



頤康 | YEE HONG

VOLUNTEER HANDBOOK

2025 EDITION

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A YEE HONG AS A CARE PROVIDER

A1. VISION

Seniors living their lives to the fullest, with independence, health and dignity.

A2. MISSION

Yee Hong offers a full continuum of culturally-appropriate services and care for seniors living in any setting to optimize their physical, mental, social and spiritual well-being. We build organization and system capacity for high quality, inclusive, and integrated services and care.

We achieve our mission through

- A governance system that is both visionary and accountable;
- A rewarding work environment that fosters personal growth, respect and appreciation amongst our employees and maintains positive employee relations;
- Nurturing partnerships and building community capacity by modeling culturally appropriate care, sharing knowledge, and providing incubator opportunities;
- Our many trained, compassionate and caring volunteers;
- Continuous improvement, innovative approaches and being fiscally responsible to our stakeholders and donors;
- Advocating and facilitating community development and education for seniors and others.

A3. HISTORY AND DEVELOPMENT

After years of industrious campaign and fundraising by community leaders and the community at large, the first Yee Hong Centre for Geriatric Care opened in October 1994 with a 90-bed nursing home and a community centre. Culturally and linguistically appropriate services were provided to the rapidly growing Chinese community, guided by the continuum of care service model.

Within two years of its establishment, Yee Hong was awarded its first three-year accreditation in 1996 by the Canadian Council on Health Services Accreditation.

Between 2002 and 2004, three new Yee Hong Centres opened in Markham, Mississauga and Toronto. Together with the addition of two levels to the first Centre, the long-term care capacity increased to 805 beds and extended to non-Chinese. Over the next 10 years, the Social Services also expanded in terms of programs and locations.

In 2006, all four Yee Hong Centres were awarded full accreditation. The accreditation has become a routine endeavour since.



A4. YEE HONG VALUES

WE CARE – By being compassionate and seeking to understand and support each other. By respecting diversity and being inclusive and equitable. By supporting people to be independent and make their own choices.

WE COLLABORATE – By working together to achieve our shared vision and goals. By leveraging our combined strengths to pursue opportunities and address challenges. By partnering to increase our positive impact on our clients/residents, staff and the system.

WE COMMIT – To pursuing excellence through continuous learning, innovation and improvement. To empowering our people to be the best they can be within a progressive organizational culture and work environment. To having integrity and being accountable and to advocating for improved equity and social justice.

A5. SERVICES AND PROGRAMS

Through its *Continuum of Care Service Model*, Yee Hong provides a range of programs and services to help people cope with various needs and emerging challenges throughout different stages of life. The people being served by Yee Hong can be divided into 2 major groups:

- Community Services - People living on their own or with family
- Long Term Care - People needing total care at all times
- Residential Hospice

A5.1 Community Services

- Information and Referral Services
- Active Senior Program
- Congregate Dining Program
- Adult Day Program
- Caregiver Education & Support Services
- Friendly Visiting
- Transportation Service
- Home Support Services
 - Supportive Housing Program
 - Assisted Living Program
- Senior Housing - for seniors that live independently
- Volunteer Development

A5.2 Long Term Care Home

- Individuals who are age 18 or older, have a valid Ontario Health Insurance Program (OHIP) card and need total care may apply through *Ontario Health atHome* for an assessment to be placed in an LTC home.
- Apart from Chinese individuals, Yee Hong's four LTC homes also serve South Asians, Filipino, Japanese and other minorities.
- Apart from providing accommodation, food, nursing, medical monitoring and assistance in activities of daily living, our LTC facilities also provide various social, physical, mental, faith and spiritual activities aimed at sustaining the residents' well-being

A5.3 Residential Hospice

Yee Hong Peter K. Kwok Hospice is a 10-bed hospice residence with a comfortable, home-like environment for residents and families requiring palliative, end-of-life care. It is the first and currently the only hospice residence in Scarborough, and is co-located at Yee Hong's Scarborough Finch Centre. The hospice provides person-centred care to optimize the quality of life for individuals facing a life-limiting illness and their families.

A5.4 Clinical Services

Some Yee Hong Centre sites offer on-site medical and rehabilitation services. Doctors and specialists station at medical centres, while physiotherapists and occupational therapists station at rehabilitation centres at selected Yee Hong Centre sites.



