



Musician Volunteers Music Therapy Department

Dear Musician Volunteer:

On behalf of the residents, families, staff, and management of Villa St. Joseph, we welcome you and thank you for becoming a Musician Volunteer at Villa St. Joseph. As it says in our mission statement, Villa St. Joseph is a place of healing committed to excellence in compassionate care serving the health needs of older adults. Our volunteers contribute to this mission by offering an extra dimension of care and service to our residents, providing an important link to the community, and giving the individual volunteer a meaningful opportunity to participate in a worthwhile cause.

We thank you for your interest in Villa St. Joseph. We hope that the experience enlightens you as well as the “dear neighbors” we serve. Our mission is to go above and beyond, and we truly cannot meet our daily challenges without the blessings of your presence.

Sincerely,

A handwritten signature in black ink that reads 'Brigette K. Sutton, MA, MT-BC'. The signature is written in a cursive style.

*Brigette K. Sutton, MA, MT-BC
Director of Music Therapy*



Mission Statement

Villa St. Joseph is a place of healing committed to excellence in compassionate care serving the health needs of older adults, as well as those in the wider community in need of our expanding services.

As a sponsored ministry of the Sisters of St. Joseph of Baden, all that we do witnesses to a profound love of God and love of neighbor without distinction, with deep respect for the sacredness of human life and the dignity of person.

Core Values

Person-Centered	We minister to the unique physical, emotional, spiritual, and social needs of each person, supporting each to live fully.
Respect	We uphold the dignity and integrity of each person in witness to the sacredness of human life in all its stages.
Quality	We pursue excellence by promoting continued personal and professional development with pride in each person's contribution.
Stewardship	We exercise responsible use of resources in order to advance our charitable mission.
Community	We strive to create a just, caring, and diverse community highlighted by hospitality and charity in the manner of St. Joseph, our patron.
Collaboration	We relate with the wider community proactively to pursue opportunities to extend and enhance our services.

Vision Statement

Villa St. Joseph will be recognized as a leader in providing excellent care and service. We will be a trusted partner in all relationships and an advocate for people in need of healthcare. We will maintain high standards of stewardship and accountability in service to the community, and will be progressive and responsive to the changes occurring in healthcare.

Musician Volunteer Handbook



Volunteers are an important and integral part of the community at Villa St. Joseph. The Music Therapy and Activities Departments are able to expand the presence and impact of the creative arts at the Villa with the assistance of Musician Volunteers.

Musician Volunteers bring live music to the residents of the Villa within the general milieu of community life. Finding a comfortable spot in a common area, such as a living room or sunroom, Musician Volunteers quietly impact the environment of the neighborhood as their music travels down the halls to any listening ears. Music is presented informally, reminiscent of someone practicing their instrument in the next room at home or singing to oneself while completing house chores. It is not meant to be a performance that requires a specific audience, prepared playlist, program notes, or other formality. You are invited to do your practicing or noodling in our living room!

Musician Volunteers commit to playing/singing music in time slots of 30-60 minutes as scheduled at least a week in advance with the Director of Music Therapy. You are encouraged to interact with residents as available, including conversation and music requests if desired, but are not required to gather a formal audience and should not attend to any resident needs that require training. While you play a unique role in the lives of our residents, please remember that nursing staff and music therapy staff are trained to handle clinical situations.

Musician Volunteers are expected to bring and maintain their own instruments. However, pianos are available throughout most of the building. Likewise, please bring your own music. While you do not need to limit your music to tunes that are familiar to our residents, please do not play/sing anything that may be considered offensive to our residents such as explicit or inappropriate lyrics, or genres that are not well-received. Please be mindful of the volume of your music as it interacts with other sounds in the environment. Some of our residents have hearing impairments, but this is not true of everyone.

Musician Volunteers agree to comply with all Villa St. Joseph policies and procedures including volunteer requirements and HIPAA privacy laws. They maintain a sense of professionalism in appearance, behavior, and communication. Villa St. Joseph is pleased to verify service hours as requested. Villa St. Joseph cannot be responsible for personal items or the supervision of young children.

