



Helping People,
Changing Lives

Helping Hand

Welcome

Welcome to the 14th 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**. Please see the end of the newsletter for activity ideas, suggestions and online resources to support residents in isolation. If you have any additional questions about COVID-19 in skilled nursing facilities, please refer to the [CAHF coronavirus webpage](#).

Announcements: Group 4 is Open to All

The Volunteer Engagement Project has changed its plan for the final group of facilities that will participate in the project.

Any interested facility in California is welcome to participate in the project activities, which include an initial launch call on Zoom, monthly support calls, three topic webinars and a follow up meeting on Zoom. The goal of the project is to help SNF administrators, activity directors and volunteer managers build the foundation for a robust volunteer program. All of the information shared with participants is applicable to virtual volunteer programs as well as in-person volunteer programs. You can take advantage of this time when volunteers are not present to lay the groundwork for success. The final group convenes in July and runs until December 2020.

If you would like to be involved, please do not delay in reaching out to the Project Manager, Tina Hand. Email: thand@cahf.org // phone: (916) 956 -8055. Questions and comments are also welcome.

Stay Engaged in Volunteer Engagement

Tina Hand

Volunteer Engagement Project Manager

In the blur of the last four months, many of the facilities participating in the Volunteer Engagement Project (VEP) have lost touch. We get it. Administrators are occupied in meetings, activity directors are adjusting their programs to serve residents in isolation, and many volunteer coordinators have transitioned to other roles to meet the needs of the moment. These actions are necessary to protect residents and help ensure public health.

We want you to know, regardless of your connection to the VEP, that this project is here to serve you. We appreciate the work you are doing and recognize that your volunteer program may have fallen down on your priority list. But, our goals remain the same and the work of the Volunteer Engagement Project continues. The handbook, document templates, and back issues of this newsletter are available on the [project website](#) among other helpful information.



Since March, we have been sending a weekly email list of resources for Activity Directors during COVID-19. This list will now be delivered only once a month as of July 1 but you can download the latest version of that resource list [here](#). Dr. Meg Thayer and I will continue to add to the list monthly. And if you are still aching for information about volunteer programs in skilled nursing facilities, we have produced a series of short videos that focus on key aspects of these programs. You can watch all five videos on the [CAHF TV YouTube Channel](#). Each video is around three minutes long and full of useful insights from actual volunteers.

While the pandemic has altered the format of the Volunteer Engagement Project, it has also enabled a wider reach through virtual communications. The final cohort of participating facilities, Group 4, will launch this month via Zoom. If you know of a facility that would benefit from this program, please refer to the Announcements Section above.

All of this is to say that we are still invested in supporting each of you as you work on your volunteer program. We understand that your participation in this project may differ from what you expected but you can still engage. The positive impact of a robust volunteer program on resident's quality of life is worth it.

Handbook Highlight

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

It's a challenging time to work on volunteerism when you can't allow volunteers into your facility. This doesn't mean, however, that you can't try to recruit volunteers who can help ease the loneliness and isolation of your residents remotely. Current volunteers may be willing and able to provide virtual visits to the residents with whom they have developed relationships. New volunteers may be more available with their time to contribute remotely to their communities from home. To help in this process, the CAHF Volunteer Engagement Project has developed a new volunteer role description for virtual volunteers! Please see the Handbook under: Volunteer Role Description #4: **Virtual Individual Resident Interaction.**

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:
Taw Hand | thand@cahf.org or
DeAnn Walters | dwalters@cahf.org

VOLUNTEER ENGAGEMENT PROJECT

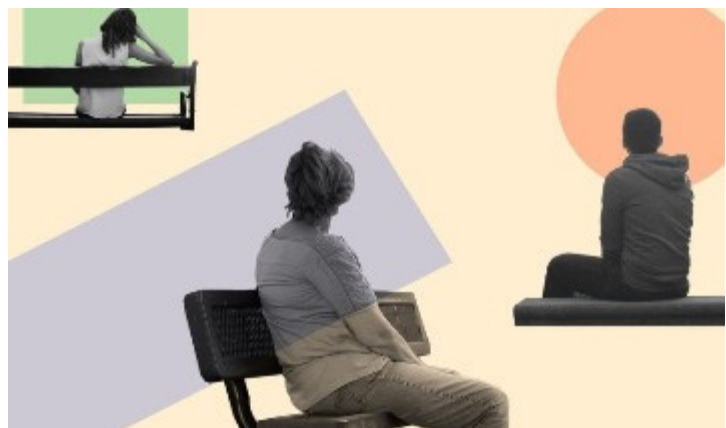
*NCCAP continuing education units are only available during the live broadcast. NHAP and BRN CEUs are available for the on-demand webinar as well as the live broadcast.

