

## UTILIZATION OF VOLUNTEERS POLICY AND PROCEDURE

### **Policy:**

It is the policy of Artis Senior Living to utilize volunteers throughout the community to enhance the overall operation of the community and the quality of the resident experience.

### **Procedure:**

In order for a person to be considered for a volunteer opportunity in any Artis Senior Living community, the following criteria must be met:

16 years or over may volunteer without parental/designated responsible party supervision; unless determined that supervision is required

14- and 15-year-old may volunteer with parental/designated responsible party supervision

An application must be completed

Must meet the same criminal background criteria as paid associates

Be physically able to volunteer and be free of communicable diseases

Willing to commit to a minimum of 20 hours of volunteering

Upon completion of an application, volunteers will be interviewed by the Director of Partnership Development to determine the appropriateness of volunteer. It must be noted that not all who apply to volunteer will be selected to do so.

Once a volunteer has been interviewed and selected, a schedule will be established for the volunteer. In addition, a specific role/responsibility will be determined.

Prior to any volunteer beginning his/her assignment, the following must be completed:

- An emergency contact sheet
- Criminal background check (for volunteers over the age of 18) or a signed statement from volunteers under the age of 18
- Health statement (verifying that the volunteer is free of communicable diseases)
- Confidentiality statement and volunteer release (parental signature included for those under the age of 18)
- Orientation which will include the following:
  - The Artis Way Philosophy
  - Code of Conduct
  - Duties and Responsibilities
  - Emergency Procedures
  - Infection Control, Standard Precautions, and First Aid
  - Hand Washing
  - Reporting Requirements
  - HIPAA
  - Resident's Rights
- Review of handbook and an acknowledgment of receipt will be signed.

Volunteers must sign in at the beginning of their assignment. Sign in sheet/book will be kept at the front desk.

All volunteers must wear a volunteer name tag during the duration of their assignment.

Upon conclusion of the day's assignment, volunteers must sign out and return the volunteer tag.

Volunteers must adhere to the dress code of the community.

Below are possible reasons that a volunteer can be terminated from his/her assignment (list is not all inclusive). But it should be noted that a volunteer can be terminated for any reason as determined by the community.

- Excessive absenteeism
- Violating any policies of the community
- Breaching confidentiality
- Requiring excessive supervision and direction
- Failing to improve the quality of the resident experience and/or overall operation of the community

Volunteers will be provided with a written statement from the community to indicate that volunteer work has been completed. Statements will only be provided to volunteers who have completed the required 20 hours of service.

## Volunteer Confidentiality Statement

All Artis Senior Living communities stress the importance of protecting the rights and privacy of residents, family members, and Artis associates. The practice of maintaining confidentiality of verbal information and written records is a basic policy of our community. The practice is in accordance with one of the primary ethical principles of professional behavior in a setting that involves care of the elderly.

As a volunteer, you agree

Not to use resident names outside of the community.

No distinguishing information will be shared outside of the community. Distinguishing information is defined as any information which can potentially lead to the identification of a resident (i.e.: former principal of a middle school; lived on a certain street; owned a particular business)

Not to take any pictures of residents unless directed to do so by your designated supervisor. Only Artis Senior Living cameras/phones can be used to take photos.

Not to share information regarding residents on social media

### AGREEMENT:

I agree to respect the confidentiality of all information and reports, verbal or written regarding the residents, family members and associates within the facility, and will not disclose any such information except as directed by the Executive Director or appropriate court order.

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Volunteer signature

Date

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Artis Senior Living Supervisor signature

Date

Volunteer Emergency Contact Sheet
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Volunteer's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Numbers: \_\_\_\_\_

Cell phone

Home phone/alternate phone

Email Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Emergency Contact(s)
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Name of Contact: \_\_\_\_\_

Relationship of Contact: \_\_\_\_\_

Phone Numbers: \_\_\_\_\_

Cell phone number

Home/Alternate number

Email address: \_\_\_\_\_

Secondary Contact: \_\_\_\_\_

Relationship of Contact: \_\_\_\_\_

Phone Numbers: \_\_\_\_\_

Cell phone number

Home/Alternate number

Email address: \_\_\_\_\_

Please list any medical conditions which we should be aware of:

\_\_\_\_\_  
\_\_\_\_\_

Photo/video release form
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Volunteer's Name: \_\_\_\_\_

I give Artis Senior Living permission to use photographs or videotape taken of me while a volunteer at an Artis Senior Living community. The photo and/or videotape can be used for public relations, presentations, and promotional purposes and to help others better understand Artis Senior Living. I understand that I will receive no compensation if any of the photographs or videotapes are used.