B VOLUNTEERING DEVELOPMENT AT YEE HONG

B1. PHILOSOPHY OF YEE HONG VOLUNTEER PROGRAM

Volunteering is an integral part of community engagement, it enriches the lives of all and builds better communities

At Yee Hong, volunteers play an essential role in helping us achieve the following goals:

- Enhancing the quality of our services by contributing additional resources
- Improving the quality of life of clients/residents
- Supporting the personal growth and development of volunteers
- Fostering a caring, connected, and healthy community

B2. VOLUNTEERING AT A GLANCE

Over the past decade, Yee Hong has consistently engaged approximately 1,000 volunteers each year, contributing a combined total of around 90,000 service hours annually. Volunteers perform a wide range of jobs in various centres and departments, some of the common roles are:

- Program Assistance
- Assistance with Meals
- Friendly Visiting
- Transportation (Drivers)
- Clerical Support
- Reception Desk Support
- Group Instructor / Leader
- Kitchen Help
- Laundry Help
- Special Event Support



B3. HOW TO BECOME A YEE HONG VOLUNTEER

B3.1 Placement Process

The following must be completed in order to be a volunteer at Yee Hong:

- Attend the pre-placement orientation session
- Submit a completed Volunteer Application Form and Confidentiality Agreement
- Where applicable, submit a completed TB Test Report and/or police vulnerable sector check report



Volunteer placements are arranged based on your interests, learning objectives, and availability.

Please note that the availability and demand for volunteer roles may vary throughout the year. As a result, it may take some time to match you with a suitable opportunity.

B3.2 Getting Started

- A supervisor will be assigned to you for each volunteer role. In addition to the general pre-placement orientation, your supervisor will provide a role-specific orientation to help you get started and succeed in your position.
- Please report for duty on time as scheduled. If you are unable to attend, notify your supervisor as early as possible.
- You are not expected to have all the knowledge and skills for your role. Take the time to learn your duties and become comfortable in your work environment. If you have any questions or need support, don't hesitate to reach out to your supervisor or the volunteer coordinators—they're here to help you succeed.
- You are encouraged to take part in training opportunities offered throughout the year to enhance your skills and support

your volunteer work. Please note that some training sessions may be mandatory, depending on your role.

B3.3 Timesheet

- At the end of each shift, please remember to record your volunteer hours. You may do this by completing the paper timesheet provided or by logging into the online Volunteer Portal.
- Recording your hours helps us maintain an accurate record of your involvement, provides a clear overview of the collective volunteer contribution, and supports effective planning for recruitment, training, and future placements.
- The recorded hours help us determine your eligibility for internal and external awards and recognition programs.



B3.4 Expectations of Volunteers

- ✓ Be punctual and reliable.
- ✓ Respect the privacy and confidentiality of all clients/residents, volunteers, staff, the organization, and any other individuals or partner agencies.
- ✓ Treat everyone with respect, consideration, sensitivity, and tolerance, while acknowledging and valuing the diversity of individual backgrounds, experiences, and needs.
- ✓ Be self-motivated and proactive.
- ✓ Stay alert and cautious.
- ✓ To stay focused and fully engaged with residents/clients, and your team, please avoid using cell phones, earphones, or other personal electronic devices during your shift, unless it is an emergency or you have prior approval from your supervisor.
- ✓ Use common sense and sound judgment; consult team members and your supervisor as needed.
- ✓ Handle information and data responsibly.



VOLUNTEER DEVELOPMENT AT YEE HONG

- ✓ Record your volunteer duties and hours accurately.
- ✓ If your personal or contact information changes, please notify Volunteer Development staff as soon as possible.
- ✓ Seek help from your supervisor when needed.

B4. VOLUNTEER CODE OF ETHICS

- If you are also a staff member at Yee Hong, or become a Yee Hong employee after signing up, please inform your volunteer coordinator, and obtain authorization from your supervisor.
- Do not accept any gifts, monetary rewards, food, or services from clients/residents.
- Do not sell or promote any commercial goods or services to clients/residents or fellow volunteers.
- Do not handle monetary transactions on behalf of a client/resident.
- Do not provide medical advice.
- Do not attempt to influence clients/residents regarding political or religious beliefs.
- Do not commit to any duties or assistance for clients/residents outside of your assigned role that could create a conflict of interest or impact your responsibilities as a Yee Hong volunteer. Always consult with your supervisor if unsure.



