Changing Lives

Helping Hand

Welcome

Welcome to the fifteenth issue of the Helping Hand! You are receiving this newsletter because you are either a participant in CAHF's Volunteer Engagement Project or you have expressed interest in it. Every month, we share ideas and best practices, updates from the project, and examples of volunteer programs making a difference across California.

We have added a new section in response to the COVID-19 pandemic: **Resources for Activity Directors**. If you have any additional questions about COVID-19 in skilled nursing facilities, please refer to the [CAHF coronavirus webpage](#).

Stories from your peers: Asking for Help is Always an Option

Tina Hand

Volunteer Engagement Project Manager

Asking for help is not easy. Especially for those that have dedicated themselves to helping others through a career in healthcare. During a global health crisis, refusing to ask for help is just not an option. This month I want to encourage you to ask for help to support your volunteer program.

This help may come from fellow staff members, new or existing volunteers, or outside organizations. You can reach out to former volunteers and ask if they would be willing to volunteer through communicative technologies or remote activities. You can ask resident family members to extend their virtual visits in order to chat with their loved ones' roommates or friends in the facility. They may be excited to get to know the people around their family member.

Help can come from outside the facility too. Community organizations are aware of increased social isolation for older adults and they are eager to offer



support. You could contact a local animal shelter and ask them to share photos or videos of animals in foster care. Those that are already volunteering their time to foster animals may be more than willing to extend their service to residents in long term care. Sacramento's Front Street Animal Shelter recently made this request of their foster families and many volunteers expressed interest in sharing their foster pet in this new way.

The ideas listed here may seem challenging. Perhaps you feel like it is too much to ask. Keep in mind that all of these ideas come from real volunteer experiences I have heard about in recent weeks. By asking for help and showing a little vulnerability, you can increase connections with volunteers and community organizations that can assist your residents, help you to grow the facility volunteer program, and help people feel good about themselves in the process. This can be a win-win-win situation.

Handbook Highlight

From [How to Create a Robust Volunteer Program in Your Skilled Nursing Facility](#)

Activity Directors and Volunteer Coordinators are working hard to be creative with ways virtual volunteers can help ease the social isolation caused by visitor restriction due to the COVID-19 pandemic. To help in this process, the CAHF Volunteer Engagement Project has developed a new guide called **50 Ideas for Virtual Interaction with Older Adults!** This document will be added to the updated copy of the CAHF Handbook. Until then, please find it online at: <https://www.cahf.org/Programs/Special-Programs/Volunteer-Engagement-Project>

Upcoming FREE webinars!

Building an Intergenerational Volunteer Program

**Wednesday, August 12
2:00 PM - 3:00 PM (PDT)**

[Registration is open now](#)

Receive one (1) CEU for NHAP, BRN and NCCAP* (activity professionals).

Looking at Your Volunteer Program with a QAPI Lens

**Wednesday, October 14
2:00 PM - 3:00 PM (PDT)**

Click [here](#) to register for upcoming live webinars or watch previously recorded webinars on demand.

Create a Successful and Sustainable Volunteer Program!

CAHF
VOLUNTEER
ENGAGEMENT
PROJECT

FREE 2020 Topic Webinars

One (1) CE available - NHAP, BRN and NCCAP (activity professionals)

Approved CE Educator

For more information, contact:
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CALIFORNIA ASSOCIATION OF HEALTHCARE
VOLUNTEER ENGAGEMENT
PROJECT

*NCCAP continuing education units are only available during the live broadcast. NHAP and BRN CEUs are available for the on-demand webinar as well as the live broadcast.

Meg's Messages

Meg Thayer, Ph.D.
Geriatric Psychologist

Keeping the Team Invested in Your Volunteer Program

Skilled nursing facilities are facing unprecedented times, and dedicated staff members are working hard to keep residents safe and well. The twenty facilities participating in CAHF's Volunteer Engagement Project have noted increased hardship for their residents, as family, friends, and beloved volunteers are unable to visit in person. The resulting social isolation residents face can cause symptoms of depression, anxiety, low motivation, and excess cognitive and physical decline. While treatment teams are necessarily busy with physical care and infection control, now is also the time to keep your team invested in your volunteer program. Virtual volunteers can help alleviate both the social isolation in your residents and help to support your staff in maintaining resident well-being.