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

If under 18:

Parent signature: \_\_\_\_\_

Date: \_\_\_\_\_

Volunteer Release
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I, \_\_\_\_\_, am fully aware and in agreement that any work I do in association with Artis Senior Living is completely voluntarily. I understand that I am not obligated in any way to Artis Senior Living or its agents, owners, or employees to continue my volunteer work and can cease volunteer acts as I so desire.

I will not hold Artis Senior Living nor its agents, owners, or associates responsible for any injury which occurs to me during any voluntary acts.

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Volunteer's Printed Name

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Volunteer's Signature

Date

For guardians of children under age 18: I agree that I am the custodial parent or legal guardian of the above child and authorize my child to participate in volunteer work within the outlined provisions.

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Parent/Legal Guardian Printed Name

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Signature of Parent/Legal Guardian

Date

Volunteer Orientation Checklist
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I, \_\_\_\_\_, attended Volunteer Orientation and have an understanding of each of the following areas:

Initials

The Artis Way Philosophy

\_\_\_\_\_

Dementia/memory care training

\_\_\_\_\_

Confidentiality

\_\_\_\_\_

Duties and Responsibilities

\_\_\_\_\_

Emergency Procedures

\_\_\_\_\_

Infection Control, Standard Precautions, First Aid

\_\_\_\_\_

Hand Washing

\_\_\_\_\_

Reporting Requirement

\_\_\_\_\_

HIPAA

\_\_\_\_\_

Resident's Rights

\_\_\_\_\_

I acknowledge receipt and understanding of the Volunteer Handbook. And I agree to adhere to the policies and procedures outlined in the handbook.

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Volunteer Signature

Date

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Supervisor Signature

Date

Volunteer: Authorization of Consent for Background Check (over 18 years of age)

Artis Senior Living, LLC conducts background checks on all volunteers over the age of 18 prior to their assignment, and utilizes the services of \_\_\_\_\_, a consumer reporting agency to process the applications. The agency's investigation includes (but is not limited to) any information about any criminal conviction background consistent with federal and state law.

I hereby consent to this investigation and authorize Artis Senior Living, LLC to process the background check application from the applicable agency(s).

Volunteer's Printed Name

Social Security Number

Volunteer's Signature

Date

Volunteers: Verification of Criminal Background (under 18 years of age)

Have you ever been convicted of any violations of law including offenses committed before your 18<sup>th</sup> birthday which were decided in a juvenile court or under a youth offender law? \_\_\_\_ yes \_\_\_\_ no

If yes, please list and explain:

I verify that I have never been convicted of any of the following: murder, abduction for immoral purposes, assaults and bodily wounding, robbery, sexual assault, arson, pandering, crimes against nature involving children, taking indecent liberties with children, abuse and neglect of children, failure to secure medical attention for an injured child, obscenity offenses, or abuse or neglect of an incapacitated adult.

I hereby affirm that the information provided on this form is true and complete, and I agree and understand that any falsification of information herein, regardless of time of discovery, may cause forfeiture on my part to any volunteer assignment offered by Artis Senior Living. I understand that all the information on this form is subject to verification.

Volunteer Printed Name

Volunteer Signature

Date

Volunteer Application

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone(s): \_\_\_\_\_  
Cell phone Home/alternate phone

Date of Birth: \_\_\_\_\_

Prior Volunteer/Work Experience:

Place of work/volunteer	Job/assignment title	Brief review of responsibilities	Dates/duration

Please indicate the reason(s) you are interested in volunteering with Artis Senior Living:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What interests/hobbies/skills would you like to include as part of your volunteer assignment:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How did you learn about Artis Senior Living: \_\_\_\_\_  
\_\_\_\_\_

Please indicate what days/times you are available to volunteer:

Days	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Mornings							
Afternoon							
Evenings							

Are you interested in completing a specific number of volunteer hours? \_\_\_\_yes \_\_\_\_ no

If yes, please indicate total number of hours (note that a minimum of 20 hours of volunteer hours are required): \_\_\_\_\_ hours

If no, please indicate how many hours per week you are interested in volunteering: \_\_\_\_\_ hours per week

Please share any additional information which you would like to share regarding your qualifications/interest/ability to be a volunteer with Artis Senior Living:

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Please include the name of 2 non family members we could contact as a reference:

Name	Relationship	Contact information (phone; email)	How long have you known this person?