B5. DRESS CODE

- Wear your volunteer ID badge every time you volunteer in-person.
- Wear safe, comfortable, and appropriate clothing and footwear.
- Dress neatly and appropriately – avoid overdressing or underdressing.
- Long pants are recommended.



VOLUNTEER DEVELOPMENT AT YEE HONG

- Choose footwear that fully covers your toes.
- In icy or snowy weather, please bring a pair of dry shoes to change into, as wet shoes are not permitted in certain areas for safety reasons.
- Avoid wearing dangling jewelry or loose clothing that could get caught on equipment.
- To maintain a smoke-free and scent-free environment for the comfort and health of everyone, please avoid smoking or vaping before entering our premises, as this can leave a lingering smell on clothing. Also, please refrain from wearing perfume or scented products.



B6. VIGILANCE GOES A LONG WAY

**See also Risk Management (C5) & Infection Control (D1)*

- Stay alert to special notices: read any special postings upon entering a Yee Hong facility, as they may contain important information about health outbreaks or residents under quarantine.
- Be familiar with your work environment, including your daily routine and the procedures to follow in case of an emergency. If you notice anything that seems unsafe, report it to a staff member immediately.
- Beware of slippery floors and icy roads. Wear well-fitted, closed toes and fall-proof shoes especially when working in wet environments.
- Report any unusual behaviour of client(s)/resident(s) to the supervisor.
- Avoid moving heavy items on your own. Understand your limits and always follow the proper method when moving furniture and bulky items.
- Follow the proper instructions when using a ladder if needed.



VOLUNTEER DEVELOPMENT AT YEE HONG

- Never handle any hazardous materials – bio-hazardous, chemical, clinical, soiled clothing, etc.
- Avoid excessive force, repetitious action or awkward posture to prevent Musculoskeletal Disorders (MSD), a common result of soft tissue injuries.
- Remember the **STABLE** principles in preventing MSD:
 - Maintain the natural curves of your **S**pine
 - Avoid Trunk **T**wisting
 - Keep your **A**rms in close
 - Use a wide **B**ase of support
 - Use your **L**egs
 - **E**valuate the Load, Environment and Yourself



B7. CERTIFICATION AND RECOGNITION

B7.1 Certification of Volunteer Hours

- Volunteers who have completed 30 hours of service or volunteered continuously for 3 months at Yee Hong are eligible to request a letter certifying their volunteer hours. To request a **Volunteer Hours Verification Letter**, please provide two weeks' notice. The letter will include your **start date**, **total hours of service**, and **volunteer role(s)**.

B7.2 Recognition

- **Internal:** Every April, during National Volunteer Week, we host a special **Volunteer Recognition Day** to celebrate your incredible contributions. The following awards will be presented:
 - **Long Service Award** - 5, 10, 15 year, etc.
 - **Gold Award** - 300+ hours in the previous calendar year



➤ **Silver Award** - 150+ hours in the previous calendar year

- **External:** Volunteers will also be nominated by government and non-government organizations for their achievements such as the **Ontario Volunteer Service Awards**.

B8. COMPLAINTS

If you have any concerns or grievances, please don't hesitate to speak with your supervisor or the Volunteer Coordinator. Most issues can be resolved quickly and informally. For situations requiring a formal approach, we have a clear procedure for filing a complaint. Your supervisor or the Volunteer Coordinator will be happy to guide you through the steps.



C SERVING & PROTECTING OUR SENIORS

C1 RESIDENTS'/CLIENTS' RIGHTS

At Yee Hong, we are committed to fully respecting and promoting the *Residents' Bill of Rights*, as outlined in Ontario's *Fixing Long-Term Care Act*. This Bill ensures that every resident lives with dignity, security, safety, and comfort, and has their physical, psychological, social, spiritual, and cultural needs met.

A copy of the Residents' Bill of Rights is displayed on every floor of our Long-Term Care home. Similar bills of rights guide our other programs at Yee Hong, reinforcing our commitment to the well-being of all individuals we serve.

C1.1 Police Vulnerable Sector Check

For the safety of our clients/residents and in compliance with regulations, all volunteers working at the Long-Term Care (LTC) homes and/or as Community Friendly Visitors are required to submit a Vulnerable Sector Check (VSC). This report must be issued by your local police service.

