

# COUNTRY ROADS COMMUNITY HEALTH CENTRE

fully accredited since 2001

## Volunteer Orientation Handbook

4319 Cove Road at Hwy 15  
PO Box 58  
Portland ON K0G 1V0

Telephone: 613-272-2799 or 1-888-998-9927



Revised July 2018

## **OUR VISION**

Healthy People in Healthy Rural Communities

## **OUR MISSION STATEMENT**

We strive for healthier Communities by working with our residents and health system partners to deliver high quality health and wellness services

## **VALUES**

We are accountable and responsive to the community and value the voice of our clients

We respect the diversity of all people in our community

Staff and volunteers are our most valuable resource

We work in partnership with people to encourage involvement in their own health and well-being

Everyone has equal access to our services

Healthy communities grow stronger by addressing the determinants of health

Staff uphold the highest professional standards and ensure quality in service delivery to our clients

Local governance is reflective of the communities we serve

We advocate for health care partnerships and system transformation

We ensure transparency in all of our work.

## **DETERMINANTS OF HEALTH**

Health Services

Income and Social

Status

Social Support

Network

Physical Environment

Social Environment

Personal Health

Practices

Coping Skills

Culture

Healthy Child

Development

Education and Literacy

Biology and Genetics

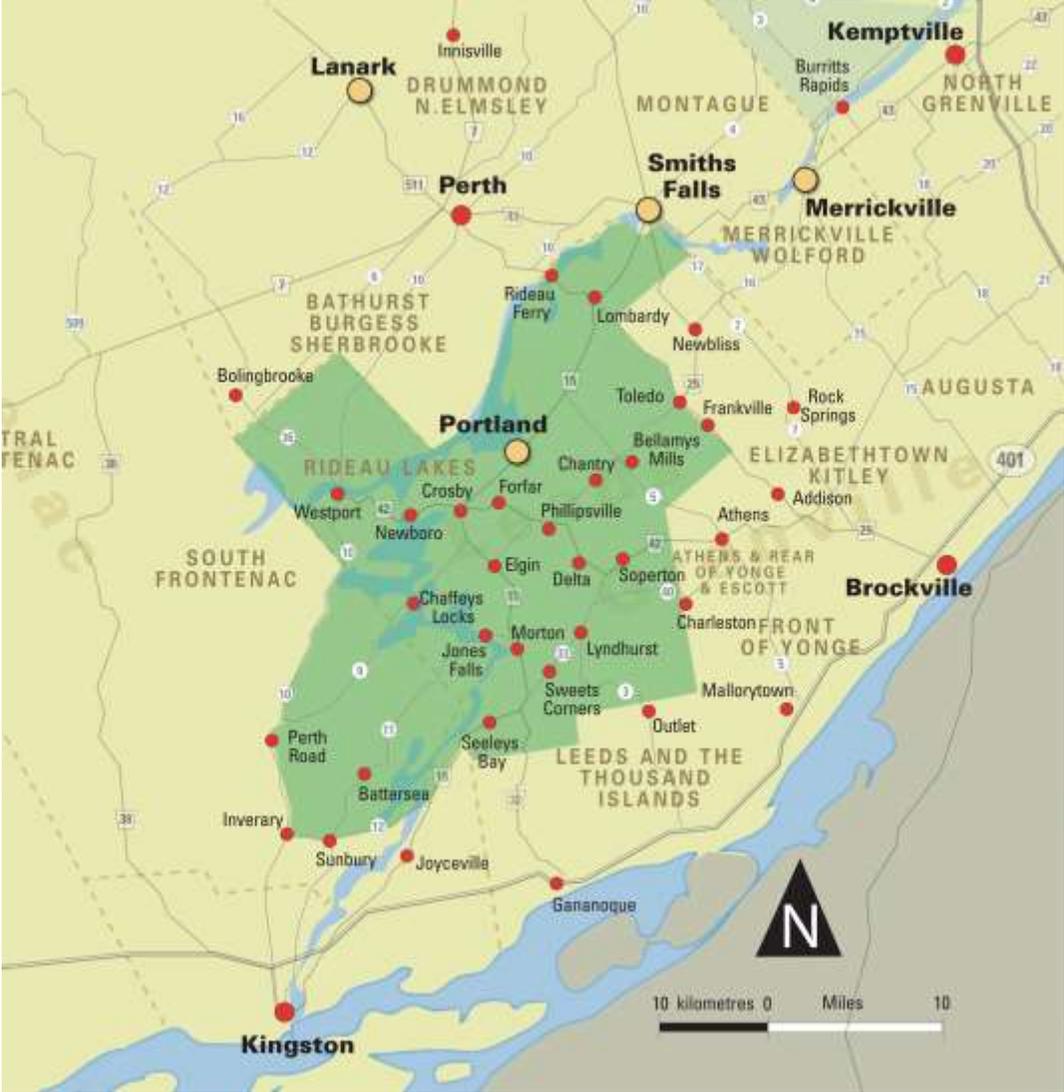
Employment and

Conditions

Welcome to our team! Our clients and staff appreciate your volunteer time, skills and work. Your involvement will enhance the services and programs that we offer to our communities.

This handbook provides you with important information about Country Roads Community Health Centre and our volunteer program.

### AREA of SERVICE



## SERVICES AND COMMUNITY PROGRAMS

We offer a wide range of services and community programs on site and at outreach locations.

Country Roads Community Health Centre is funded by the Ministry of Health and Long-Term Care and receives project funding from other sources from time to time to offer a wider range of programs and services to the community.

The Following Community Programs are Open to Everyone in the Community:

Childcare Training Course: Canada Safety Council course is offered in communities throughout North Leeds to provide babysitting skills to youth who are turning 12 in the calendar year or older.

Home Alone Program: Canada Safety Council program is offered to youth ages 10 years of age and older to learn the necessary skills and knowledge to be safe and responsible when home alone for short periods of time.

Teen Health Clinic: Twice-weekly clinics at Rideau District High School during the school year that are staffed by a Nurse Practitioner.

Family Cook Events: Offered in summer to families. Participants cook recipes and eat together while building skills and gaining knowledge about a healthy lifestyle.

