

---

**house of welcome adult day services** *specialized programs for persons with memory loss*  
1779 winnetka road, northfield, illinois 60093 • phone 847.242.6250 • fax 847.242.6275

Dear Prospective Volunteer:

Thank you for your interest in North Shore Senior Center's House of Welcome Adult Day Services (HOW)! HOW provides a number of programs for people living with memory loss, including:

- A therapeutic day program that provides activities and socialization for people who have dementia
- Mind Matters, a supportive group program for people who have early memory loss
- Supportive case management for families in the day program and Mind Matters
- Monthly Alzheimer's Family Support Group that is open to all family caregivers

Here's some information about volunteers at HOW that we'd like you to know about.

### **What kind of volunteers are we looking for?**

Most importantly, we are looking for volunteers who are interested in working with people who have Alzheimer's disease or memory loss from other dementias. You don't have to have previous experience!

We are looking for people who are committed to treating all people with respect and dignity, can work cooperatively on a team, and have good communication skills.

### **What do volunteers do at HOW?**

Volunteers help in many different ways. Most volunteers assist with our scheduled activities or spend time one-on-one with participants. Some volunteers bring their trained pet to visit, play music, or help facilitate a discussion based on an area particular interest to the volunteer, such as art appreciation. Please let us know if you have special talents or interests! We're always open to new ideas for activities.

Volunteers do not help participants with personal care, such as providing assistance in the bathroom or helping with ambulation. Staff takes care of those tasks.

### **What is the time commitment?**

Most volunteers help in the day program. We ask volunteers to commit to a minimum of one shift a week, Monday through Friday (either from 8:30 or 9:00 to 12:30 pm or from 12:30 to 4:00 pm).

### **What training is required?**

We offer formal and informal training. Before you start, we will provide you with informational flyers and our *Alzheimer's Caregiver Manual* when you come in for an interview. When you first start at HOW, you will observe on 2 different occasions what happens in the program. On your first day, the volunteer coordinator will orient and train you on all the basics and answer any questions. You may also "buddy" with a staff member.

Once there is official commitment, an initial comprehensive training is required of all volunteers, provided at HOW and led by the volunteer coordinator. You will also be required to attend at least 2 out of 3-4 formal training sessions held each year. Music and pet therapy volunteers are invited to these sessions, but they are not required to attend.