



Volunteering S.A. Inc.

Volunteering with the Frail Aged



Government of South Australia
Office for Volunteers

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TIME: Start on time Allow NO MORE than 10 minutes (**TOTAL ELAPSED TIME 10 MINS**)

Introduce yourself (your name should already be on the Board) – very brief!! Set the example!!

Welcome INCLUDING brief traditional welcome.

Housekeeping Toilets, Coffee, Break time - 15 mins at half time.

Note taking - Handouts will include all reference such as website/texts etc.

Time Management “for the benefit of the whole group”

Introductions and Ice Breaker

Say who you are, your organisation, what you want from today and tell us one thing you really LOVE doing

Trainer Boards these for later reference

Today's Objectives

- Examine our attitudes to ageing and their effect on older people
- Understand the positive effects of ageing
- Identify the obvious signs of ageing
- Discuss why our mental and physical abilities change
- Develop skills to enhance communication and respect
- Consider issues of diversity, privacy and confidentiality

What are Our Attitudes to Ageing?

What do older people look like?

What do they do?

What are the stereotypes?

ACTIVITY: When I'm Eighty

How accurate are they?

Only a small percentage of people move into institutions when they age.

What are some of the Positive Effects of Ageing?

Is there anything good about getting old?

- Volunteering
- More informed and resourceful
- More time to travel
- More time for self and the family
- Time to study or play more
- Mentoring

The Obvious Signs of Ageing

Think of some of the changes we see ...

- Lowered energy levels
- Physical ability and mobility
- Vision and hearing loss
- Memory loss and repetition
- Anxiety, sleep problems, paranoia and delusions
- Lack of care for self, home or property
- Wandering, getting lost, losing things

Why do People Lose some Abilities?

- Loss, grief, accident
- Fewer peers may mean less stimulation and support
- Neglect, poor nutrition
- Illness, disease, vulnerability, depression
- Drug therapy, medications
- Substance abuse

Volunteers Communicating with Older People

We are going to consider:

The 2-Way communication process

The communication equation

Effective communication skills

Barriers to effective communication

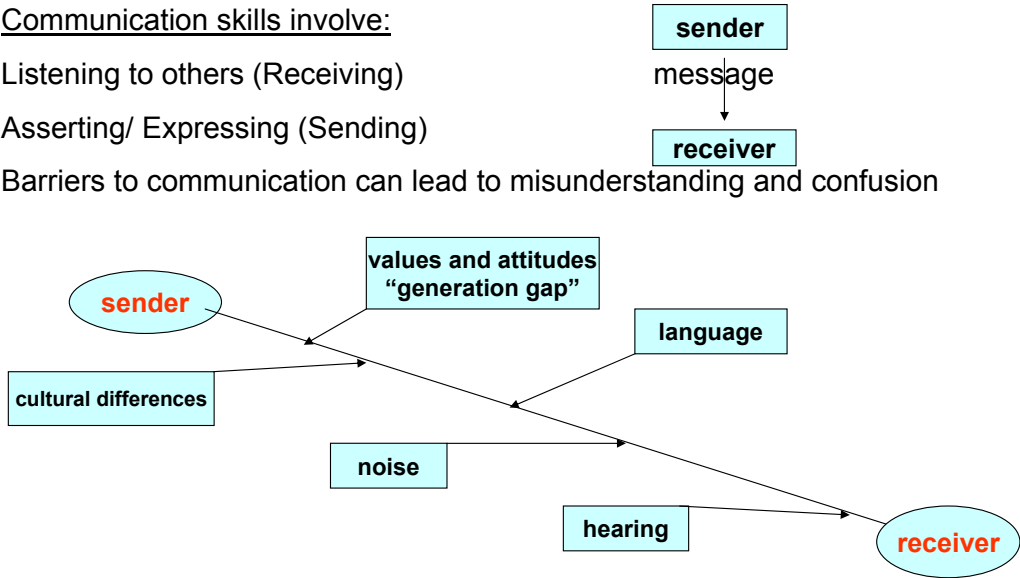
Communication is a 2-way process

Communication skills involve:

Listening to others (Receiving)

Asserting/ Expressing (Sending)

Barriers to communication can lead to misunderstanding and confusion



The Communication Equation

What you hear

Tone of voice

Vocal clarity

Verbal expressiveness



40% of the message

What you see or feel

Facial expression

Dress and grooming

Posture

Eye contact

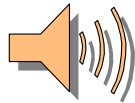
Touch Gesture

WORDS ...