What's Cooking? Community Kitchens: Monthly meetings in Westport and Portland. Participants prepare healthy meals in a group environment.

Good Food Box: Fresh fruits and vegetables monthly, excluding August, at wholesale prices, for everyone.

Community Access Program: access to a computer for community members at the Portland Centre.

Early Years Program: Registered Dietitian, Social Worker, Community Health Worker and Registered Nurse offer parenting education and support with parents and caregivers of children from 0-6 years of age and expectant women. Referrals for individual and family counselling are available. Groups are offered in Portland, Delta and Westport.

After School Programs: We provide a weekly program for children in grades 3-6 in partnership with local schools and the library. The program includes physical activity, healthy eating and learning opportunities. Older youth are encouraged to volunteer. Partnerships and funds from other programs often enhance our after school programs.

Mindfulness Meditation Series: Weekly program to reduce anxiety, depression, and stress and handle physical pain.

Walking Country Roads: An outdoor walking program in Westport twice weekly where participants walk together. This program runs all-year-round. All levels welcome.

Mental Health Education and Support Group: This twice monthly group provides an opportunity to learn new skills, develop friendships and do some cooking together. Leeds Grenville Mental Health partner with our social worker. Guest speakers attend on request.

Living Well with Chronic Disease and Living Well with Chronic Pain: This six-week program assists participants to take charge of their ongoing health conditions. It is a self-management program led by trained peer leaders who also have a chronic condition.

Senior Fit: Senior mobility classes offered in Portland and Lombardy to keep participants mobile. Classes are led by trained volunteers.

Get W.I.T.H. It: Indoor walking program at a local school during the winter months and includes the option of using the fitness room.

Dental Program: Oral health funding available to individuals and families. Service available depending on available funding and meeting criteria.

Health Champions: Volunteers doing a variety of activities to improve the health of members of the community.

Just For You: Runs simultaneously with the Alzheimer Society's Caregiver Support Group so that loved ones with the disease may attend their own group at the same time.

### **ON SITE SERVICES**

Arthritis Clinics: Free assessments and treatments for all types of arthritis

Alzheimer Society: Information and education on memory issues and caregiver support.

1000 Islands Credit Counseling: Free financial advice, budgets, student loans, and income tax with appointments available in Elgin and Portland.

Memory Clinic: Specialized team support in partnership with Providence Care for those struggling with concerns of memory loss.

Rideau Child and Family Hub – Guthrie House: An information link for families in North Leeds to find local services and activities.

