



# Volunteer and Student Handbook 2021

*Caladenia is jointly funded by the Commonwealth and Victorian Governments with support from the Yarra Ranges Council*

## FACT FILE

**Venue:** Meadowbank House,  
11 Hilledge Lane,  
Mooroolbark Vic 3138 (*Melway 37H6*)

**Telephone:** 9727 2222 (Office Hours)  
0413 139 277 (After Hours)

**Email:** [caladenia@caladenia.com.au](mailto:caladenia@caladenia.com.au)  
Please add us to your address book to ensure you receive all emails!

**Web Address:** [www.caladenia.com.au](http://www.caladenia.com.au)

**Remember to like us on Facebook:** [facebook.com/Caladenia](https://facebook.com/Caladenia)

**Office Hours:** Monday - Friday  
8.30am to 4.30pm.



## WHO WE ARE

Welcome to Caladenia.

Founded in 1983, Caladenia Dementia Care is a not-for-profit agency providing respectful care and support for people living with dementia and their carers.

Our social hub runs five days per week with a variety of dementia-specific respite and recreational programs designed to meet the needs of people living with varying degrees of dementia. Caladenia also runs various outing groups, including Men's groups, mixed groups and one based in the Yarra Valley.

Our services include support, information and advocacy for carers, as well as monthly carer support groups. Our services to carers are available to anyone in the community caring for a person living with dementia. Caladenia's programs are overseen by 20 qualified staff and 45 trained volunteers.

Our programs aim to promote self-esteem and maintain the social, cognitive and physical skills of the person living with dementia and to give friends and family members a break, knowing that their loved one is happy, meaningfully occupied and safe.

Our services are available to anyone with dementia - from very early stage, or first diagnosis - to separate programs for people with more advanced dementia.

Caladenia Dementia Care is supported by funding from the Australian Government Department of Health under the Community Home Support Program, and from the Victorian Government's Home and Community Care Program. Caladenia also receives funds from the Yarra Ranges Council, and some private donations. It is administered by a CEO reporting to the Board of Directors.

### **OUR VISION**

To be a leader in the provision of services for people in our community who are living with dementia and those who care for them.

### **OUR MISSION**

Caladenia - providing superior services to enhance the quality of life for people living with dementia.