Meg's Messages

Meg Thayer, Ph.D.
Geriatric Psychologist

Social vs. Physical Distancing

In response to the COVID-19 pandemic, county, state, and federal health officials have recommended and sometimes required us to do something that does not come naturally to us as humans: stay away from each other. While this mandate has been popularly termed “social distancing,” in reality it is physical distancing. The recommendations ask us to stay at least six feet apart, stop hugging, kissing or



shaking hands, and to wear masks that protect those with whom we interact. Such physical distancing parameters naturally impede our ability to be social. We can't get together with friends or family with whom we don't live to share holidays, celebrations, or just hold hands.

Physical distancing requirements do not have to result in social distancing, however. Technology can help to compensate for some of the downsides of physical distancing. Texting, email, and apps like Skype, FaceTime, and Zoom can help people at least see and hear their loved ones, even from a physical distance. Such interactions increase perceived social connectedness which has been shown to dampen responses to stress. We are fortunate to live in a time when technology can keep us connected like never before; however, these modes of communication cannot really replace face-to-face interaction or the feeling of being touched.

Skilled nursing facility staff are in a unique position to be able to provide opportunities for their residents to be in touch with family, friends, and volunteers using technology, while providing the only in-person interaction those residents will likely receive during this part of the pandemic. Keep this in mind while providing care, administering medications, serving meals, and answering call lights. That extra eye contact, gentle touch, and smiling eyes that take just a few moments of your time can make a world of difference to your residents.

A primary goal of the CAHF Volunteer Engagement Project is to decrease loneliness and depression in nursing home residents through the involvement of community volunteers. This goal remains strong, even as volunteers are not currently allowed to visit skilled nursing facilities in California. In fact, this goal is more important than ever, given the physical, mental, and emotional risks caused by prolonged social isolation. Let's try our best to make sure physical distancing requirements do not result in social distancing for everyone, especially those who live in nursing homes.



Resources for Activity Directors and SNF Staff

[Download free graphics made for Volunteer Appreciation Week 2020](#): 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](#): This is a **tremendous resource** 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...

[Webinar about Compassion Fatigue for Caregivers](#): Karl LaRowe MA, LCSW, and Dawn Worsley ADC, MC, EDU are co-presenters who will share practical solutions to deal with the unprecedented stress experienced by caregivers in the frontlines of the COVID-19 crisis.

Tuesday, June 30th from 5:00 PM – 6:00 PM. [Click to register.](#)

Activities...

[12 Board Games that can be played with friends or family \(or volunteers!\) from afar](#)

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

[20 Questions to Ask an Older Adult](#)

[360 degree tour of the Holy Land](#)

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

[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.

[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.

[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](#)

[Virtual Travel Experiences](#) that let you 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...

[360-degree panoramas of iconic destinations around the Universe](#)

[4 YouTube Channels for Seniors](#)

[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](#)

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

[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](#): 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](#): Content 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...

[5 Common Challenges Care-Givers Face and How to Handle Them](#)

[7 Tips for Managing Your Mental Health During the COVID-19 Pandemic](#)

[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.

[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 \(updated 6/8/20\)](#)

[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."

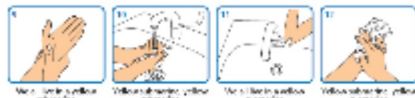
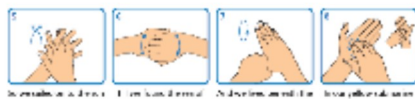
[Setting Minds and Hearts at Ease: A Clinician's Guide to End-of-Life-Care Conversations](#)

[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.

Hand-washing technique with soap and water



Create your own
<https://www.cdc.gov/2019ncov/hand/handwashing-082020.html>

Yellow Submarine
The Beatles

[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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