LLG Addictions and Mental Health Counselling Services

## **OUR VOLUNTEER PROGRAM**

### **SELECTION**

Once you complete an application, you will be interviewed by our Health Promoter. We try to match your skills, ability, and availability with the requirements and expectations of a volunteer position. Part of the selection process includes police and reference checks. If a suitable position is not available, our Health Promoter will work with you to explore other opportunities.

### **ORIENTATION AND PLACEMENT**

After you are accepted into the volunteer program, you will attend orientation and have the opportunity to attend other training sessions. It is recommended that volunteers who will be responsible for food preparation, handling, and cooking attend a food safety workshop; some positions may require on-the-job training. Once you are on board, a staff member will review your volunteer job description and provide specific information on the program. On site volunteers will tour the Centre building, noting in particular the location of fire alarms, washrooms, emergency exits, fire extinguishers, kitchen facilities, first aid kits, lunch room and storage for personal belongings. In addition, volunteers will be introduced to health centre staff that can assist the volunteers in their duties. Your orientation may be in an individual or group setting.

### **CONFIDENTIALITY**

All volunteers are required to sign a Confidentiality Agreement . Confidentiality training sessions will be provided for all volunteers. Failure to maintain client confidentiality is taken very seriously and could result in dismissal from a volunteer position.

### **SUPERVISION**

You will be assigned to a staff mentor who will provide guidance and support on an ongoing basis.

### **EVALUATION**

We strive to improve our services and programs and value your evaluations of our orientation and training. We appreciate your feedback on your job and you will complete an annual self-evaluation with the Health Promoter. We are looking for your level of satisfaction with your

placement and activities, and any other future training and volunteer opportunities you may wish to explore.

## RECOGNITION

We hold an annual Volunteer Event to show our appreciation of the tremendous contributions our volunteers make to our programs and services. You are also welcome to attend our annual general meeting as well as all public meetings that Country Roads Community Health Centre holds.

## BENEFITS OF VOLUNTEERING

When you volunteer at Country Roads, you have opportunities to:

- Provide support and services to members of the community
- Gain experience in a health care environment
- Be part of a team of competent, innovative and committed professionals
- Learn new skills
- Gain personal growth and satisfaction from helping others
- Meet new people
- Make a contribution to our community and to the health centre

## OTHER PERQUISITES

Volunteers are eligible to use the programs that are open to the community at Country Roads Community Health Centre outside of their volunteer job, as long as no conflict of interest exists.

## LIABILITY INSURANCE

The corporation maintains sufficient liability insurance coverage to protect its volunteers while they are performing volunteer work for Country Roads Community Health Centre at any location, provided that the volunteers perform the duties outlined in their job descriptions.

## EXPENSE REIMBURSEMENT

You may be eligible for reimbursement of pre-approved expenses required while performing volunteer tasks.

## PERSONAL BELONGINGS

Handbags, wallets, and your lunch can be secured by your staff mentor when you are volunteering. We ask that you leave personal belongings at home.

## FIRST AID

If you require first aid while volunteering, you should notify your staff mentor or the receptionist. First aid kits are located in the Board Room, the Community Room, Room 307 in the Administration Wing and beside Room 209 in the Clinical Wing. A qualified staff member will administer first aid. Our staff carries a portable first aid kit for off-site activities.

## **ON-THE-JOB RESPONSIBILITIES**

### BE DEPENDABLE

So we can maintain the smooth operation of the Centre, please contact your mentor when you:

- Are unable to come in for your scheduled hours for any reason
- Have scheduled time off
- Change your address or telephone number
- Would like to change (increase or decrease) your volunteer involvement
- Are no longer available to be a volunteer

Your regular attendance is essential to the services and programs at Country Roads Community Health Centre.

### ACT AS A CO-WORKER

As a co-worker, you will carry out your assigned work as outlined in your job description. As part of your volunteer assignment, you may need to attend trainings or meetings. Please discuss any difficulties or problems with your staff mentor.

## **POLICIES AND PROCEDURES**

Volunteer policies and procedures exist to protect the clients, our volunteers and the health centre. Please review and follow them. Please ask if anything is unclear.

### **RESPECT CONFIDENTIALITY**

Please consider all written, verbal and visual information you have access to during your volunteer work as confidential. You may not discuss any client, his or her medical history, treatment, or participation in programs at Country Roads Community Health Centre, either inside or outside of the Centre. Remember that even seeing a person at the Centre is confidential.