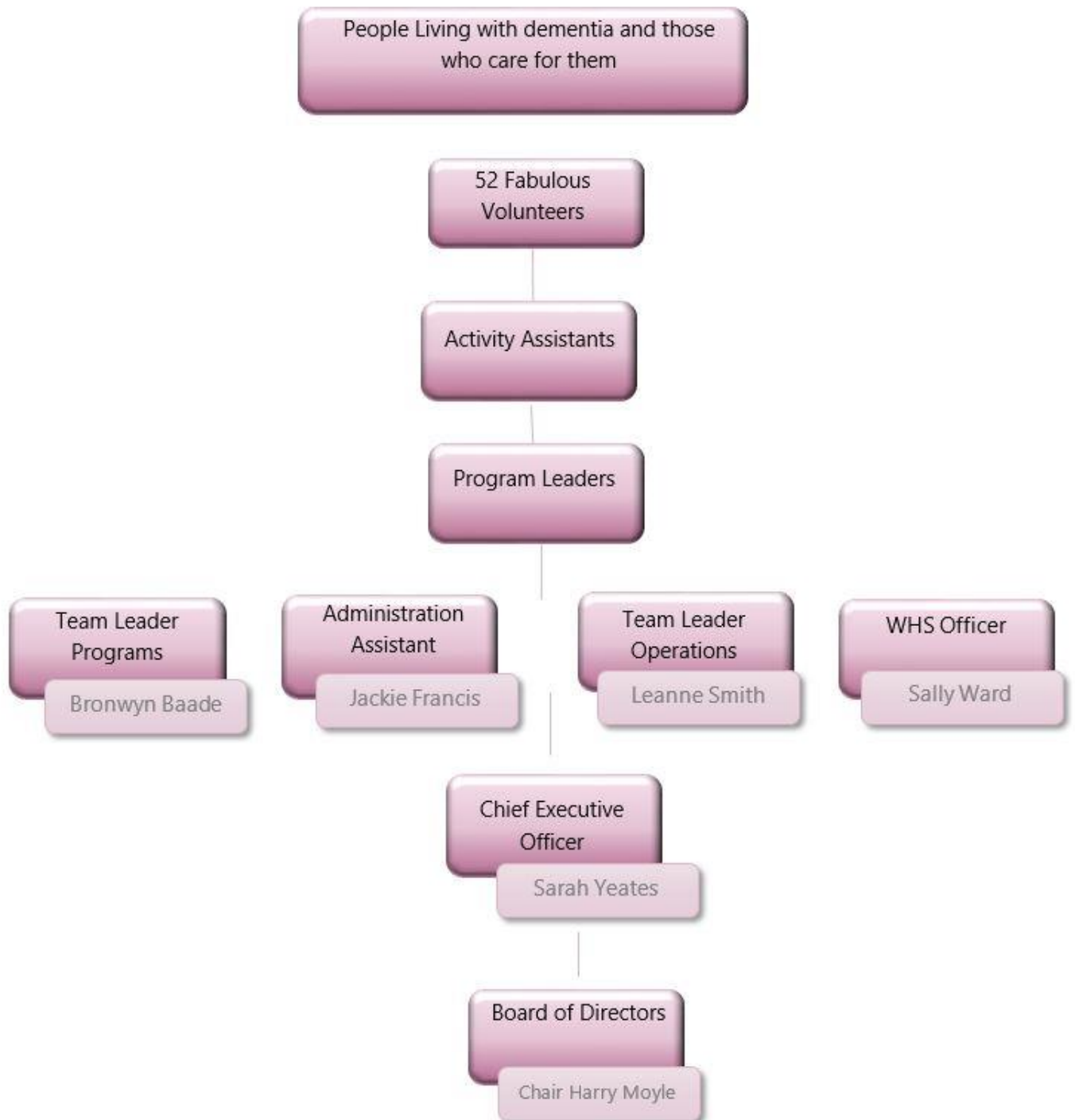
### **OUR VALUES**

Respect and value all those who use the services

Excellence of care

Value staff and carers

## ORGANISATIONAL CHART



All volunteers must ensure that they attend work in a fit state free from any effects of alcohol or other drugs & substances. It is not permitted for any of these to be taken whilst on duty at Caladenia or out with a Caladenia group.

## COMPLAINTS AND CONCERNS

Program Leaders are always available at the end of the program to answer any questions you may have or discuss any issues or concerns that may have arisen during the day. If you feel that there is a problem that makes your position as a volunteer uncomfortable, please discuss the issue with the Program Leader. The CEO and Team Leaders are always available to discuss any issues that you may have.

***You have the  
right to make a  
complaint  
without any fear  
of reprisal.***

If you have a complaint, you have the right to discuss this with a staff member. If you are not able to resolve your complaint, you may choose to bring it to the attention of Caladenia's CEO. If you are still unable to resolve the matter, you may put your complaint in writing to the Board of Directors in a sealed envelope marked "Confidential". The Board will then investigate your complaint. If you require assistance in writing your complaint, staff will be able to assist you. If the Board is unable to resolve your complaint, they may seek independent advice or assistance from an appropriately trained specialist.

## CONFIDENTIALITY

Caladenia Dementia Care protects the privacy and personal information of all staff, clients, volunteers and carers. In the course of your work, you will gain personal information which is not to be disclosed to any person including other volunteers, friends or family other than authorised staff.

## DRESS CODE AND PERSONAL PROPERTY

Volunteers are asked to wear smart casual dress and closed toe shoes. It is advisable not to bring your valuables with you.

## Duty of Care

### Definition

The ethical code of conduct is a public statement of how we conduct our business and how we treat our clients and colleagues. It provides guidance as to the general standards of work performance and ethical conduct expected of all employees within the organisation.

### Policy

Caladenia acknowledges that its staff (both paid and unpaid) has a Duty of Care to its clients and that these clients can expect to be treated with dignity and consideration at all times. All activities will be constructed with client safety in mind while allowing freedom of choice, movement and reasonable risk.