I understand that in order to be considered for a volunteer opportunity at Artis Senior Living that I must be at least 14 years old. Volunteers under 18 will require parental permission. And volunteers under 16 will require a parent or responsible adult to provide supervision during volunteer hours. In addition, I understand that a minimum of 20 hours is required. It is also my understanding that necessary background checks will be conducted. I verify that all information included in this application is true to the best of my knowledge.

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Volunteer's Signature

Date

## Artis Senior Living Volunteer Handbook

Thank you for your willingness to brighten the lives and partner with the residents at Artis Senior Living of \_\_\_\_\_.

As a volunteer, you are an important part of our Artis family. Your special talents, whether conducting a sing-along, helping with ceramics, or memory-sharing, are welcome here at Artis Senior Living. Your warmth, compassion, and time will enhance the quality of lives for the seniors who call our community home.

We look forward to meeting you and will consider it a privilege to help make your volunteer experience a positive and rewarding one.

Sincerely,

Executive Director

Director of Partnership Development

# Volunteer Handbook



Revised 9/1/2016

## Introduction and Philosophy

Welcome to Artis Senior Living of \_\_\_\_\_! Thank you for taking the time to join our community as a volunteer. Positive Partnerships the Artis Way is something that we expect every member of our family, including you, to live by:

**A**-Ability to have a voice

**R**-Respecting and maintaining relationships

**T**-Treasuring each person's uniqueness

**I**-Integrity

**S**-Success and recognition

### Philosophy

#### *The Artis Philosophy of Care is: Positive Partnerships the Artis way*

The Artis way philosophy is based on years of memory care experience. It is not based on caring for a disease. But instead, it focuses on caring for human beings who happen to have a form of dementia. Artis Senior Living wants to be the partner of choice, not provider of choice. We want to create lasting relationships. It is a 2-way street, and it empowers the residents and the families.

A partner is:

- A person who shares
- Someone who is associated with
- An ally or companion
- One who is united in a common interest

Through orientation and in-service training, you will learn more about the Artis way.

## Who's Who at Artis Senior Living

Artis Senior Living is proud of its dedicated team members. During your volunteer experience, you will have the opportunity to meet team members from various departments. All associates are here to help make the experience a positive one for you. Listed below is a brief description of staff titles and their primary roles.

### Executive Director: (insert name)

The executive director is responsible for the overall operations of the facility. This includes overseeing the business components and serving as a resident and family advocate to assure that a high level of professional services and quality care are provided.

### Director of Partnership Development

The Director of Partnership Development is responsible for aiding the residents, families, and staff with questions about the progression of dementia as well as ensuring the Artis philosophy is performed.

### Director of Life Enrichment (insert name) NJ only Life Enrichment Coordinator

The Director of Life Enrichment is responsible for the activities of the community, ensuring that the residents are provided with fulfilling, meaningful, and successful programs.

### Director of Business Services (insert name)

The Business Office Manager's primary responsibility is to ensure that the administrative office functions in an efficient and cheerful manner in compliance with company policies and procedures in the areas of employee recordkeeping, bookkeeping, telephone, and guest services.

### Director of Community Relations (insert name)

The Director of Community Relations is directly responsible for the outside marketing, admissions, and public relations.

### Director of Marketing (insert name)

The Director of Marketing is responsible for marketing, admissions, and ensuring the delivery of quality resident services.

#### Director of Health and Wellness: (insert name)

The Director of Nursing is responsible for the wellness and health services provided to residents. This includes overseeing all functions of the nursing department.

#### Director of Culinary Services (insert name)

The Director of Culinary Services is responsible for all the food service needs within the community.

#### Director of Environmental Services (insert name)

The Director of Environmental Services is responsible for the maintenance and any other associated environmental services.