A multidisciplinary approach has become the standard for providing quality care to residents. Medicare publications define the purpose of the interdisciplinary team is "to foster frequent, structured, and documented communication among disciplines to establish, prioritize, and achieve treatment goals." Facility goals, such as developing and preserving your volunteer program, will also benefit from attention from your treatment team. Multiple studies have suggested that when people participate in goal-setting as part of a team they feel more personally invested and are more motivated to work toward those goals. Members from every department at every level should feel comfortable sharing their ideas about how to attract, train, recognize, and retain volunteers, even if they can only currently volunteer remotely. Maybe a dietary aide would help teach residents how to use Zoom, or a CNA would send an email to her church group advertising the need for virtual volunteers.



Agendas for IDT meetings are full these days, but try to include your volunteer engagement goals on a regular basis. When volunteerism is discussed as a team, these goals will be viewed as a priority and as a joint effort, ultimately increasing the likelihood of a successful volunteer program. Even virtually, volunteers will make a significant difference in the quality of life for residents and staff alike.



Resources for Activity Directors and SNF Staff

[Download free graphics made for Volunteer Appreciation Week 2020:](#) Includes communication templates and images to show appreciation to those that volunteer in your facility.

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[NCCAP COVID-19 Resources for Activity Professionals:](#) For activity professionals and anyone working in a skilled nursing facility. The list is updated regularly and includes activity ideas, resources for how to set up a Zoom call, and weekly webinars about how best to continue your work during COVID-19.

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New this week...

[Twenty four stories of resident engagement during social isolation](#) These stories are full of clever ideas and messages of hope. Review them for ideas for your own residents.

[Guided imagery for destressing and self-care:](#) In audio and video formats.

[Free food for healthcare workers during COVID-19 \(updated 8/3/20\)](#)

[Common COVID-19 Free food for healthcare workers during COVID-19 \(updated 8/3/20\)9 Related Scams:](#) Post this flyer around your facility to remind residents (and staff) that scams have increased since the pandemic began so extra vigilance is required for their own safety and security. The flyer is also available in [Spanish](#), [Chinese](#), and [Russian](#).

[CMP Communicative Technology Grant is still accepting applications:](#) Your facility is eligible for up to \$3000 of communicative technology to assist residents in communicating with loved ones while they continue to isolate. Visit the [CDPH website](#) to learn more and apply.

Activities...

[AARP games for seniors:](#) Free to play. Includes classics like Mahjong, solitaire, and word games plus arcade games and quizzes.

[Activities and games for seniors](#)



[Californians For All](#): A statewide program created to match available volunteers with organizations in need. Volunteers can sign up to take phone calls with seniors, deliver meals, or take part in other opportunities in their local area. To post your organization on the website, email info@cv.ca.gov

[Care Not COVID](#): Online campaign to collect videos messages of hope and appreciation to be shared with those living in skilled nursing and senior living facilities. You can share these videos with your residents or use the hashtag #carenotcovid to find similar videos across social media platforms (Facebook, Instagram, Twitter, YouTube).

[Crafts for seniors](#)

[Dreamcatchers Foundation](#): Non-profit organization that seeks to connect youth volunteers with seniors in assisted living,

skilled nursing, or hospice care. They just launched the Kindness and Compassion Initiative, to develop virtual pen pal relationships between volunteer and in-care residents. Reach out to the staff on the About page to learn more about how to get this kind of service for your residents.

[Fifty activities for the elderly in lockdown and isolation](#)

[Free e-Books for Amazon Kindle](#): Adult fiction, classic literature, children's books, etc.

[Free online art lessons](#): Including drawing and painting lessons plus free videos and e-books about creating art.

[Free online music classes and educational materials](#): Courses range from "Suitable for All" to "Professional" skill level and the content is varied in subject matter. Residents can participate in a History of the Beatles course or learn about the proper way to listen to music, among many other topics.

[Friendship Line](#): Accredited 24-hour crisis line for people aged 60 years and older as well as adults living with disabilities. Trained volunteers specialize in offering a caring ear and having a friendly conversation with depressed older adults. **Toll Free call 800-971-0016**

[Fun and free online games for seniors](#)

[GrandPad](#): Specialized tablets made specifically for seniors to call people, listen to music, browse the internet and more.

[How to enable captions on Zoom](#): For deaf or hard-of-hearing residents who may be connecting with family or volunteers through the Zoom platform. For captions in other video platforms, see [here](#).

[Libby, for eBooks and audiobooks](#): Free app to download or use online; requires a library card from participating library but it grants access to a vast collection of new and classic books to read or listen to.

[Live church services](#)

[Maria's Place](#): Search activity suggestions by ability level or type of activity, like "social," "physical," "spiritual," etc.

[Mon Ami volunteer management technology](#): Connect your residents with volunteers who want to chat on the phone or run errands.

