



CALIFORNIA ASSOCIATION OF HEALTH FACILITIES

**VOLUNTEER ENGAGEMENT
PROJECT**

*Helping People,
Changing Lives*

Helping Hand

Welcome

Welcome to the 16th 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](#).

110

Stories from your peers: Volunteers are More Valuable Than Ever

Tina Hand

Volunteer Engagement Project Manager

Independent Sector, a national organization representing non-profits and foundations, recently released the value of volunteer time using state and historical data: \$31.51 per hour in California. [This figure](#) represents the highest ever per-hour rate for volunteers. As administrators, activity directors, and volunteer managers, you likely already understand the value of volunteers. Their presence in your facility can mark a drastic improvement in residents' moods, functioning, and recovery.



Across the nation, volunteers continue to bring value to skilled nursing facility residents remotely and virtually while facility visitations are restricted. During the latest project support call, conversations centered around volunteer recruitment. In present circumstances recruitment has adapted to primarily digital communications. The silver lining here is that digital communications open your volunteer program up to a nationwide pool of potential volunteers.



This week, I posted an ad requesting [virtual volunteers to serve in California skilled nursing facilities](#) on an online volunteer job board, AllforGood.org. Within just 24 hours, I received over 10 requests to volunteer for facilities participating in our project. To be clear, that's one post on one website for one day producing 10 volunteers. That is value! Interestingly, most of these of these volunteers come from other states but they offered to volunteer because they want to help residents in isolation regardless of their location. I have seen that facilities who are willing to adapt to these new modes of volunteerism (i.e. remote or virtual) have been successful at maintaining and even growing their volunteer programs during the pandemic. If you try some new methods of recruitment, perhaps posting to online volunteer job boards or sharing opportunities on social media, you can add even more value to your facility's volunteer program.

Handbook Highlight

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

We have been very inspired by the number of facilities in the Volunteer Engagement Project that have managed to continue to recruit volunteers for virtual service during these times of visitor restriction. An important aspect of attracting, training, and retaining volunteers during any time is to make it clear what you want a volunteer to do! A specific description of the activities, duties, and time commitment you expect can help you attract the right volunteer for every job, especially when you are not able to interact with volunteers in person. To increase the odds that a new volunteer will be successful, write a volunteer role description for each role you would like a volunteer to fulfill virtually. Please refer to the handbook for **Volunteer Role Description** information with a **Sample Virtual Volunteer Role Description!**

Upcoming FREE webinars!

Looking at Your Volunteer Program with a QAPI Lens

Wednesday, October 14

2:00 PM - 3:00 PM (PDT)

[Registration is open now!](#)

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

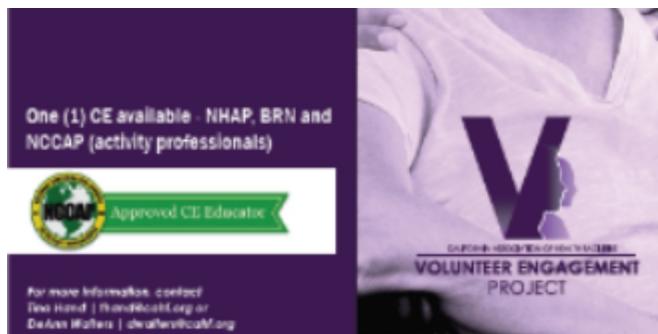
Growing Your Volunteer Base



Wednesday, December 9

2:00 PM - 3:00 PM (PDT)

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



*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

Appreciating Your Volunteers – and Others – During the Pandemic

I love these poignant words of Dana Ullom –Vucelich, “At the very core of our humanity is our care for one another. Heartfelt appreciation provides sustenance for another day, especially in turbulent times.” Dana is the CHRO of a large healthcare organization with thousands of caregivers, and experiences first-hand the need for appreciation of those who care for others.

So how do we provide “sustenance for another day” in the midst of a pandemic that has led to physical and social isolation for our residents, staff, volunteers and ourselves? Reflection is the first step. Virus-induced distance has made us all more aware of our teams, including work groups, volunteers, friends and family. Appreciate for yourself how these teams remain resilient and supportive, even while they operate differently now. Once you develop personal appreciation of your teams, smile, and begin to think about ways you can convey that appreciation to them.



Find the silent heroes among those you are with. Is there a volunteer who has continued to provide virtual assistance to you or to interact virtually with your residents despite all the restrictions? Is there a staff member who has reached out to their daughter’s class at school to organize a letter-writing campaign for your residents? Is there a CNA who has been extraordinarily patient while helping a resident learn how to use FaceTime? Specific and personal expressions of gratitude can go a long way to provide extra motivation to come back and do it all again tomorrow.

While you and your residents may feel the loss of in-person volunteers keenly right now, remember to focus on successes—both past and present. Remind your residents, staff and volunteers that good work was done before the pandemic, that good work is possible now, and that the future holds

hope of working together in person again. Waves of negative news can destroy morale quickly. Organizations, teams, and families that provide a culture of resilience, action and appreciation foster hope and ensure that we will come out of challenging times stronger than ever.



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...

[Easy-to-Grow Indoor Plants for Seniors](#)

[StoriiTime](#): A free service that connects isolated residents with children who are learning to read. You can sign up your residents to be a volunteer reader as long as they are over 50 years old.

[Be My Eyes](#): This is an app for iPhone or Android phones in which volunteers (residents in your facility) can support blind and low-vision people in leading more independent lives by answering requests. As a sighted volunteer you can help just by installing the Be My Eyes app. A blind or a low-vision user may need help with anything from checking expiration dates on food, distinguishing colors, reading instructions or navigating new surroundings. If residents have their own phone or mobile device, this service can help them to feel useful and fulfilled even in isolation.

[One Hundred Movie Recommendations for Seniors](#)

[Sixteen Ways to Encourage Negative or Pessimistic Residents to Attend Activities](#)

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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 video 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.

[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 of the Holy Land in 360-degrees](#)

[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](#) 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...

[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 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](#): 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...

[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.

[Common COVID-19 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](#).

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

[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.

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

[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.

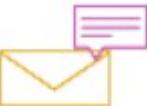
[Twenty-four stories of resident engagement during social isolation](#) These stories are full of clever ideas and messages of hope. Review them for ideas for your own residents.

[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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