#### Manager on Duty

The manager on duty will be one of the above directors who will be able to aid any situations that may occur during weekends and holidays.

#### Life Enrichment Assistant

The Life Enrichment Assistant is responsible to aid in conducting and participating in any of the activities or programs.

#### Coordinators of Health and Wellness

The Coordinators of Health and Wellness provide direct, hands-on health services to residents. In addition to administering medications and assessing resident conditions, they supervise Certified Nursing Assistants, or Care Partners. A Coordinator of Health and Wellness is available 24 hours a day to provide management and coordination of the volunteer program.

#### Care Partners (CNAs)

The Care Partners are responsible for hands-on health services and working together with them for the residents' needs.

#### Environmental Services Associates

The Environmental Services staff are responsible for the maintenance and cleanliness of the community.

#### Culinary Services Associates

The Culinary Services Staff is responsible for cooking and providing any nutritional needs for the residents.

## THE ROLE OF VOLUNTEERS

You, the volunteer, will assist the team members of Artis Senior Living in meeting the social, recreational, and spiritual needs of the residents through music programs, art classes, exercise groups, one-to-one reminiscing sessions, socials, and various other activities. Additional volunteer opportunities will be available to help with administrative tasks. You are an important element in enhancing the well-being and happiness of our residents and the overall operation of the community. Volunteers give treasured hours, becoming an important member of the team working to meet the total needs of the residents and the community.

Special emphasis is placed on matching the volunteer with the task(s) they are most suited for, would most enjoy, and would most benefit from. There are many options, a few of which include:

*Assisting with social events*

*Leading a walking group*

*Music programs*

*Crafts leader/helper*

*Escorting residents on trips*

*Leading worship services*

*Friendly visits with residents*

*Pet Visits*

*Office helpers*

Volunteers represent Artis Senior Living while at the facility and in the community, and what they do reflects upon Artis Senior Living and the volunteers themselves. The volunteers, as well as the employees at Artis Senior Living, must follow a strict code of ethics.

Artis Senior Living respects you as a volunteer. We value you and your needs and expect that you will do the same for the residents, family members and associates. Many of the following topics will be reviewed in orientation. If you have any other questions or concerns, please contact the Director of Partnership Development.

**Thank you for joining our Artis family!**

### **Attendance/Absenteeism**

Attendance is based on each volunteer. We value your time, and we hope you value the residents' time. If you are unable to make a scheduled volunteer time, please contact the Director of Partnership Development as soon as possible. Whenever scheduled as a volunteer, please sign-in and sign-out at reception. Because we depend on volunteers and plan accordingly, excessive absenteeism can lead to termination of your volunteer assignment.

### **Dress Code**

A volunteer name tag should always be worn. They will be available at the front desk. Please ask the concierge when you sign in. Please leave your name tag at the front desk when you leave the community. Business casual attire is recommended. Closed toed shoes, comfortable pants, and short/long sleeved shirts are suggested. Please do not wear shorts, sleeveless shirts, backless shoes, or any vulgar paraphernalia. Ensure that clothing is free from tears, rips, stains, to maintain a professional and clean appearance. Piercings, other than ears, should be removed prior to volunteering in the community. In addition, we ask that every effort to cover visible tattoos be made.

### **Gratuities**

Gratuities cannot be accepted from residents. If presented with a situation you are unsure about, please contact the Director of Partnership Development or any department manager available.

### **Personal Phone Calls**

The time with the residents is valuable. Unless for an emergency, please ensure that cell phones are silent and that a phone is only answered in private or once an activity or program has concluded. No photos can be taken with personal phones when in the community. In addition, texting during your volunteer assignment is strongly discouraged. If needed, the community will ask that your cell phone be left at the front desk or not even brought into the community. Please provide the community phone number to those who may need to reach you during an emergency.

### **Parking**

Parking spaces are available in front of the building for associates, families, and volunteers.

### **Transportation**

Due to liability, volunteers are not permitted to transport residents within their personal vehicle.

### **Smoking**

Artis Senior Living of \_\_\_\_\_ is a smoke free environment. Volunteers are permitted to smoke only in designated outdoor areas. Due to the limited amount of time of most volunteer assignments, we ask that you avoid spending time smoking if possible.