[Music & Memory certification training](#): Offered at a 50% discounted rate which includes one year of Music & Memory training and support via the Music & Memory Care Community.

[Netflix Party](#): Google Chrome extension that allows two or more people to watch the same Netflix video on different computers. Netflix Party synchronizes video playback and adds group chat so people watching can chat about the show together.

[New York Botanical Garden](#): Offering photos, activities, and videos to engage with their botanical treasures while their doors are shuttered.

[Online Alcoholics Anonymous meetings](#) via phone or Zoom Meeting.

[Pet therapy tele-visit](#)

[Play online music games](#)

[SAGE LGBT Elder Hotline](#): Available 24 hours a day, 7 days a week, in English and Spanish, with translation in 180 languages. This hotline can connect everyone with a phone to an LGBT responder who is friendly, knowledgeable, and ready to listen.

[The Holy Land: A 360-degree tour](#)

[Top songs from every generation](#): Listening to music has been shown to reduce rates of depression and anxiety. This list shows you what songs your residents may like depending on their age.

[Tour the White House in 360 degree](#)

[Twelve board games that can be played with friends or family \(or volunteers!\) from afar](#)

[Twelve World-Class Museums You Can Visit Online](#)

[Twenty questions to ask an older adult](#)

[Virtual Travel Experiences](#): See the world from your own internet-connected device. Destinations include Japan, the coasts of Northern Ireland, and the Great Wall of China. All free videos.

[Weekly virtual activities offered through Mississauga Seniors Centre](#)

[WellConnected and WellConnected Espanol](#): Offering free programs to connect seniors over the phone to discuss topics that interest them. Current group discussion topics include poetry, meditation and trivia. Well-connected members call in via a toll-free number at a set time each week, with some groups offering the option to connect via computer or mobile device. Visitors are welcome to join the call and just listen as long as you've let the group know you're there. A current catalog of programming can be found [here](#).

Entertainment...

[Archive.org](#): Free download or stream of old TV shows, classic movies, or videos.

[Baseball, the Ken Burns documentary](#): Available to stream online for free.

[Bird watching](#)

[Broadway Living Room Concerts](#): Watch videos of Broadway stars and musicians singing songs from classic musicals and today's top shows.

[Comforting Bible verses](#)

[Four YouTube channels for seniors](#)

[Grammy list of online concerts during COVID-19](#)

[Iconic destinations around the Universe seen in 360-degree panoramas](#)

[Librivox](#): Listen to free audiobooks from the public domain (books published before 1923).

[Lifting Spirits with Music](#): Concerts recorded by young musicians and performers in the Sacramento area. These videos were compiled specifically to show in nursing homes and long-term care facilities across California. These young people have volunteered their talents in the hopes of bringing joy to residents in isolation. Enjoy the two concerts currently available and subscribe to the YouTube channel so you will receive updates about new videos and live performances.

[Live camera of the beach in Naples, FL](#)

[Live concerts streaming](#): A list of live or recorded concerts available to watch online for free.

[Livestream concerts from LiveNation](#)

[Livestream of animals at the San Diego Zoo](#)

[Major League Baseball 2018/2019 season streaming](#): Available to watch online for free when you log in or create a free account.

[Metropolitan Opera](#): Nightly stream of opera at the Met.

[Musicians on Call](#): Program to provide Virtual Bedside Performances to hospital patients and anyone feeling isolated. By utilizing video conferencing technology, volunteer guides host a 30-60 minute live session with performances from a volunteer musician. They also have a program called Music Pharmacy, providing technology to people in health facilities to listen to music, and a curated playlist called #MOCheals. **To express interest in the Virtual Bedside Performance Program, email volunteers@musiciansoncall.org**

[Neil Diamond sings "Sweet Caroline" updated for the coronavirus](#): "Hands, washing hands...reaching out, don't touch me...I won't touch you..."--It's a lighthearted take on a classic tune.

[Netflix for Seniors](#): Netflix movie or television suggestions by genre.

[NFL Game Pass](#): Replay NFL games from 2009-2019 and NFL Original Shows. Offer is still available.

[PBS Nature](#): Full episodes available to stream online.

[Some Good News with John Krasinski](#): YouTube show created during the pandemic to highlight happy news and brighten spirits. Eight episodes available for free.

[Songs suggestions for elderly adults](#)

[The Bash vendor list for nursing home events](#): You could hire one of these entertainers to visit residents outside their windows. Elvis outside my bedroom window? You could give residents an experience they will never forget!