### Procedure

#### ***This policy is applicable to all staff, paid and unpaid, of Caladenia***

Duty of Care exists when failure to exercise reasonable care might cause another person injury or harm. It also requires avoidance of situations, which present a foreseeable serious hazard or risk to another person.

Duty of Care is what could reasonably be expected in any situation, and is based on what is considered acceptable practice in the community. Staff will be flexible, open-minded and responsive to each individual in each particular situation, trying to ensure a reasonable standard of safety while allowing freedom of choice and movement.

Volunteers and Staff will be given sufficient information of the background of each client to enable them to anticipate a course of events, though this information should be given with due regard to the limits of confidentiality.

For all activities the leader should be aware of:

- possible hazards and risk factors
- the abilities of the staff to manage a particular situation
- the need to use approved transport and drivers
- the need to plan the activity thoroughly
- the action to be taken in any emergency situation
- the need to accurately record any incident
- the need to offer a reasonable standard of 1st Aid (according to level of experience)

As a Volunteer it is your responsibility to observe and report anything that you think is relevant to the staff.

## EMERGENCY PROCEDURES

At orientation, you will be shown the position and purpose of fire emergency equipment, fire exits and the area in which to assemble if there is a need to evacuate. For bus specific procedures, please refer to the position description

## GIFTS

Volunteers may accept small tokens of appreciation, from carers and clients. Acceptable gifts would include items such as homemade jams or biscuits, chocolates, soaps, flowers from the carer or client's garden, surplus produce or eggs from a carer or clients' garden.

## HOURS OF WORK

Caladenia values the work our Volunteers undertake. Currently we have volunteers in our social programs at Mooroolbark, bus jockey, going out and about with the outing groups, telephone support and online programs.

Volunteers at Caladenia are encouraged to make a commitment to the same day or days each week or fortnight. We understand that sometimes you may not be available on your rostered day, in which case, we ask you to let us know as soon as possible. Rosters will be given out 6 monthly, outlining the days and times you have been offered.

## INFECTION CONTROL

We request that you don't attend Caladenia when you are unwell, such as if you are experiencing fever, a sore throat, flu like symptoms or have a communicable disease such as conjunctivitis or diarrhoea. If you or anyone in your household has gastro or a stomach upset, you should not come to work for 48 hours after the last symptoms have gone.



## INSURANCE

Caladenia has personal accident and public liability insurance from VMIA, which covers all volunteers. This insurance does NOT cover a volunteer if they contract Covid in the workplace.



## MOBILE PHONES

Volunteers are requested to keep their personal phones in their bags, or pockets. Phones must be set to silent during the program and we ask that calls not be made or received during the program unless it is an emergency.

## PERSONAL DETAILS

Please advise any change of name, address, phone number, email or availability to ensure our records are kept up to date.

## POLICE RECORDS CHECK

All volunteers will be required to give consent to undergo a Police Check. This is a requirement of the Department of Health and Caladenia will meet any cost incurred. Results of this check will remain confidential to the CEO. If there are any disclosable outcomes these will be discussed with you by the CEO confidentially. There are minimum identity requirements to be met.





## PRIVACY STATEMENT

Caladenia Dementia Care is committed to respecting the privacy of your personal information.

We are bound by a set of National Privacy Principles that are the benchmark for how personal information should be handled. Caladenia has adopted these principles as part of our standard business procedures.

What this means is that all personal information that enters Caladenia is dealt with in a uniform manner and the highest regard is taken for maintaining its security at all times. Caladenia holds contact information about its consumers, including date of birth, next of kin information, and some medical details. It also holds limited financial information.

Caladenia may also be privy to other personal information including gender diversity or sexual orientation, and will treat this information with the same privacy and confidentiality as any other information disclosed to us. We welcome people from a range of diverse backgrounds, sexual orientations and genders.

The main purpose for which Caladenia holds this information is to assess the need for Caladenia's services, to make decisions about the level of care a consumer will require, and to ensure the safety of all consumers at all times.