### **Solicitation**

To maintain a proper business environment and prevent interference with work and inconvenience to others, volunteers may not solicit for any cause or distribute any material at any time.

### **Termination**

The volunteer may terminate their commitment at any time for any reason, and likewise, the community may terminate the commitment with the volunteer at any time for any reason. If you must terminate your volunteer work, it is requested you give two weeks' notice to the Director of Partnership Development

### **Background Check**

At the time of completion of the volunteer application form, the volunteer must complete a background check form. Artis Senior Living will adhere to State regulations in regard to restricting persons with certain barrier crimes/criminal convictions from performing volunteer work.

### **Youth Volunteers**

Volunteers under the age of sixteen (16) are required to be accompanied by a parent or responsible adult. Any volunteer under the age of eighteen (18) must present written permission from a parent or guardian allowing him/her to volunteer. Note that Federal Child Labor Laws will be followed for all youth volunteers, unless the youth is volunteering as part of a sanctioned school activity.

### **Infection Control**

In order to safeguard the health of residents, employees, volunteers, and others please report any symptoms or infections with a communicable disease such as tuberculosis, HIV, or Hepatitis B to the Executive Director. All such disclosures will be held in strict confidence. Your hands must be washed frequently, especially after having close contact with a resident. Volunteers are encouraged to refrain from volunteering during periods of illness. Based on state regulation, prior to your start date, each volunteer is required to have a Mantoux skin test for the detection of tuberculosis.

### **Emergency Procedures**

If an emergency occurs, please notify a director or associate and wait for further instructions. If you are within the community during a drill, follow the instructions lead by a director or a staff member.

### **Accident Procedures**

If you are involved in or witness an accident, please notify the director or staff member immediately to ensure that the proper action occurs. Do not attempt to assist the resident, please wait for a staff member. An incident report will be completed with contributions from all parties involved. It is important to stay calm during emergencies.

### **Confidentiality**

As a member of the Artis family, we ask that you please do not share any information about residents or staff. This community is their home, and the residents' information should be kept here, per their personal rights. If you have any questions, please ask a director or coordinator of health and wellness.

As a volunteer, you agree

Not to use resident names outside of the community.

No distinguishing information will be shared outside of the community. Distinguishing information is defined as any information which can potentially lead to the identification of a resident (i.e.: former principal of a middle school; lived on a certain street; owned a particular business)

Not to take any pictures of residents unless directed to do so by your designated supervisor. Only Artis Senior Living cameras/phones can be used to take photos.

Not to share information regarding residents on social media

Each volunteer will be required to sign a photo/media release form. A criminal background check will also be conducted prior to the volunteer start date.

## OUR COMMITMENT TO OUR VOLUNTEERS

We are committed to our volunteers in the same way that we are to our associates, residents and family members. We view you as an important partner. We will assure our volunteers of a friendly atmosphere, guidance from the community leadership, and an opportunity to learn and develop. Our philosophy of Positive Partnerships the Artis Way applies to our relationship with our volunteers.

### **Orientation**

Members of the leadership team at the community will orient all volunteers on the first day they report to an assignment. All volunteers are required to be oriented to their duties and responsibilities, resident rights, confidentiality, emergency procedures, infection control, the name of their supervisors, and reporting requirements. No assignment can begin until orientation is completed.

### **Training**

On-the-job training under the guidance of the Director of Partnership Development will provide specific direction, education, and assistance to perform the duties of the volunteer assignment.

### **In-services**

Throughout the year, Artis Senior Living communities host various in-service classes to keep team members and volunteers up to date on issues affecting the operations of the community. You are welcome to attend appropriate in-service training sessions. In-service class offerings are posted in various locations in the facility. If you would like to attend an in-service, please notify the Director of Partnership Development. Please note that the hours spent attending training do not count towards the hours required.

### **Recognition**

We value our volunteers and appreciate their hard work and time dedicated to the residents. The management at Artis Senior Living communities are committed to recognizing the valuable time and caring effort given by volunteer appreciation and recognition events.

### **Supervision**

The volunteer will generally be supervised by the Director of Partnership Development. When completing an assignment outside the scope of activities, you will be introduced to your assigned supervisor.