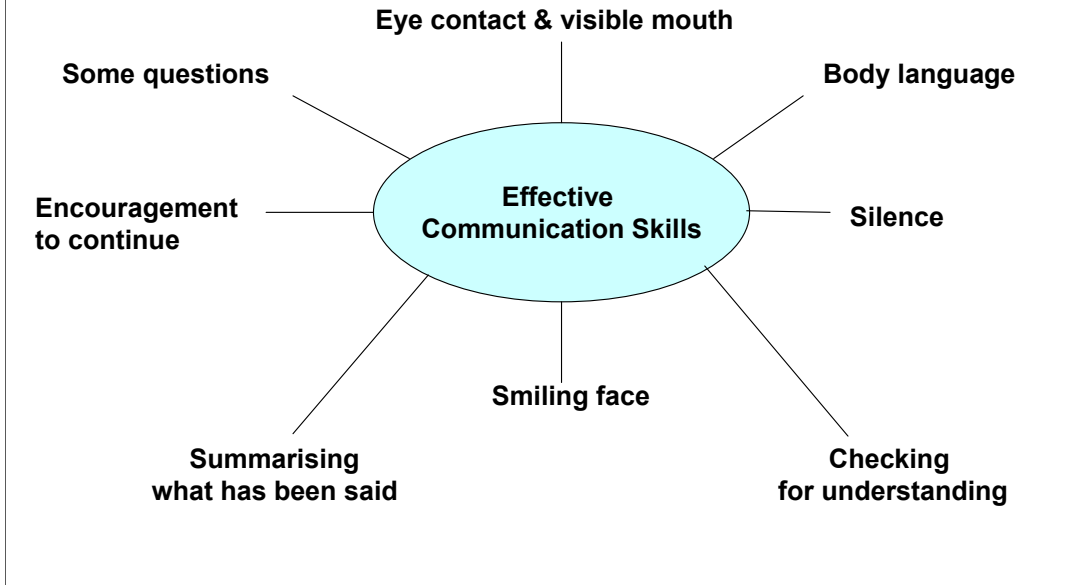


50% of the message

10% of the message!

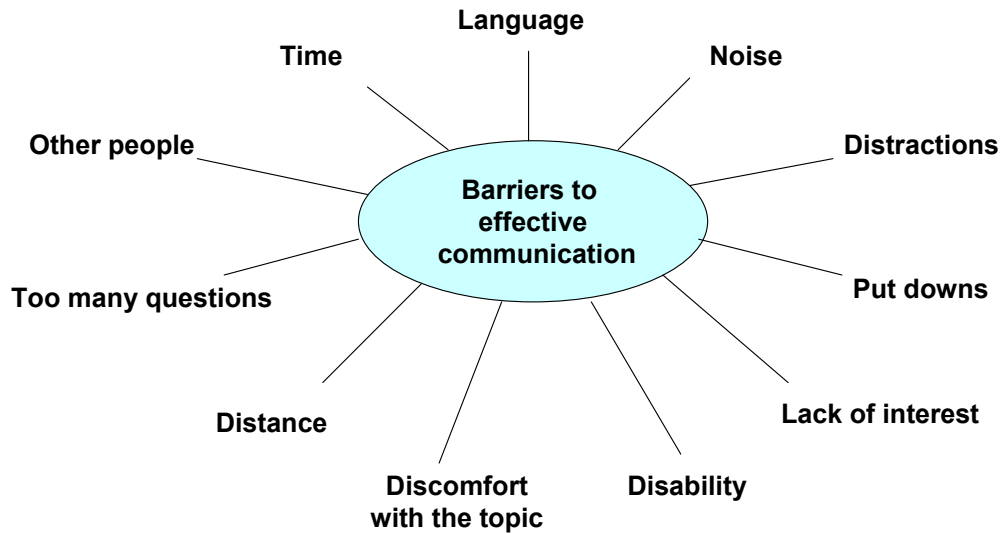


Effective Communication Skills



Encourage participants to think about a situation where they must communicate with someone who is hard of hearing; anxious; has been put down in the past; doesn't know who you are – what are some of the things you can do to help communication?

Barriers to Effective Communication



Show the title of this slide and ask people to see if they can suggest some of the barriers-reveal when there has been 2 to 3 mins of ideas from the group

Questioning Skills

Open Questions

Closed Questions

Paraphrasing

Listening to People's Stories

What are the benefits for the volunteer?