To get started as a Musician Volunteer, please contact:

Brigette K. Sutton, MA, MT-BC
Director of Music Therapy
724.869.6342
bsutton@villastjoseph.org

Requirements

Musician Volunteers must submit the following requirements before or on their first day in order to proceed with volunteer commitments. These must be current within one year and may be completed free of charge at the Villa.

1. Two-step TB (Mantoux) test
2. Criminal record background clearance

Musician Volunteer Expectations

1. Comply with all Villa St. Joseph policies and procedures.
2. Complete volunteer commitments as scheduled in advance.
3. Communicate with Director of Music Therapy regarding scheduling and any conflicts.
4. Interact with residents, employees, families, and other volunteers in a professional and respectful manner.
5. Maintain resident rights including confidentiality according to the Health Insurance Portability and Accountability Act (HIPAA).

Dismissal Policy

Musician Volunteers may be immediately released from volunteer status in circumstances involving the following:

1. Abuse, as defined by Pennsylvania State Nursing Home regulations, of a resident. (“To treat without compassion and usually in a hurtful manner and includes, but is not limited to, verbal, sexual, physical, mental abuse, involuntary seclusion, neglect, or misappropriation of property.”)
2. Criminal conduct including but not limited to: theft of property, including that of a resident, visitor, employee, or fellow volunteer; possessing, selling, or promoting the use of alcohol or controlled, illegal, substances on Villa property at any time; possession or concealment of any firearms or weapons; willful abuse, deliberate destruction, or theft of Villa property, tools, or equipment.
3. Workplace violence, including violent behavior or making threats of violence against another person.
4. Professionally inappropriate conduct, including but not limited to: unlawful or unauthorized disclosure of confidential medical information, including but not limited to breach of resident confidentiality; falsifying records, reports, or information; insubordination involving the direct provision of health care services to Villa residents or other conduct that unreasonably places Villa residents at undue risk of serious injury or death.

Volunteer Vitals: Policies and Procedures

Musician Volunteers are expected to comply with all Villa St. Joseph policies and procedures including the following:

- *Arrival:* Volunteers may park in front of the building. Sign in and out at the reception desk each time you are in the building, and wear your ID badge at all times. If you forget your ID badge, wear a visitor's sticker.
- *Personal Appearance:* Musician Volunteers are expected to dress appropriately and be neat, clean, and well groomed at all times. Dress and appearance should not be offensive to residents, families, volunteers, or staff members.
 - Dress code may be casual.
 - Inappropriate attire includes tattered or ragged clothing, short shorts, clothing with offensive/controversial writing, and clothing that reveal midriffs or bare backs.
 - Cologne or perfume should be used sparingly due to resident health issues.
- *Emergency Procedures:* All staff and volunteers must respond to the fire/disaster alarm as if it were a real emergency. The exception is the weekly test that occurs on Tuesdays at 11:00am.
 - *Fire:* If you see/smell smoke, contact a staff member immediately. If you see flames, pull the alarm at the nearest pull station. If you are with a resident during a fire/drill, stay with the resident until instructed to move that resident by a nursing manager. If you are not with a resident, please proceed to the closest exit.
 - *Natural Disaster:* During severe weather, all residents must be away from windows and windows/blinds must be closed.
 - *Resources:* Emergency evacuation postings are located on each neighborhood and throughout the Villa. Emergency Preparedness binders are located at each nurses' station. MSDS binders are located at every nurses' station and the Activity Department. MSDS binders contain logs for all chemicals used and what to do in case of emergency such as spills or exposure.
- *Safety:* Safety is EVERYONE'S responsibility. If Musician Volunteers see a potentially dangerous situation, they should notify staff immediately. Don't assume the situation will be taken care of by someone else!
 - *Electrical Safety:* Extension cords are not permitted. Red outlets should be reserved for use during power outages. All electrical equipment brought in must be checked by the maintenance department.
- *Incidents:* If a Musician Volunteer experiences an injury or illness during volunteer hours, s/he should report this immediately to the Director of Music Therapy or available manager. A Musician Volunteer who witnesses or is involved in an incident/accident with a resident, visitor, or employee should also immediately report this to the Director of Music Therapy or available manager.
- *Infection Control:* The prevention of infection within the facility of Villa St. Joseph is of critical importance to the welfare of our residents, staff, and Villa community. Hand washing is the

single most important measure for preventing the spread of infection. Musician Volunteers are encouraged to wash hands and utilize the antibacterial gel dispensers throughout the building. Musician Volunteers are expected to follow infection control procedures as indicated and contact the Director of Music Therapy to reschedule hours if unwell or in case of infectious or contagious illness.