During your time as a Yee Hong volunteer, please inform Volunteer Development staff promptly if you are charged with a criminal offence.

C1.2 Privacy

- All volunteers must follow the terms stated in the **Confidentiality Agreement**, a mandatory agreement for all volunteers.
- If you have any questions or concerns about a client's/resident's private matters, such as their health conditions, behaviors, or family situations, please discuss them only with your direct supervisor. This ensures client/resident confidentiality is maintained and you receive accurate guidance.



C1.3 Elder Abuse and Zero Tolerance

Understanding Abuse

Yee Hong is committed to a zero-tolerance approach to elder abuse in any form. It is essential that all volunteers understand what constitutes abuse and take action to prevent it.

- **Action:** Abuse can involve any action or inaction, including the misuse of power, authority, or a betrayal of trust or respect.
- **Persecutor:** The person who inflicts the abuse, may or may not be known to the victim.
- **Consequences:** Abuse results in harm to the client/resident's health, safety, dignity, or overall well-being.

Abuse can take many forms

Abuse can take many forms. It is important to recognize the different types so that appropriate action can be taken to protect clients/residents:

- **Physical Abuse:** Inflicting physical harm or injury, such as hitting, slapping, pushing, punching, or kicking.
- **Sexual Abuse:** Any non-consensual, sexually-oriented behavior, including inappropriate touching, voyeurism (peeking), or sexual assault.
- **Emotional Abuse:** Actions that cause emotional distress, such as insulting, threatening, isolating, or using harmful verbal language, gestures, or facial expressions.
- **Verbal Abuse:** Using words to hurt or belittle a client/resident, including yelling, blaming, threatening, or making demeaning remarks.
- **Financial Abuse:** The unauthorized use or theft of a client's/resident's money or property, including using items or funds without their consent.
- **Neglect:** Failing to provide necessary care or services, which puts a client's/resident's health, safety, or well-being at

risk—for example, withholding food, medication, or personal care.

What to do when you witness an abuse or suspect one has occurred and how you are protected

- By law, you are required to report any suspected or known abuse to a Yee Hong staff member immediately. If you are unsure whether what you witnessed constitutes abuse, report it anyway. The organization will investigate to determine the appropriate action.
- All reports of abuse will be kept confidential. In addition, the Whistleblower Protection Policy ensures that you will not face retaliation or penalties for reporting concerns in good faith.



C2 SERVING PEOPLE WITH DISABILITIES

Accessibility for Ontarians with Disabilities Act (AODA) and its Standards ensures that no person would receive “discounted” service because of their disabilities. The guiding principles include dignity, independence, integration, equal opportunities and respect.

Disability can take many forms - visible, invisible, or anything in between - including but not limited to the following:

- physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness
- mental impairment or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language
- mental disorder
- injury or disability for which benefits are claimed or received under the Workplace Safety and Insurance Act

C3 INTERACTING WITH SENIORS

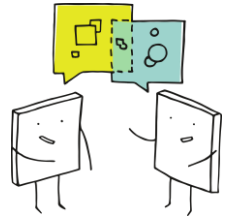
The keys to interacting with seniors are:

- Respect
- Trustworthy
- Patience
- Don't treat a senior like a child, don't use baby talk
- Consistence
- Confidentiality/respect for privacy



C3.1 Communicating with seniors

- Speak clearly and slowly; make sure you're heard and understood
- Listen carefully; pay attention to both verbal and non-verbal cues
- Show genuine interest, even if you are already familiar with the topic.
- Use appropriate and respectful touch, when suitable, to convey care, reduce isolation, and support a sense of connection.
- Maintain eye contact – re-position yourself if necessary to be at the same eye-level as the senior
- Be patient—allow time for the person to respond before asking another question.
- Ask for clarification if something is unclear.
- Limit the amount of information presented at one time to avoid confusion.
- Encourage the expression of thoughts and feelings to foster trust and openness.
- When writing is required, write large, clear and bold words. Confirm that the person understands the message. Repeat key information and emphasize its importance if needed.
- Give instructions one step at a time, clearly and calmly.



