

# Landis Homes

## Volunteer Services Winter Wish List

### Regular Openings:

- Dogwood Gift Shoppe: Tuesdays or Thursdays 9:30-12:30
- Eden West Lunch Assistant: Fridays 11:15-12:45
- Eden East Lunch Assistant: Tuesdays or Fridays 11:30-12:45
- Oregon Dairy Shopper: Thursdays 7-8am
- Heritage Entrance Greeter: Afternoons/evenings

### Substitutes:

Wheelchair transporters for physical therapy, exercise room, hair salon and activities

**Thanks for considering how you may be able to serve! If you are interested in any of these opportunities, please contact us at 717-509-5409\*.**

1001 East Oregon Rd.  
Lititz, PA 17543  
(717) 509-5409

## Angels On Duty Volunteer Newsletter

Winter 2017



Moniqua Acosta, Director of Volunteer Services

Emma Arnold, Assistant

Wherever you go... Whatever you do...

May you hold in your heart  
a star from above,  
May it bring to you peace,  
and light, and love.

May the peace that it brings  
last all through the year,  
May the light and love shine  
bright for you, volunteer!

We hope for a blessed holiday season for all of our volunteers.

Moniqua Acosta & Emma Arnold

### Dates to Remember

Monday, December 25, 2017: Office Closed  
Monday, January 1, 2018: Office Closed  
Saturday, April 21, 2018: Volunteer Appreciation Banquet  
(By Invitation Only)



## Volunteer Policy/Procedure Corner

We are introducing a new section of our newsletter designed to provide our Volunteers a review of important policies and/or procedures that help keep Landis Homes a safe and enjoyable environment for our residents to live, for our employees to work and for You to volunteer.

Our Winter Newsletter will focus on: *Confidentiality Training & Agreements with Team Members & Volunteers*

### Policy Statement:

All Landis Homes' personnel and associates will receive privacy education and training. It is the responsibility of the Privacy Officer and all Department Directors to ensure that team members receive appropriate privacy training as related to HIPAA regulations.

### Purpose:

Landis Homes will train and educate team members and associates regarding resident privacy and confidentiality as it relates to the sharing of medical information, what is appropriate, what is unacceptable use of medical information and what the team member/associate's responsibility is in ensuring that Landis Homes complies with all applicable laws and regulations.

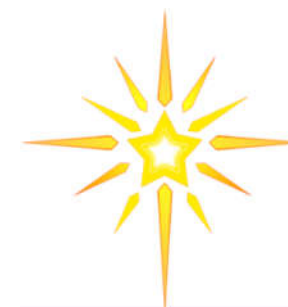
### How we live this out:

1. Trainings/Retraining at orientation for new hires and new volunteers.
2. Education on PHI & HIPPA (Protected Health Information). New team members, students and volunteers sign an affirmation that they have received privacy training, that it has been fully explained to them, that they understand Landis Homes' policies on resident privacy and confidentiality and that they agree to abide by it.
3. Confidentiality Agreements are signed by *everyone* connected with the healthcare organization.
4. Other forms of education will be used such as posters, bulletin boards, payroll stuffers, newsletters, etc. to inform team members (and volunteers) of new privacy issues or to reinforce various aspects of past training. Additional training sessions may be scheduled when new laws or regulations are enacted that change the Code of Conduct.

# Welcome!

This quarter we welcomed 9 new volunteers! (R) indicates a Landis Homes resident.

Jane Barge (R)	Dining	Megan Rohrer	Life Enrichment
Mary Ann Fichthorn	Hair salon/Eden East	Angel Valentin	TBD
Brenna Fyfe	Girl Scout		
Kerri Humbert	TBD		
Jamie Mehaffey	Girl Scout		
LaKeyah Mitchell	TBD		
Kelli Petticoffer	TBD		



# Volunteer Services Facts

Youngest Volunteer:  
**14 years old**

Oldest Volunteer:  
**98 years old**

**372** Active volunteers served  
**30,267 hours** in 2017

Longest length of  
service of a current  
volunteer:  
**18 years**

Most hours logged so  
far in 2017 by a single  
volunteer: **740 hours**

THANK YOU for your part in  
Volunteer Services at Landis  
Homes!

2017 Net Proceeds from General  
Store and Gift Shoppe for the Caring  
Fund: **\$17,797**