### **Evaluation and Feedback**

We value your opinion and want you to succeed within our community. An annual evaluation will be done by the community to ensure that the volunteer is practicing the Artis way, as well as to receive feedback from the volunteer.

### **Insurance**

Any accidents or issues that occur within the community are the responsibility of the volunteer. If you have any questions, please contact the Executive Director.

## **ENGAGING WITH THE RESIDENTS**

The greatest contribution will be made by volunteers who have a thorough understanding of and compassion for the needs and characteristics of the elderly. Our mission is to provide quality housing and assisted living services for older adults and to create a home where residents are treated with continuing comfort and dignity. Please speak to the residents with respect and listen to what they have to say. Listed below are a few helpful hints when volunteering with elderly residents.

### **Depression**

Avoid asking, “How are you feeling?” This will focus attention on the condition of the resident. Instead, reminisce about a meaningful experience, talk about accomplishments, or bring a conversation piece such as a photo album, book, or magazine.

### **Vision loss**

Allow more time for eyes to adjust to darkness and light. Peripheral vision decreases with aging, so it is best to stand or sit directly in front of the resident. Watch to make sure the walking path is clear. Older people need more light, but bright sunlight and glare can cause increased sensitivity.

### **The Memory-Impaired Resident**

Working with memory-impaired residents requires the ability to creatively enter their world and find a meaningful connection. Talking about the resident’s past experiences is helpful. Avoid asking questions that require the resident to use recent memory functions. Establish a calm environment and do not speak to the residents until you have their complete attention. Enhance the resident’s self-image by commenting favorably on their attire or hairstyle. Music often offers comfort and assurance to the memory-impaired resident.

### **Hearing Impairments**

Do not raise your voice, as higher tones are lost first. Sit near the resident, face them and speak naturally and distinctly. Eliminate background sounds, if possible. When conversing, use open-ended questions to let residents do most of the talking; however, it may be necessary to speak loudly.

### **Emotional Reactions**

Remember that the resident's brain is broken, and that there are certain experiences and emotions that they may not be able to explain but may be expressed through different behaviors. Approach the resident in a calm manner, speaking at an even tone and at an appropriate distance. If you are uncertain about how to approach a resident in emotional distress, please notify a staff member immediately.

### **Nutritional Restrictions**

Do not provide any nutritional items without staff supervision. Many residents may have dietary restrictions due to medical conditions. Please be sure to check with community staff to determine if residents can have food/drink.

<b>SOME BASIC NEEDS OF RESIDENTS</b>
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### **Love & Patience**

Love is a basic need of all people. As a volunteer, you can show your love by being patient. Physical handicaps cause residents to drop or spill things, move slowly, etc. It is difficult for many to communicate. Some forget easily, and at times, appear to be ungrateful. Be patient!!

### **Sense of Self-Worth**

As a volunteer, you can show residents that they are important by providing them with personalized and compassionate attention.

At times, you may encounter residents who seem depressed, tearful or angry about limitations associated with the aging process. As a volunteer, you can help by showing empathy and by communicating such encounters to your supervisor so that the care team can further access the needs of the resident.

## **The Artis Way**

When interacting with the residents, it is key to go back to the Artis Way. The philosophy was designed to provide for successful interactions with the residents.

### **A Ability to have a Voice**

Ask the residents what they think. Ask their opinion. Do not do something without giving the resident an opportunity to voice their desires. Provide choices whenever possible.

### **R Respecting and Maintaining Relationships**

Value that the resident is a human being. That he/she has relationships outside of being a resident at Artis Senior Living. Learn about their career, their relationships, and what matters to them regarding relationships.

### **T Treasuring Each Person's Uniqueness**

It is vital to know that each of our residents has their own interests, likes, dislikes, and needs. Not all our residents like animals or children. Some may be quite religious while others are not. It is key to know what makes each individual unique. And attempt to find what you might have in common with the residents.

### **I Integrity**

Do the right thing. If you tell a resident you will be right back, then it is important to keep that commitment. Be sure to speak to the residents like the adults that they are. Do not speak down to them or use words such as "cute", "honey", or "dear".

### **S Success and Recognition**

Provide the residents opportunities to feel successful. It is not about the end result of a task but the process and how a resident feels. It is important not to point out when a resident has not done something correctly.