C4 INAPPROPRIATE BEHAVIOUR

Volunteers may occasionally encounter socially or sexually inappropriate behaviours from clients/residents. These may include, but are not limited to:

- Physical or verbal aggression
- Inappropriate or unwanted touching
- Offensive or abrasive remarks
- Sexually suggestive language or actions
- Obscene comments
- Indecent exposure

These behaviours are sometimes referred to as responsive behaviours—actions that may be triggered by internal or external factors, often without the person being fully aware of them.

Externally:

- Environmental stimuli such as noise, lighting, or crowding

Internally:

- Physical discomfort, medical conditions, cognitive impairments, or sudden emotional or psychological changes



Strategies for Avoiding and Managing Inappropriate Behaviours:

- Dress modestly and appropriately for the setting
- Reposition yourself to maintain a safe and respectful distance
- Observe for consistent patterns or triggers in behaviour
- Use distraction techniques, such as changing the topic or engaging the person in a different activity
- Know that you may end the interaction or service at any time if you feel uncomfortable or unsafe
- You are encouraged to report incidents and seek guidance from your supervisor



C5 RISK MANAGEMENT

MANDATORY REPORTING

As a volunteer, you are required to report the following ASAP. You can report to your supervisor, the nursing station, or any staff you come across.



- Abuse
- Any incident or accident, with or without injuries
- Conflict between clients/residents
- Missing clients/residents
- Sudden changes in clients/resident's mood or health conditions
- Potential safety hazard

C6 PROHIBITED SERVICES FOR VOLUNTEERS

For the safety of both clients/residents and volunteers, the following duties **must not be performed** unless you have received proper training and explicit approval from staff:

- Lifting and transferring clients/residents
- Assisting with toileting
- Handling wheelchairs or supporting assisted walking
- Assisting clients/residents with eating or meals

All volunteers are expected to be vigilant and proactive about health and safety issues. When providing service, please keep the following essential guidelines in mind:

- Many jobs at Yee Hong Centre require volunteers to undergo and pass the Tuberculosis (TB) tests & police Vulnerable Sector Check.
- Do not start any duty until your supervisor has fully briefed you on the task
- Do not recommend or administer any medication or treatment to clients/residents, including non-potent lotions or simple massages. This is strictly the role of trained staff.

SERVING AND PROTECTING OUR SENIORS

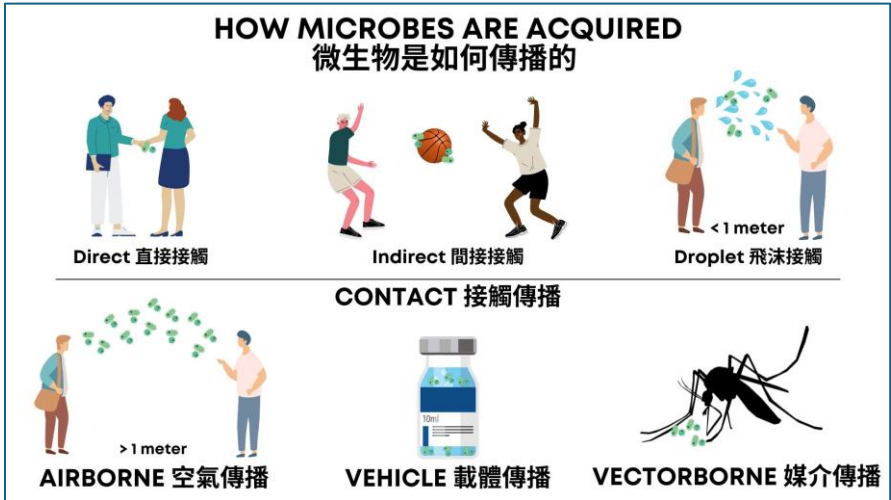
- Do not bring food to clients/residents, as many are on restricted diets or have various allergies.
- Do not assist clients/residents with meals unless you have completed proper training and are specifically authorized to do so.
- Under no circumstance should a volunteer lift or transfer a client/resident. Only staff with proper training can provide personal care and transfer clients/residents.
- If a client/resident falls, do NOT attempt to transfer or move them. Ask for help immediately.
- Do not come to the centre if you have a respiratory or other infectious disease, including cold and flu. Flu shots are available to all volunteers during flu seasons.
- Do not come when there is an outbreak in the nursing home. Your supervisor will advise you when the outbreak is declared over and when you can return.
- Do not handle any soiled linen or clothing, biological or chemical substances, or any other hazardous materials.
- Familiarize yourself with **escape routes** and what to do in case of fire or other emergencies.

