



LITTLE SISTERS *of the* **POOR**

Policy for Young Volunteers

***“Be kind, especially with the infirm. Love them well ...
Oh yes! Be kind. It is a great grace God is giving you.
In serving the aged, it is he himself whom you are
serving.”***

St Jeanne Jugan

1. Introduction to the Little Sisters of the Poor, their Mission, Vision and Values

The Little Sisters of the Poor is an International Congregation of Roman Catholic women religious founded in 1839 by Saint Jeanne Jugan. Together with a diverse network of collaborators, we serve the elderly poor in over 30 countries around the world.

Continuing the work of Saint Jeanne Jugan, our **MISSION** is to offer the neediest elderly of every race and religion a home where they will be welcomed as Christ, cared for as family and accompanied with dignity until God calls them to himself.

Our VISION is to contribute to the Culture of Life by nurturing communities where each person is valued, the solidarity of the human family and the wisdom of age are celebrated, and the compassionate love of Christ is shared with all.

Our VALUES

Reverence for the sacredness of human life and for the uniqueness of each person, especially those who are poorest and/or weakest. This is reflected in care that is holistic and person-centered.

Family Spirit: a spirit of joyful hospitality embracing all with open arms, hearts and minds; fostering participation in the life of the home and rejecting all forms of discrimination.

2. Mission for volunteering

The Little Sisters of the Poor encourage the use of volunteers in the Home to provide additional stimulation and resources for the benefits of residents. Volunteers can bring many gifts and skills to the residents and indeed all members of the community through their generosity. Volunteers are not intended to replace the functions of care or other paid staff.

3. The role of volunteering.

The use of volunteers will be determined by the needs of residents and the Home. Volunteers will be selected on the basis of their knowledge, skills, experience and attitude.

Volunteers are expected to complete the recruitment process which includes:

- An application form
- Two references
- Self-Declaration Form
- Garda Vetting Form /PVG
- Training

4. Volunteer roles.

The volunteer roles are variable and are discussed and decided with each individual, eg. assisting residents at mealtimes, visiting residents, etc.

5. Induction and training.

All volunteers will have an Induction session and will also receive Health & Safety Training (to include Fire Safety Training). Safeguarding Training in line with “Child Safeguarding and Protection Policy and Procedures” of the Catholic Church in Ireland will also be provided with a particular emphasis on safeguarding relating to a Care Home.

6. Insurance.

All volunteers are covered by the Home’s insurance policy. Any incidents or mishaps which take place whilst in role must always be reported.

7. Managing challenging situations.

There might be times when you might encounter a challenging situation as a volunteer. This could be with a resident, a member of staff or indeed with another volunteer or even a visitor. We want to support you to resolve any challenging situations as respectfully as possible. It is important therefore that if you find particular situations difficult to handle, that you speak to the person assigned to support your volunteer role because an early intervention can often prevent difficulties becoming even more complex. If you are worried or concerned about someone else, then it is important that you share those concerns appropriately.

8. Confidentiality.

Apart from situations of serious risk we ask that your work here in relation to anything which a resident might share with you is kept confidential. This includes speaking about the behaviours of some residents who might for example have dementia or share personal information with you. In turn we also expect you to respect the confidentiality and privacy of residents as long as there is no risk to themselves or to others. ***You will be required to sign the Confidentiality Statement of the Little Sisters of the Poor.***

9. Photography.

It is not acceptable for you to take any photographs of residents, visitors, staff or other volunteers when you are in your volunteer role. There might be occasions when

photographs are taken at social events such as birthdays of residents. If they want you to be in the photograph you have to give permission. The use of your mobile phone to take photographs or make audio recordings whilst in a volunteer role is strictly forbidden.

10. Social Media.

Whilst social media is accepted as a means of communication it is not acceptable to post pictures or references to any residents, visitors or staff on Social Media.

11. Volunteers who are under 18

Special care and support is given to those who come to work as volunteers aged 16 and 17. We value what they bring to this important role and that for most this is very short term. All volunteers in this age group will go through the same recruitment and **vetting processes and the relevant and required forms completed. They will also be required to provide written permission of their parent / guardian allowing them to be vetted for volunteering in the home. The permission of the latter will also be required in the case of a medical emergency (relevant forms are provided).** In certain situations e.g., for Award Schemes provided by the Catholic Church, advice would be gained from the relevant Catholic Safeguarding Service.

If a young volunteer discloses anything of concern, then this will be discussed with the School or College who arranges the placement or volunteering opportunity. All volunteers are supervised and this age group in particular would never be alone with a resident or be given any task such as intimate or personal care of a resident.

12. Review.

There will be opportunities to review your role as a volunteer and we are always open to listening to ideas about how we might support you further or develop the volunteering work you so generously offer to us as a community.

Name: (Print) _____ **Position:** _____

Address: _____

Signature: _____ **Date:** _____