

# **St. Genevieve's Pastoral Care Volunteers**

## **General Guidelines**

### Places we are presently visiting on Wednesdays:

- 8:45 Two volunteers go over to Encore Memory Care, Hugo
- 9:30 Set Up & Greeting at Keystone Senior Living
- 10:00 Word & Communion Service (all available) & visiting rooms two by two at Keystone (ideally 4 people)
- 10:45 Two volunteers go over to Good Life Assisted Living & Memory Care
- 11:30 Two volunteers go over to NorBella Senior Living & visit one Centerville Home
- ???? One more Memory Care facility will also need help sometime in the future.

We need to remember that we are in the presence of a vulnerable adult population and that we are representing St. Genevieve Church. By vulnerable, please remember that all those in Assisted Living and Memory Care facilities are vulnerable, and that those who are still living independently, can be vulnerable in some way: emotionally, from loneliness, &/or from feeling they do not have complete control over decisions affecting them. For this reason, St. Genevieve's and all parishes within the Archdiocese have certain guidelines for interacting with Vulnerable Adults, including participating in the Essential 3: Background Checks, VIRTUS training & signing a Code of Conduct. Our main responsibility is to ensure a climate of safety, respect and dignity.

### **General Procedures for the Word & Communion Service:**

1. At 9:30, set up the Altar and organize the 3-ring binders with the bulletin & daily readings.
2. Offer to help with the DVD/music, 1<sup>st</sup> reading, Psalms, distributing Communion, and following those giving communion with hand sanitizer, as needed. The Lead Person usually asks for volunteers.
3. One person checks the names of those coming into the room. Sometimes 2 are needed when there are new volunteers or residents.
4. Other volunteers can help with getting residents settled in chairs, moving walkers to the side of the room, and helping to make room for wheelchairs.
5. Others can engage in friendly conversations with the residents.
6. We are not allowed to physically help residents. Employees will do this. Occasionally, we might help with an extra push of the chair, but we should never lift or physically move residents.
7. All who wish to receive communion may do so (both residents and staff persons).

### **General Procedures for Visiting Rooms or Individual Homes:**

1. We always visit seniors two by two and need to always have our St. Genevieve's name tag visible.
2. When visiting individual rooms, we knock at their door, call out their name, identify ourselves as from St. Genevieve's, and if warranted, we can check to see if the door is unlocked because some of our residents are hard of hearing. We ask them if we may enter their room.
3. If they are in the bathroom or not clothed properly, we let them know that we will return later or next week.
4. When invited into the room, we say the Our Father with them and give them the consecrated host. Often, we will ask about their week or day, and remind them that we will come again next week. We ask them if they would like a church bulletin and/or the Bible readings for the day.
5. Some residents who are lying down or who have trouble swallowing, may receive a ½ host. Some residents who are cognitively unaware of the meaning of the Body of Christ, are only prayed with or over. We mostly use the "Our Father", but can also pray other short prayers, such as "Hail Mary" and "The Lord bless you and keep you..."

6. If the host is contaminated (being spit out or dropped), put it in an envelope from the drawer or red folder. This envelope is taken to St. John's and disposed of properly.

Boundaries:

1. Vulnerable adults may be particularly sensitive to touch. Be aware of their reactions to you.
2. Acceptable forms of touching include, shaking their hand, fist bumping, and touching their shoulder. These are all good ways of giving them the human contact many of them need. When first getting to know a person, you may wish to ask them if it is okay for you to touch them, as described above. On rare occasions, when you know the resident from their younger days, with other persons around, you may wish to give them a side hug. This should be done sparingly.
3. Please remember that touch that may seem innocent to you may be perceived differently by others because of the imbalance within relationships between residents and volunteers.