What are the benefits for the older person?

Listening Skills

When communicating with an older person we can make things easier if we ...

- Listen carefully
- Continuously check that we understand
- Acknowledge his/ her feelings
- Alter our expectations
- Use short simple sentences
- Respect their level of awareness
- Respect their remaining skills
- Discover alternative means of communication

Developing Trust and Respect

Show consideration for:

- Personal space - it is their home
- Their right to do things their way
- A chance to choose something themselves
- Privacy and confidentiality
- Their remaining skills - what they can still do
- Any impairment such as hearing, sight etc.
- Mentoring

SHOW YOU CARE

Communication Strategies that Help

- Take time to really listen
- Ensure a hearing aid or glasses are worn, if necessary
- Use short , simple sentences
- Ask closed questions
- Speak clearly, slowly and face the person
- Use touch in a gentle way
- Use gestures to assist communication
- Use eye contact (be mindful of cultural issues)
- Remove background noise and excess stimuli

Cognitive Impairment – a Simulation Activity

This activity demonstrates possible frustrations experienced by people who may have cognitive impairments

Participants work individually

Followed by group discussion

Handout: Good practice - communication

After this exercise should be time for a BREAK -15 mins

Communication and Confidentiality

Confidential means restricted, private, personal

Private information acquired through your work is strictly confidential

Includes active protection and promotion of dignity and privacy of information

Discussion of this information with the program coordinator should occur where there is a concern

When in doubt - ask discreetly.

Remind people that winning trust etc can lead to people confiding in them so they must be aware of confidentiality issues and their legal obligations. Privacy Act

Dealing with Family Members

- Family members may ask you for information about the person with whom you are volunteering
- They may want to change arrangements
- Family members may ask you to do things not in your job description

Share ideas as to how pressure may be applied by family members AND what might you do about it?

Discussion in pairs.

What are the issues here? Eg Confidentiality; trust; Safety of volunteer etc

What are the potential strategies? Brainstorm in pairs and share with group.

How might this issue vary in different cultures?

Personal Behaviours – to help Older People feel Safe

Care strategies

Get to know the people you volunteer with

Eliminate excess stimuli (can be a cause of
aggressive response)

Develop both your verbal and non-verbal
communication skills

To Maintain Physical Comfort

Care Strategies

- Identify changes that you observe when you are volunteering
- Identify non-verbal cues for pain
- Communicate appropriately with the relevant person about your observations

To Create a Sense of Control

Care Strategies

- Allow the older person to do as much as possible for him/ herself
- Approach older people in a non-demanding manner
- Be flexible and creative in providing support

To provide Stimulation without Stress

Care Strategies

- Try to find out the extent of any impairment, physical or cognitive
- Reduce over stimulation in the environment
- Provide opportunity for movement indoors and out where applicable
- Provide assistance as needed
- Keep the personal contact relaxed and smiling

To help Contribute to “fun” in Older People’s lives

Care Strategies

Use music, dancing, arts, pets, hand massage

Appeal to their sense of smell, taste and touch

Read poetry

Cook

Know about their past

Other ideas ... ask them!

Know Your Boundaries as a Volunteer

Are you uncomfortable saying “No”?

Try to slow down to help calm your feelings.

Is it appropriate to:

- bring your family to visit?
- meet clients outside the program?
- follow directions given by their family?

How do you deal with issues like these?

Discuss with the coordinator in your organisation.

Further Information

Volunteering SA

Your local Volunteer Resource Centre

Seniors Information Service

Commonwealth Care link

Local Government

Council on the Ageing (COTA)

Alzheimer's Australia conducts workshops relevant to
ageing and also dementia

Dementia Hotline – Freecall 1800 639 331

Further training programs

CD: “A Matter of Attitude”

“Older People Confronting the Fear of Frailty”

Courtesy:

Department of Communities, Queensland

Office for Seniors

Discussion

Learning

Evaluation

**Please complete an evaluation form and leave
it with the trainer before you leave
😊 THANK YOU 😊**



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Office for Volunteers

TIME: 5 minutes (TOTAL ELAPSED TIME 2HR 50 MINS)

ACTIVITY: Evaluation Sheet

HANDOUT: N/A

Contacts for the future include organisations that have engaged well with young people. Networking can begin. Look to orgs like the Red Cross, or local councils. On a more formal level enrol in more training