



*Helping People,
Changing Lives*

Helping Hand

Welcome

Welcome to the 12th 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 webpage listed here.

<https://www.cahf.org/Resources/Media-Center/Coronavirus>

Announcements: How do you train volunteers?

Volunteers may not be serving skilled nursing facilities in the same ways they used to, but they still play a part in providing for the social and emotional needs of residents. As with anyone who supports residents, training is required to ensure the safety and well-being of everyone involved. How do you train your volunteers?

Before COVID-19, would you invite multiple volunteers to a single orientation? Would you sit with each of them individually and explain the details of HIPAA, mandated reporting and dementia care? Or would you provide videos to educate on these subjects? How has this changed since the restrictions were put into place?

I would like to learn more about how you may be conducting volunteer training during the pandemic or how you intend to do so when volunteers are invited back into your facility.

If you can share any of this information, please send a quick [email](#) to explain your training and orientation techniques.

Stories from your peers: volunteer opportunities in a pandemic--they DO exist

Tina Hand
Volunteer Engagement Project Manager

California's stay-at-home order has been in place for more than six weeks and a return to normalcy is still far off. Just prior to that, skilled nursing facilities implemented restrictions on visitors and volunteers. We know that residents in SNFs are feeling isolated as they socially distance in their rooms but it is also clear that staff are feeling added pressure to care for residents without the emotional support offered through visiting family, group activities, and volunteers. It is important to recognize that volunteers are still available through alternative approaches.

Local communities are more aware than ever of the need for social support in SNFs. The Rehabilitation Center of Bakersfield (Group 3) and Dycora Transitional Health & Living Manchester (Group 1) have both been in touch with high schools in their area that want to create video messages for the residents. Mary Zapata, Activity Director at Dycora, says that the local high school pulled together an entire talent show featuring skits, songs, and poetry that was broadcast in each of the resident's rooms.

The pandemic has caused many people to feel helpless; volunteering can offer a sense of purpose to ease those feelings. San Pablo Healthcare and Wellness Center had a couple of volunteers so dedicated to their service that they didn't want to go home when facilities implemented visitor and volunteer restrictions. Thinking quickly, the facility hired them on as employees in the activity department so they could continue to support the residents as essential personnel. Not all facilities will be able to do this, but it demonstrates an impressive response to an unprecedented crisis.

Remember that volunteering benefits the volunteer as much as the people they are serving so any service you ask of volunteers can help your community as much as your residents. One of Dycora's regular volunteers has asked that the residents call him because his weekly visits to the facility provide him necessary social connections too. Everyone is at risk for feelings of loneliness and depression right now. While volunteering may not look like it once did, the need for it is greater than ever and the opportunities to connect still exist.



P.s. I just signed up to volunteer with a company called [Mon Ami](#). They connect volunteers willing to chat or run errands with elders in isolation. You can sign up your



residents for the program [here](#).

Upcoming FREE webinars!

Volunteer Training and Orientation Techniques

**Wednesday, June 10
2:00 PM - 3:00 PM (PDT)**

Registration is now open!

[Click Here to Register](#)

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

*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.

Building an Intergenerational Volunteer Program

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

Registration will open soon.

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

Create a Successful and Sustainable Volunteer Program!

CAHF
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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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CAPITOL HILLS CENTER FOR HOUSING
VOLUNTEER ENGAGEMENT
PROJECT

Meg's Messages

Meg Thayer, Ph.D.
Geriatric Psychologist

Volunteering, diversity and innovation

Over the course of the Volunteer Engagement Project, we have reviewed a significant amount of research touting the positive effects of volunteering, both for the organization and for the volunteers themselves. Could the diversity that volunteers bring add innovation and creativity to that list of benefits?

From the publication [Scientific American](#) (How Diversity Makes Us Smarter, October 2014):

Decades of research by organizational scientists, psychologists, sociologists, economists, and demographers show that socially diverse groups are more innovative than homogeneous groups. Simply interacting with individuals who are different (i.e. age, gender, ethnicity, sexual orientation, race) forces group members to prepare better, to anticipate alternative viewpoints, and to expect that reaching consensus will take effort.



According to Mark Horoszowski, co-founder and CEO of MovingWorlds.org, diversity enhances creativity, collaboration and innovation. When people volunteer in nursing homes, they expose themselves to many types of diversity all at once: generational, professional, cultural and organizational. This experience improves their ability to work with diverse groups elsewhere. For skilled nursing facilities, the diversity that volunteers bring helps to build teams that search for novel ways to solve problems and that recognize the diverse needs of their residents.

Can an active, diverse volunteer program actually make your skilled nursing team more innovative? The answer seems to be a resounding yes. Until your facilities are able to safely allow volunteers back into the lives of your residents, however, focus on the diversity of your staff and residents to enhance the creativity of your problem-solving and programs at this challenging time.



Resources for Activity Directors

Last week was Volunteer Appreciation Week!

[Download free graphics made to share](#): communication templates and images to show appreciation to those that volunteer in your facility.

Activities...

[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).

[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.

[NCCAP](#): includes activity ideas, resources for how to set up a zoom call, and weekly webinars about how best to continue your work as Activity Directors during COVID-19.

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

[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](#)

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

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

[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.

[Music & Memory Certification Training](#): is being offered at a 50 percent discounted rate which includes one year of Music & Memory training and support via the Music & Memory Care Community.

[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

[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**

[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](#).

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

[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.

[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](#).

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

Entertainment...

[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**

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

[Livestreamed concerts from LiveNation](#)

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

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

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

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

[Tour of Anne Frank House](#)

[Tour of Buckingham Palace](#)

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

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

[Bird watching](#)

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

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

[Major League Baseball 2018/2019 Season Streaming](#): online for free when you log in or create a free account.

[NFL Game Pass](#): Replay NFL games from 2009-2019 and NFL Original Shows. Offer extends from now until May 31, 2020.

Health and Wellbeing...

[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.

[Tips for Emergency Responders](#): signs of burnout, developing a buddy system, creating self-care routines.

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

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

[Tips for Dementia Caregivers during COVID-19](#)

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

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

[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

[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.

[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](#).

[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](#)

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

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

[Free Public Health Flyers about COVID-19](#) translated into 30+ languages



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