Caladenia may, from time to time, disclose some of this personal information to the Commonwealth and State Governments or their agencies. This will be in accordance with the provisions of all relevant legislation and regulations that apply to Caladenia and all its services, and for the purpose in informing decisions about funding and meeting medical, social and other care needs. The Commonwealth and State Governments are also subject to laws dealing with privacy, and have their own policies that are designed to safeguard your personal information.

If you are concerned that Caladenia may have handled your personal information inappropriately, please contact the CEO on 9727 2222. All privacy complaints will be taken seriously and we will endeavour to deal with them promptly. In some cases we may require that you put your complaint in writing.

If you would like to request access to any personal information held by Caladenia, please contact the CEO. The CEO will arrange for an access form to be sent to you, and is able to assist with any enquiries you may have regarding the process.

Caladenia will respond to all requests within 28 days, and in most cases will be able to respond well before that time.

## QUALITY STANDARDS

Caladenia adheres to the 8 standards of the National Standards for Volunteer Involvement. The 8 standards are:

1. Leadership and management
2. Commitment to volunteer involvement
3. Volunteer roles
4. Recruitment and selection
5. Support and development
6. Workplace safety and wellbeing
7. Volunteer recognition
8. Quality management and continuous improvement

## RECOGNITION PROGRAM

Caladenia actively recognises the great contribution volunteers make and the wealth of knowledge they bring with them. Acknowledgement is made each year during National Volunteer Week, in newsletters, a Christmas function and years of service awards.



## RIGHTS AND RESPONSIBILITIES

Volunteering is a two-way relationship. As a volunteer you can expect to have a number of rights but there are certain responsibilities as well.

### **Volunteers have the RIGHT to:**

- Worthwhile work and stimulating activities, using any special skills you may have
- A choice regarding the activities you take part in—to be able to say NO if you are uncomfortable with the task assigned
- Be provided with orientation which will help you understand Caladenia and the work we do
- Receive adequate training, support and supervision to enable you to do to your job effectively
- Be given feedback and recognised for your contribution
- Be protected by adequate insurance
- Work in a healthy and safe environment
- Have authorised out-of-pocket expenses reimbursed

### **Volunteers have the RESPONSIBILITY to:**

- Be dependable—please notify Caladenia if you unable to attend
- Be willing to undertake relevant orientation, training, support and supervision
- Maintain confidentiality and be non-judgemental
- Work in accordance with Caladenia's Health and Safety Policies and Procedures.
- Work in accordance with all Caladenia's policies, procedures, instructions and rules
- Say no when you cannot commit to a task
- Respect the rights, privacy and dignity of all clients, colleagues and fellow volunteers



Those who bring sunshine to the lives  
of others cannot keep it from  
themselves.

JAMES MATTHEW BARRIE



## SMOKING

Smoking within Caladenia's buildings is strictly forbidden. There will be no smoking in the bus, or any other vehicle owned by Caladenia.

Volunteers who do smoke are requested to smoke in a designated area outside the buildings.

## SOCIAL MEDIA

Caladenia has an official Facebook page for keeping the community up to date and a private group page call "Caladenia Volunteers and friends" for fun and interaction. You are welcome to join both. Please be respectful and polite and avoid any defamatory, offensive or derogatory content.

You should never discuss the details or post photos of any person without their permission. While it might be okay to talk about Caladenia in general, you should never discuss anything that could identify an individual without their agreement.

## TRAINING

Caladenia runs a Volunteer Training Day mid-year. The sessions are on topics and subjects that relate to our work here at Caladenia. This is a great way to get to know some of the other staff and volunteers, and to learn new skills and information.

## WORKPLACE HEALTH AND SAFETY

Caladenia Dementia Care is strongly opposed to all forms of harassment or discrimination on the basis of age, sex, sexual orientation, disability, ethnicity, religion or politics and is committed to a safe work environment.

Please do not undertake any tasks that may be of risk to you or members or which you do not feel confident to perform.

If you feel that there are any areas of risk or identify equipment that is not working properly, or have a particular concern regarding the safety of the workplace or work processes please raise them with the program leader.