- *Smoking:* Smoking is prohibited within the facility of Villa St. Joseph and on its campus as of July 1, 2014.
- *Workplace Environment:* If a Musician Volunteer feels uncomfortable or unsure of any interaction at the Villa, s/he should speak to the Director of Music Therapy or available manager immediately.
 - Villa St. Joseph prohibits harassment of one individual by another person on the basis of sex, race, color, religion, creed, age, national origin, sexual orientation, disability status, or any other characteristic protected under federal, state, or local law.
 - Violence in the workplace is not tolerated, including violent behavior or threats to another person.
 - Villa St. Joseph has a policy of zero tolerance regarding abuse towards residents. Musician Volunteers should report any such action or words to the Director of Music Therapy or available manager immediately.

Person Centered Philosophy

The Villa St. Joseph Philosophy of Care supports the values and attitudes of Person Centered Care to create communities rich in relationships, creativity, and independence.

- Person Centered Care means that our care and services are designed in partnership with our residents and families. This approach enables and empowers all partners to be actively involved in the decision-making that affects their lives within the community.
- VSJ provides a range of flexible and secure living and care environments that are not dictated by routine or regimentation, but rather emphasize individuality, respect, and diversity, including a holistic approach to wellness and quality of life.
- The relationships that develop as a result of the Person Centered approach to care are the foundation needed to encourage and sustain the VSJ Philosophy of Care.

Resident Interactions

- Knock before entering a resident's room to respect their space and their autonomy. Check the nameplate by the door for any visitor restrictions.
- Introduce yourself to the resident. Find out what they prefer to be called (ex. Mr. Smith, James, or Jim).
- Extend hospitality by communicating important information. Remember **AIDET**:

- *Acknowledge* the resident.
- *Introduce* yourself, your role, etc.
- *Duration*: How long will this interaction/event last?
- *Explanation*: What will be involved?
- *Thank* the resident for their presence/time.
- Always push residents forward in their wheelchairs except when getting into an elevator.
- When a resident requests nursing care or food/drink, check with nursing staff or the clinical supervisor. Some residents have dietary restrictions.
- Everyone is responsible for helping residents. However, Musician Volunteers should never lift a resident that falls or assist residents in ways that require training. Instead, use the emergency pull cord or call bell button in resident rooms and bathrooms to call staff for assistance.
- Musician Volunteers may not solicit or accept gifts from residents. If a resident requests a Musician Volunteer to handle financial matters, refer them to the Business Office and notify the Director of Music Therapy or available manager.
- Resident Rights are posted in all neighborhoods. Everyone must ensure that Resident Rights are met.

Confidentiality Guidelines

Confidentiality is a conscious effort by every staff/volunteer to keep private all personal information revealed by the resident while receiving healthcare.

- *Talking*: Do not talk about residents in common areas such as elevators, break rooms, café, dining rooms, lounges, or smoking areas.
- *Paperwork*: All paperwork containing resident names or resident information must be never be left visible or in common areas. Such paperwork must be shredded when discarded. There are various shred bins located throughout the Villa.
- *Photos*: In compliance with the Health Insurance Portability and Accountability Act (HIPAA), no personal cameras, cell phones, iPads, or other electronic device is permitted in the Villa to take photos of any resident. Photography is only permitted by Villa staff, with Villa equipment. The only exception to this is photos of residents by their family members. No group photos are permitted without obtaining clearance first.



