



## **Volunteer Information**

Thank you for expressing an interest in volunteering with Friendship Village of Kalamazoo. Because our community includes a long-term care nursing center, we have certain policies in place for both our employees and our volunteers. Listed below are some things we would like you to be aware of before you formally apply to be a part of the FVK volunteer team.

### **WHAT IS FRIENDSHIP VILLAGE?**

Friendship Village is a Life Care senior living community. It is a community in which independent apartment living is enhanced by the knowledge that future health care will be provided, if it is ever needed. Friendship Village is about choices, opportunities, and independence. At Friendship Village, we believe that Life Care is the most secure retirement choice an older adult can make.

### **ATTENDANCE IS VERY IMPORTANT**

Ensuring the health and safety of the Friendship Village community is our highest priority. Attendance is very important to meeting this goal.

### **BACKGROUND CHECKS**

In order to provide a safe environment for those who live and work within the Friendship Village community, we are very careful and thorough in the selection process for volunteers. We do criminal background checks for all potential volunteers; interns will also be fingerprinted. Completing a two-step TB testing process is also required as well as flu immunization during peak season (October-March). We provide these to all volunteers free of charge.

### **WE ARE A DRUG-FREE AND SMOKE/VAPE-FREE ENVIRONMENT**

The possession, use, sale, or distribution of alcoholic beverages and/or illegal drugs on the Friendship Village campus is prohibited. Volunteering while under the influence of alcoholic beverages or illegal drugs is prohibited. No smoking or vaping is allowed on the property.

### **WE HAVE PERSONAL APPEARANCE/GROOMING STANDARDS**

Cleanliness, neatness, and good personal hygiene are essential. Some departments adhere to personal grooming guidelines (See Code of Conduct & Public Image Policy.)

### **ORIENTATION AND TRAINING**

Friendship Village requires an orientation prior to volunteering. According to State regulations, this will include information in the areas of safety, blood-borne pathogens and elder abuse.

With the above information in mind, if you are still interested in volunteering at FVK, I welcome you to schedule an appointment to visit, take a tour, and begin the process of becoming part of our volunteer team. You may contact me by phone or e-mail. Thank you!

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**& Community Outreach**  
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## How to become a Friendship Village Volunteer:

- Interview with a Community Outreach staff member & complete Volunteer Application.
- Submit to background checks, filling out paperwork for the following:
  1. Michigan Public Sex Offender Registry (PSOR)
  2. Michigan Offender Tracking Information System (OTIS)
  3. Michigan Nurse Aide Abuse List (ProMetric)
  4. Michigan Sanctioned Provider List (MSPL)
  5. Office of Inspector General List of Excluded Individuals or Entities (OIG LEIE)
  6. Internet Criminal History Access Tool (IChat)
- All interns must submit to finger printing.
- Submit to, or provide proof of, TB Testing – initially a series of 2, subsequently 1 test annually
- Receive, or provide proof of, a flu shot annually (October-March)
- Attend an Orientation Session. This training includes:
  1. Safety
  2. Confidentiality / Corporate Compliance
  3. Elder Abuse
  4. Blood Borne Pathogens & Tuberculosis Precautions
  5. Harassment

Orientation is handled through the Community Outreach office, and sessions are scheduled as needed.

- If appropriate, interview with department director and receive department-specific training.
- If you are a student needing minimal volunteer time or if you are part of a group that visits once or twice per year, you may fill out and sign a Model Health Care Student Affidavit Form in lieu of the above requirements.
- All TB tests, flu shots, and background checks are done on-site. Finger printing is done locally by a company mandated by the State of Michigan. Friendship Village will take care of all costs associated with these requirements.



## Friendship Village – Kalamazoo Code of Conduct

Volunteers must adhere to this code of conduct. It is designed to maintain the respect of every individual involved in the Village's activities to assure a pleasant atmosphere and to provide an environment for good social gathering. All volunteers shall:

- Refrain from profanity and insulting language.
- Maintain good behavior.
- Refrain from sexual behavior or physically abusive behavior.
- No fighting, gambling or soliciting.
- No alcohol or drug use. Persons suspected to be under the influence will be asked to leave.
- Respect the staff, residents, and operations of the Village.
- Acceptance of money or gifts from residents is prohibited.
- **Always sign in & out at the Volunteer Log Book when entering or re-entering the building.**
- Respect that this is a smoke- and vape-free campus.

**Name Tag** – You will be provided with an identification nametag. The **nametag is to be clearly displayed while on duty** so that residents, visitors and co-workers can easily identify those involved in resident care.

**Telephone Use** – To ensure residents are provided uninterrupted quality services, volunteers are asked to keep their **personal phones off** during scheduled work hours.

Violation of any of the above rules may result in your loss of Friendship Village privileges. Violation of any criminal law will be referred to the appropriate authorities.



## **Friendship Village – Kalamazoo Our Public Image**

Appropriate attire is important for each position. A neat, clean appearance is expected at all times. A dress code will be in effect, and all interns and volunteers are expected to comply with it. Interns and volunteers are expected to dress in proper business attire. The personal appearance of all is to be governed by the following standards:

1. All are expected to present a professional, business-like image to residents, staff and the public. The wearing of suits, dresses, skirts, blouses, slacks, pants, leggings (not tights) with a long tunic top, professional casual sweaters, polo/golf shirts, sport shirts, deck shoes, flats and professional heels are all PERMITTED.

The following articles of attire are NOT PERMITTED: clothing with any slogans, T-shirts, sweats, cut-offs, halter tops, “running” shoes; apparel that is messy, form fitting, torn, faded, tight, shear, revealing, obscene or suggestive; shorts, micro-mini dresses or skirts.

NOTE: Clean, proper-fitting, non-hole jeans may be worn by volunteers. Interns should dress in a business-casual manner unless participating in “Jean Day Friday.”

2. Shoes – Proper shoes must be worn at all times while on the job. Shoes must be neat and clean, odor free, and in good repair. Flip-flops, platform and other non-business style shoes are not permitted.
3. Hair must be clean, combed and neatly trimmed or arranged. Due to the population we serve, hair must be a color that can be grown naturally, but not necessarily your natural hair color (brown, red, black, blonde, grey).
4. Make-up must be conservative and should enhance one’s natural appearance. Heavy or extreme make-up styles are not permitted.
5. Sideburns, mustaches and beards that are neatly trimmed are permitted.
6. Nails should be of modest length, clean and neatly trimmed.
7. Excessive jewelry is not permitted. No facial jewelry beyond one (1) small nose stud is permitted. Hoop or dangling earrings larger than 2 inches in diameter are not permitted. Gages may not be worn.
8. All must wear name badges.

Each department may have additional standards regarding appearance. Department managers will inform their volunteers or interns if there are additional requirements. The Executive Director will approve casual or themed dress days.