[Tour of Anne Frank House](#)

[Tour of Buckingham Palace](#)

[Tour of the Great Wall of China](#)

[Tours of several different types of farms](#)

[Upcoming online events for seniors by SeniorPlanet](#)

[Uplifting classic music playlist](#)

[Virtual photo walks](#): A free service that uses smart phones and video conferencing to enable people isolated by illness or disability to travel the world in real time.

[Virtual rides at Disneyland and Disney World](#)

[Virtual tour of Disney World](#)

[Virtual tours from NASA](#)

[Virtual tours from The Smithsonian Magazine](#): Including a tour of seven American artists' historic homes and a virtual tour of a 17th Century shipwreck.

[Yo Yo Ma performs Bach Six Cello Suite](#)

Health and Wellbeing...

[Easy tai chi videos for beginners](#): Includes in chair exercises.

[Exercise that can be done in a chair](#)

[Facebook group for activity directors](#): Share ideas with peers, learn about events in your industry, seek support from people who understand your challenges.

[Five common challenges care-givers face and how to handle them](#)

[Free Crocs for healthcare workers](#): This site is updated every day at 9:00 a.m. PDT (12:00 p.m. EDT). You can claim your free pair of comfortable clogs if you submit your request before the daily inventory is exhausted.

[Free food for healthcare workers during COVID-19 \(updated 8/3/20\)](#)

[Free public health flyers about COVID-19](#): Translated into 30+ languages.

[Freebies and discounts offered to healthcare workers](#)

[Go4Life from the National Institute on Aging](#): Short videos featuring exercises and activities for older adults.

[Guide for activity directors and SNF staff](#): PDF titled **Addressing Social Isolation for Older Adults During the COVID-19 Crisis**. Includes state-wide and national resources for skilled nursing facilities, including ideas for resident activities and staff.

[Headspace](#): A meditation app, is offering free subscriptions to US health-care workers through the end of 2020. To qualify, you'll need to provide your [National Provider Identifier](#).

[NCCAP YouTube channel](#): Featuring webinar recordings and live Zoom Cafes providing support from activity professionals for activity professionals. If you're at a loss for ideas or need to vent, you can tune into these webinars to connect with your peers.

[NCHPAD 14 Weeks to a Healthier You](#): The National Center on Health, Physical Activity, and Disability offers a free, personalized web-based physical activity and nutrition program directed towards people with mobility limitations, chronic health conditions, and physical disabilities. The goal is to help people get moving and making healthy choices, regardless of their limitations. This program is recommended by the CDC.

[Post virtual volunteer opportunities on VolunteerMatch.org](#): Register your organization, post a brief description of services needed, and volunteers from all over the world can find you! VolunteerMatch has a section specifically for virtual volunteer opportunities and volunteering opportunities related to COVID-19. This way, you can continue to serve residents through volunteering.

[Psychological First Aid: supporting yourself and others during COVID-19](#): An online only course designed to help individuals build resilience and support themselves and lend support to others during and following the COVID-19 outbreak. The course length is estimated at 60 minutes.

[Recommended exercises for older adults in isolation \(requires standing\)](#)

[Recorded webinar from CDC](#) "Preparing Nursing Homes and Assisted Living Facilities for COVID-19."

[Setting minds and Hearts at Ease: A Clinician's Guide to End-of-Life-Care Conversations](#)

[Seven tips for managing your mental health during the COVID-19 pandemic](#)

[Spiro100](#): Video fitness and wellness classes for seniors. Offering free 30-day trial during COVID-19 crisis.

[Strategies for keeping resident and staff spirits up](#)

[Stress and coping during a pandemic](#): Things you can do to support yourself, your loved ones, and reduce stress. Specific messages for parents and responders as well.

[Substance Abuse and Mental Health Services Administration \(SAMHSA\)](#): Related guidance and resources to assist individuals, providers, communities, and states across the country.

[Support groups for caregivers](#): Including groups for Spanish speakers, youth, LGBT+, and others.

[Talkspace COVID-19 resources](#): Free mental health services for uncertain times, including free month subscriptions for health care workers, free therapist-led Facebook support groups, and a 16-day anxiety relief program to reduce and manage fear about COVID-19.

[Tips for dementia caregivers during COVID-19](#)

[Tips for emergency responders](#): Signs of burnout, developing a buddy system, creating self-care routines.

[Wash Your Lyrics](#): Don't settle for washing to the tune of "Happy Birthday." This site will generate a hand washing poster with the song of your choice.

[YMCA New York offers virtual exercise classes for older adults](#)



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