Villa St. Joseph Musician Volunteer Information Sheet

Name:		Phone:	
Email:			
Address:		Emergency Contact:	
		Phone:	
Available Dates/Times:		Instrument(s):	
Previous Volunteer Experience:			
<p>Have you lived outside the state of Pennsylvania within the last two years? YES NO</p> <p>Have you ever been convicted of a crime? YES NO</p> <p><i>If yes, please describe fully the criminal conviction(s), the nature of the offense, your age at the time of offense, and your rehabilitation since the conviction(s). A conviction will not necessarily be a bar from volunteerism. However, there are specific criminal convictions that prohibit volunteerism. Conviction of one or more of the crimes listed in the Older Adults Protective Service Act or the Nurse Aide Resident Abuse Act will result in denial of volunteerism at Villa St. Joseph.</i></p>			
Personal Reference (other than family):		Phone:	
Personal Reference (other than family):		Phone:	
Age (if under 18):	Are these hours part of service requirements? YES NO	Total Hours Anticipated:	

Musician Volunteer Signature

Date

Parent/Guardian Signature

Date

MUSICIAN VOLUNTEER STATEMENT



As a Musician Volunteer, I agree that:

1. I shall submit the following documents, current within one year, before beginning my volunteer hours at Villa St. Joseph:
 - a. Two-step Mantoux skin test for tuberculin screening, offered at no personal expense.
 - b. Criminal background clearance
2. My services are donated to Villa St. Joseph without contemplation of compensation or future employment.
3. I shall be punctual and conscientious, conduct myself with dignity, courtesy, and consideration of others, and endeavor to make my work professional in quality.
4. I shall not sell or attempt to sell goods or services, request contributions, or solicit persons to sign or distribute political petitions on the Villa St. Joseph campus.
5. I shall respect and represent Villa St. Joseph in a professional manner by abiding by the Volunteer Expectations:
 - a. Comply with all Villa St. Joseph policies and procedures.
 - b. Complete all volunteer commitments as scheduled.
 - c. Communicate with Director of Music Therapy regarding any schedule or assignment conflicts.
 - d. Interact with residents, employees, families, and other students in a professional and respectful manner.
 - e. Maintain resident rights including confidentiality according to the Health Insurance Portability and Accountability Act (HIPAA).
6. I understand that Villa St. Joseph reserves the right to immediately dismiss Musician Volunteers from volunteer status in circumstances involving the following:
 - a. Abuse, as defined by Pennsylvania State Nursing Home regulations, of a resident. (“To treat without compassion and usually in a hurtful manner and includes, but is not limited to, verbal, sexual, physical, mental abuse, involuntary seclusion, neglect, or misappropriation of property.”)
 - b. Criminal conduct including by not limited to: theft of property, including that of a resident, visitor, employee, or fellow volunteer; possessing, selling, or promoting the use of alcohol or controlled, illegal, substances on Villa property at any time; possession or concealment of any firearms or weapons; willful abuse, deliberate destruction, or theft of Villa property, tools, or equipment.
 - c. Workplace violence, including violent behavior or making threats of violence against another person.
 - d. Professionally or clinically inappropriate conduct, including but not limited to: unlawful or unauthorized disclosure of confidential medical information, including but not limited to breach of resident confidentiality; falsifying records, reports, or information; insubordination involving the direct provision of health care services to Villa residents or

other conduct that unreasonably places Villa residents at undue risk of serious injury or death.

I have read each of the above conditions and I agree to be bound by them.

Musician Volunteer/Guardian Signature

Date

CONFIDENTIALITY STATEMENT

I understand and agree that in my position as a Villa St. Joseph Musician Volunteer, I may have access to restricted confidential information about residents, employees, and programs. I understand that I must hold this protected information in strict confidence. I further verify that I have received training regarding corporate compliance and HIPAA. I understand and will adhere to such policies, procedures and regulations. Violation of confidentiality, inappropriate dissemination of protected information, removal of such information from the facility, and/or disregard for established policies, procedures and regulations are considered serious offenses and will result in immediate dismissal from volunteer status.

Musician Volunteer/Guardian Signature

Date

MUSICIAN VOLUNTEER ORIENTATION

This certifies that _____ received orientation training regarding various topics pertaining to Musician Volunteer service at Villa St. Joseph.

- HIPAA/Confidentiality policies
- Abuse policy
- Infection Control
- Agreement not to accept gifts for services
- Clear understanding that all Musician Volunteers represent Villa St. Joseph
- Agreement to sign in and out during Musician Volunteer time at Villa St. Joseph

I have received a copy of the Musician Volunteer Handbook, which details the above information, as well as other pertinent policies for Villa St. Joseph.

Musician Volunteer/Guardian Signature

Date