D HEALTH AND SAFETY

Clean Care Is Safer Care.
It's your responsibility!



D1 INFECTION PREVENTION AND CONTROL

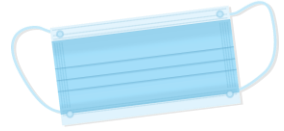


D1.1 Breaking the *Chain of Transmission*

Preventing the spread of illness is a shared responsibility. The following practices help reduce the risk of infection and maintain a safe environment for clients/residents, staff, and volunteers:

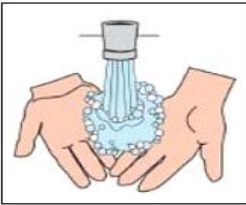
- Stay up to date with immunizations (e.g., annual flu shots)
- Practice proper hand hygiene—wash hands frequently and thoroughly
- Check your hands for cuts or scrapes and keep them properly covered
- Stay home if you are feeling unwell to prevent spreading illness
- Maintain a clean environment by:
 - Proper disposal of soiled tissue
 - Emptying garbage bins daily

- Keeping tables and countertops clean
- Regularly cleaning all work surfaces
- Cook, store and handle food safely
- Be vigilant and follow posted health and safety notices and procedures
- Use personal protective equipment (PPE), such as gloves or masks, when necessary



D1.2 Hand Washing

Proper hand washing protocol



1. Wet hands



2. Use liquid soap



3. Lather, rub and count to 20



4. Rinse



5. Towel or air dry hands



6. Turn off taps with towel or your sleeve

When to Wash Your Hands?

- Whenever you suspect your hands have come into contact with germs
- Before and after any contact with a client/resident
- When entering a new environment, a new room, a new floor, etc.
- Before and after handling food
- After using the washroom
- After contact with body fluid, e.g. sneeze, vomit, etc.

- **Hand Hygiene Audit**

All volunteers and staff are subject to unannounced hand hygiene audit from time to time by trained staff.

- **Outbreak / Pandemic**

During an outbreak/pandemic, follow the given instructions, read notices and posters. You might be asked to provide supportive service as a result of staff shortage.

D2 EMERGENCY AND CODES

Emergency can happen any day and anywhere. In a health care setting such as Yee Hong, the impact is more critical, as many people have various limitations in responding to it. It is essential to recognize various emergency codes. Whether it is a drill or real situation, follow the instructions of the staff. Your department might brief you in advance for various emergencies.

Fire	RED
Evacuation	GREEN
Missing Person	YELLOW
Bomb Threat	BLACK
Loss of Essential Services	GREY
Violent Person	WHITE
External Disaster	ORANGE
Cardiac Arrest	BLUE
Hostage Taking	PURPLE
Chemical Spill	BROWN

**Thank you, and we look forward to having you as part of the
Yee Hong Volunteer Team!**



Volunteer's Rights and Responsibilities

	Rights	Responsibilities
Knowing Yee Hong	To learn about Yee Hong as an organization	To understand and uphold Yee Hong's mission and values
Job placement	To choose placements based on personal interests and be consulted beforehand	To follow all guidelines and instructions provided by supervisors
Information	To receive the information needed to perform duties effectively	To respect the confidentiality of clients/residents and anyone encountered during service
Orientation	To receive orientation and task-specific briefings for confident performance	To be prepared for each assignment and arrive on time
Supervision and Support	To know who the supervisor is and receive feedback and guidance	To consult with the supervisor when in doubt and seek support as needed
Team Work	To understand one's role and be treated as a valued member of the team	To work cooperatively with staff and fellow volunteers
Complaints	To understand how to raise concerns and file a formal complaint	To bring issues to a supervisor or Volunteer Coordinator promptly for resolution
Learning	To gain knowledge and skills through the volunteer experience	To seek ongoing learning and inform supervisors of any skill or knowledge gaps
Recognition	To be respected and acknowledged as part of the Yee Hong community	To decline gifts or monetary rewards from clients/residents

