



**"Making the elderly happy,
that is what counts!"**

Saint Jeanne Jugan

Youth Volunteers
Rules for Safety and Respect

Little Sisters of the Poor
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Rules for Safety and Respect

Introduction

"Making the elderly happy, that is what counts!"
- Blessed Jeanne Jugan

We Little Sisters of the Poor are happy to welcome you as a volunteer at Jeanne Jugan Residence. You are joining a very special group of people who are dedicated to caring for older persons in the spirit of our foundress, Blessed Jeanne Jugan. She believed that "making the elderly happy is what counts," and this is our goal today. We hope that your experience as a volunteer will be a positive one for both you and our Residents. To help make sure this is so, we ask you to abide by the following rules, which were designed to insure your safety and that of our Residents.

We understand that accidents will occasionally happen. It is important that we be aware of any such incidents, even if no one seems injured. If an accident occurs, **whether or not you or anyone else seems injured**, please report it immediately to a Little Sister or the adult designated as responsible for youth volunteers. Although some incidents may seem too minor to mention, it is always better to let someone know about it, especially when it involves yourself or a Resident.

In addition to talking about any of the situations described above with a Little Sister or the adult designated as responsible for youth volunteers—and especially if you are not able to talk to them—we encourage you to talk to your parent/guardian about anything that occurs at the Home that may be hurtful to you or that you may not understand.

Conclusion

Thank you! We appreciate your presence here at Jeanne Jugan Residence and thank you for all that you do for our Residents. Through your joyful and generous service you make a big difference in the lives of the elderly and you help us carry on the mission of our foundress, Blessed Jeanne Jugan.

We hope that the time you spend with us will be a valuable experience for you as well. If you have any suggestions on how we can make our volunteer program even better, please don't hesitate to share them with us.

*“Never forget that the poor are Our Lord ...
Making the elderly happy, that is what counts!”
— Jeanne Jugan*

The Golden Rule

The golden rule has been around for centuries, but it is still applicable today: “Do unto others as you would have them do unto you.” This ideal is very important in our home, since we wish to create an atmosphere where everyone is treated with respect and dignity. During your time in the Home we ask you to treat others—Residents, other volunteers, staff, everyone!—with the same kindness and courtesy with which you wish to be treated.

Therefore, the following behaviors are not acceptable:

- cursing or the use of foul language;
- naming calling, gossiping or teasing that could be considered hurtful;
- pushing, shoving, hitting or touching others inappropriately, or in ways that the other person considers hurtful.

As you interact with other people in the Home—Residents, Sisters, staff and other volunteers—it might be helpful to keep in mind the following two questions:

- How would I treat my grandmother or grandfather in this situation?
- How would I want to be treated?

Dress for Success

In order to show respect to God, who dwells in the chapel of each of our Homes, and to our elderly Residents and, we ask you to dress modestly during your volunteer time.

Therefore, please avoid the following:

- For girls, tight or low-cut jeans and stretch pants; for boys, very baggy, low fitting jeans;
- shorts and very short skirts;
- low-cut blouses or tops;
- bare-midriff tops, tank tops and other sleeveless shirts or blouses;
- visible body piercings other than earrings.

In addition, in order to assure your safety, please avoid the following:

- high heeled or platform shoes;
- dangly jewelry;
- very long fingernails.

Open Door Policy

When you are speaking to or working with a Resident, volunteer, Little Sister or staff member **alone**, the door to the room should always be left open.

Three's Company

Under normal circumstances you should not use the elevators alone. When riding in an elevator with other volunteers, Residents or staff, there should be no less than three people in the elevator at all times. When spending time outdoors for Resident activities, breaks or any other reason, you should always go in groups of no less than three people (a group may include a combination of Residents, volunteers, staff, Sisters, etc.).

Off Limits Areas

The following areas of the Home are “off limits” unless you are accompanied by a Little Sister or other designated adult:

- Basement;
- Garages;
- Storerooms;
- Offices;
- Walk-in refrigerators;
- All employee-designated areas (restrooms, cafeteria, lounges, etc.);
- Resident rooms and bathing areas when care is being given to a Resident in that area;
- Stairwells in isolated areas of the building. In general you should use the central staircases.

Hands Off

The use of the following equipment is “off limits” unless you are directly supervised by a Little Sister or other designated adult:

- Large kitchen equipment, including dishwashers, ovens, food processors and slicing machines;
- Large laundry and housekeeping equipment, esp. pressing machines, buffers;
- Specialized equipment for Resident care, such as patient lifts, whirlpool tubs, etc.;
- Outdoor equipment, including lawn mowers, golf carts, etc.;
- Power tools and other maintenance equipment.

The Home’s **computers** (including those belonging to individual Residents) should not be used unless you are asked to work on a specific task by a Little Sister or other designated adult, at which time you should use the computer only for the task you have been assigned (this includes use of the Internet/email).

The Residents’ personal **telephones** should never be used unless you are dialing a number for a Resident who needs your assistance. If you need to use the phone during your time at the Home you may use an available pay phone, or ask permission to make a local outside call on one of the Home’s phones.

Wheelchairs and scooters should be used only to transport the Residents or other disabled persons. Riding in wheelchairs or scooters, running or racing with them, will not be tolerated.

Grounded

From time to time outings may be planned with the Residents or Sisters and other volunteers. Written permission from a parent or guardian is required for participation in such outings.

Volunteers may not leave the Home’s property during their assigned volunteer time without the explicit permission of their parent /guardian; if such permission is given, you should always be in a group of at least three people when leaving the property.

Volunteers under the age of 18 may never drive cars belonging to the Home.

Let’s Talk About It

Because of their infirmities, the Residents may at times behave in unexpected ways; we ask you to be understanding of their limitations. At the same time, if a Resident ever speaks to you or acts in a way that upsets you or is hurtful, we ask that you immediately bring this to the attention of a Little Sister or the adult designated as responsible for youth volunteers.

Likewise if anyone else at the Home—Little Sisters, employees, visitors or other volunteers—treats you in a way that is upsetting or hurtful, or if you see anyone else being treated in such a way, please bring this to the immediate attention of a Little Sister or the adult designated as responsible for youth volunteers.