### **FOLLOW ALL HEALTH AND SAFETY POLICIES**

Country Roads Community Health Centre is dedicated to providing and maintaining a safe and healthy workplace for its employees, volunteers and clients. We work in compliance with the legislative requirements of The Occupational Health and Safety Act.

### **FOLLOW OUR EMERGENCY PROCEDURES**

The Executive Director, or designate, takes the lead role in emergency situations. The safety of people (clients, volunteers and staff) comes first. If an emergency situation arises when you are carrying out your volunteer work, you should immediately alert the nearest staff member of the situation. You may be asked to assist the staff, if appropriate. Complete details are available in the Health and Safety section of the policy and procedure manual.

### **OBSERVE OUR SMOKING POLICY**

Smoking is not permitted on the grounds or inside Country Roads Community Health Centre or inside locations where it offers programs. If you smoke and need to take a break during your volunteer assignment, please speak to your staff mentor.

## STAFF MEMBERS

Mandy Abele .....Health Promoter  
Rachel Ashby.....Social Worker  
Gillian Astles.....Foot Care Nurse  
Mary Beauchamp.....Clinical Assistant  
Emily Beelen..... Health Promoter  
Anne Bishop.....Guthrie House Administration  
Marci Bruyere .....Coordinator of Health Promotion  
Marty Crapper.....Executive Director  
Kathleen Earl .....Dietitian/Diabetes Educator  
Cheryl English..... Director of Programs and Services  
Jennifer Evans ..... Physician  
Andrea Finn ..... Medical Secretary  
Katy Gibson ..... Medical Receptionist  
Janice Giffin..... Social Worker  
Jeanette Hamilton.....Physician  
Brandice Hartin..... Manager of Primary Care  
Terri Howard .....Community Health Worker  
James Hull ..... Pharmacist  
Jack LaForty..... Physician  
Lena MacMillan.....Chiropracist  
Rebecca Maeck ..... Medical Receptionist  
Darlene Magee..... Client Navigator  
Susan Monaghan.....Nurse Practitioner  
Corey Moore.....IT Coordinator  
Michelle Murray.....Early Years Nurse  
Jane Palmer .....Diabetes Educator  
Carolyn Savage.....Respiratory Therapist  
Lis Shoemaker ..... Physician  
Nicole Smith .....Manager of Administration  
Deb Steele.....Nurse Practitioner  
Jillian Ulrichsen..... Nurse Practitioner  
Jesse Warren.....Nurse Practitioner  
Sara Wendeler.....Medical Receptionist  
Michelle Westwater..... Medical Receptionist  
John Wing.....Registered Nurse

## **BOARD OF DIRECTORS**

### **Officers**

Peter Hannah .....Chairperson  
Gary Dickson .....Vice-Chairperson  
Maxine Weber..... Secretary  
Phillip Thom .....Treasurer

### **Directors**

Pat Greenhorn  
Brian Preston  
Cait Maloney  
Crystal Cannon  
Sharon Halladay  
Mike Fay

## **HOURS OF OPERATION**

	<b>Portland</b>	<b>Westport</b>
Monday	8:00 a.m. to 5:00 p.m.	8:30 a.m. to 4:30 p.m.
Tuesday	8:00 a.m. to 7:00 p.m.	10:30 a.m. to 6:30 p.m.
Wednesday	8:00 a.m. to 5:00 p.m.	8:30 a.m. to 4:30 p.m.
Thursday	8:00 a.m. to 7:00 p.m.	8:30 a.m. to 4:30 p.m.
Friday	8:00 a.m. to 5:00 p.m.	8:30 a.m. to 4:00 p.m.

## **HOW TO REACH US**

4319 Cove Road (at Hwy 15) PO Box 58  
Portland ON K0G 1V0

79 Bedford Street  
Westport ON K0G 1X0

Telephone: (613) 272-2799 or 1-888-998-9927

(613) 273-9850

Fax: (613) 272-3463

(613) 273-9852

[www.crchc.on.ca](http://www.crchc.on.ca)

## **AFTER HOURS TELEPHONE SUPPORT**

Enrolled clients may call (613)-272-3302 to receive urgent, medical, telephone advice after normal office hours.

Telehealth Ontario: 1-866-797-0000

A free phone service available 24 hours per day for medical advice to anyone in Ontario.