Appendix II

Do's and Don'ts of Working with Seniors

Do's	Don'ts
Ensure seat belts are buckled properly, as required	Do not transfer clients/residents under any circumstances
Make sure resident is secure before leaving them: <ul style="list-style-type: none">- bedside rails are up- wheelchair in locked position- seat belt is properly fastened	Do not assist clients/residents with meals unless trained and approved by staff
Acknowledge the staff: <ul style="list-style-type: none">- before leaving the floor with a resident- before signing off	Do not purchase for clients/residents <ul style="list-style-type: none">- any form of medication or drugs- any food or drink
Knock and greet the resident before entering their room	Do not leave clients/residents unattended
Respect the client/resident's choices, unless doing so would compromise their safety	Do not openly discuss any information about the clients/residents
Notify staff immediately if the client/resident appears to be in a risky or concerning condition	Do not accept any money or gifts from the clients/residents
Always ask staff for help if the client/resident needs to use the washroom or requires a transfer	Never leave any sharp or hazardous materials
Always inform the clients/residents before assisting with movement	Do not leave exit doors opened
Obtain eye contact and lower yourself to the client/resident's eye level when speaking	Do not go out with a client/resident without staff supervision
Smile, smile and always smile	Do not remove any personal belongings from clients/residents without permission

Appendix III

Your Supervisors and Useful Phone Numbers

Your Supervisor: _____

Email: _____ Phone: _____

Your Job / Department: _____

Volunteer Development Unit:

Program Manager: (416) 321-6333 ext. 2619

Volunteer Development Staff:

- Scarborough McNicoll Centre: (416) 321-6333 ext. 2611
- Scarborough Finch Centre: (416) 321-3000 ext. 5641
- Markham Centre: (905) 471-3232 ext. 5641
- Mississauga Centre: (905) 568-0333 ext. 4640

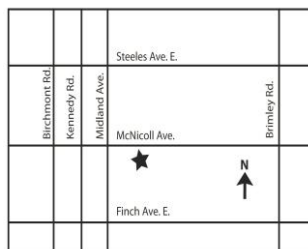
**If your personal or contact information changes, please notify
Volunteer Development staff as soon as possible.**

This Handbook and the orientation session are meant to prepare you to perform volunteer service at Yee Hong. If you have any questions regarding the following, please contact your Volunteer Coordinator.

<input type="checkbox"/> Yee Hong's Vision / Mission	<input type="checkbox"/> Universal infection control practices	<input type="checkbox"/> Police record check
<input type="checkbox"/> Clients' / Residents' Bill of Rights	<input type="checkbox"/> Reporting incidents and accidents	<input type="checkbox"/> TB tests
<input type="checkbox"/> Seniors' needs and communication	<input type="checkbox"/> No lifting or transferring without permission	<input type="checkbox"/> Volunteer code of ethics
<input type="checkbox"/> Zero tolerance of abuse and neglect	<input type="checkbox"/> Mandatory training for assistance with meals duties	<input type="checkbox"/> Volunteer's own safety
<input type="checkbox"/> Mandatory reporting on abuse & whistle blower protection	<input type="checkbox"/> Privacy and confidentiality	<input type="checkbox"/> Seeking help
<input type="checkbox"/> Emergency & evacuation procedure	<input type="checkbox"/> What to do with inappropriate behaviours	<input type="checkbox"/> Dress code



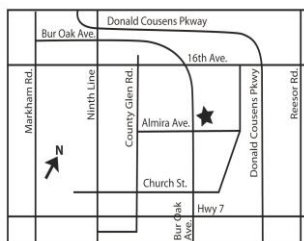
Scarborough McNicoll Centre



Address: 2311 McNicoll Avenue, Scarborough, Ontario, M1V 5L3.
Tel: (416) 321-6333 **E-mail:** scarborough.mcnicoll@yeehong.com



Markham Centre



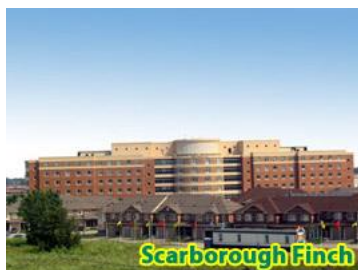
Address: 2780 Bur Oak Avenue, Markham, Ontario, L6B 1C9.
Tel: (905)471-3232 **E-mail:** markham@yeehong.com



Mississauga Centre



Address: 5510 Mavis Road, Mississauga, Ontario, L5V 2X5.
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Scarborough Finch Centre



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