## WHAT IS DEMENTIA?

**Dementia** is the umbrella term that describes a group of symptoms that affect memory, planning and ability to complete tasks. Common symptoms are: memory loss (particularly recent memory), confusion, personality change, withdrawal and loss of ability to do everyday tasks.

There are over 120 types, causes and forms of dementia with Alzheimer's disease being the most common. Dementia affects brain cells and is progressive, irreversible and terminal. People with dementia differ in the patterns of challenges they face, and the speed with which their abilities deteriorate. Dementia can happen to anybody, but is much more common in people over the age of 65. Although there is no cure, an early diagnosis gives people with a diagnosis of dementia a greater chance of benefiting from existing treatments and allows them and their families more time to plan for the future.

**Alzheimer's Disease** is a physical disease which attacks the cells of the brain resulting in impaired memory, thinking and behaviour.

**Vascular Dementia** is the broad term for dementia associated with problems of the circulation of blood to the brain.

**Frontal Lobe Dementia** - is the name given to any dementia caused by damage to this part of the brain. It includes Pick's Disease, but can be caused by other diseases.

Dementia with Lewy Bodies - is a dementia which is caused by the degeneration and death of nerve cells in the brain. People experiencing this form of dementia can have visual hallucinations, delusions, and difficulties judging distance.

Alcohol Related Dementia - caused by the excessive drinking of alcohol. This affects memory, learning and other mental functions.

AIDS Related Dementia - when someone has HIV and AIDS they may develop a complication to the disease which is known as AIDS related dementia.

**Younger Onset Dementia** – is the term used for people living with Dementia under the age of 65

It is important to note that whilst people living with dementia can experience loss of memory and other functions, they do not lose their intelligence. People living with dementia are adults, and are not experiencing a "second childhood". People living with dementia are entitled to be treated with the same dignity and respect as any other member of our community.

### **What is not dementia?**

There are many conditions that can cause memory loss and confusion which are treatable. These include but are not limited to dehydration, certain medications, depression and infections.

## TESTIMONIALS – Our Volunteers

### **Margaret**

"I am honoured to have been a volunteer at Caladenia for about four years. I particularly wanted to volunteer at Caladenia because I knew that the assistance and support provided to not only people who have dementia, but to their families as well, it would have been invaluable to my family a decade ago.

During my time at Caladenia, I have met a lot of different people - staff, other volunteers, the members and some of their families. However, it is our members who make volunteering worthwhile and enjoyable. I enjoy that through listening to their stories, showing empathy, laughing with them and valuing their sense of self, I can fleetingly assist to make their dementia journey easier.

To top it off, I enjoy the days I spend at Caladenia immensely and I greatly appreciate being a part of the Caladenia community."

### **Rhonda**

"What is it about Caladenia that has a mystical and hypnotic effect on those who walk through its doors? The people of course!

Every volunteer encounter has enriched my life and has required me to learn and experience new things. I have discovered more about the causes and the workings of dementia. I have also learned many new skills.

I have made a significant number of new friends through my volunteering efforts. Some of the kindest people that I have met are the members, employees and volunteers at Caladenia Dementia Care. These are the kind of friends that are worth meeting and keeping."





## TESTIMONIALS – Our Clients

"We're all friends here; everybody gets on well. We help each other and there is always a variety of things to do.

The more people who are aware of dementia and talk about it, the more likely there will be a change."

**Tas**

"I enjoy everything about coming here – the people, the activities, the conversation.

While I'm here, my dementia is not an issue and the issues around my dementia are less, my mind is occupied the whole time and it feels good to be here.

It feels like nobody here has a problem, it feels like we're ordinary people just here together."

**Glenn**

"We're here in a group talking about all sorts of things but not our problems.

I enjoy the activities and people are very friendly.

In the beginning I didn't want to come because I thought I had been diagnosed wrongly with Early Onset Dementia. It was hard to accept. I feel better about it since coming here and coming here has helped me cope better with my diagnosis.

I'm taken seriously here and people don't assume it's my dementia talking."

**Frank**

