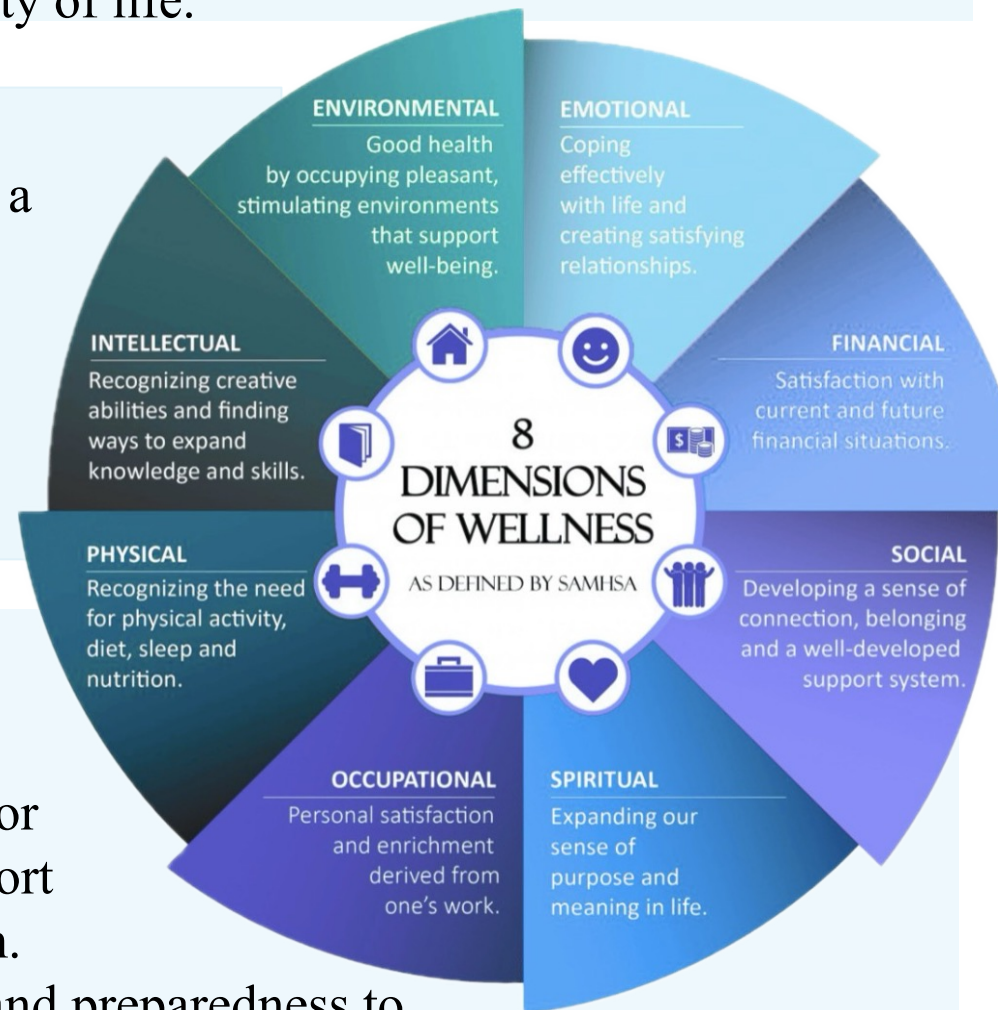


Background & Significance

- ❖ Rooted in compassionate care and holistic wellness, Vincentian Home has served the Pittsburgh community for over a century.
- ❖ Need for streamlined training process for volunteer onboarding.
- ❖ Volunteers play a key role in residents' lives by enhancing engagement, connection, and overall quality of life.

The Dimensions of Wellness are used by Vincentian Home as a holistic guide to structure daily activities, supporting residents with dementia by enhancing quality of life through balance and meaningful engagement.



Objectives

1. Identify key strategies for dementia-friendly engagement for varying volunteer levels to support meaningful activity participation.
2. Assess volunteer confidence and preparedness to support activity strategies that align with specific volunteer experience levels and resident needs.

Methods

Participants: All participants were 18+ years of age from varying educational backgrounds and experience levels working with older adults. Participants also included current volunteers at Vincentian Home on the long-term care unit. Volunteers included 4 Tier 1, 27 Tier 2, and 4 Tier 3.

P Develop a dementia-friendly volunteer toolkit with communication strategies, activity adaptation, and behavior-response guidance.

D Pilot toolkit with Vincentian Home volunteers.

S Gather feedback from volunteers and staff regarding clarity, usefulness, accessibility, and cultural responsiveness of the toolkit.

A Utilize feedback to revise and enhance the toolkit.

Methods (continued)

Overview of Volun-Tiers:

Tier 1: Volunteers with little to no experience with older adults.

Tier 2: Volunteers with some experience working with older adults and/or individuals with dementia.

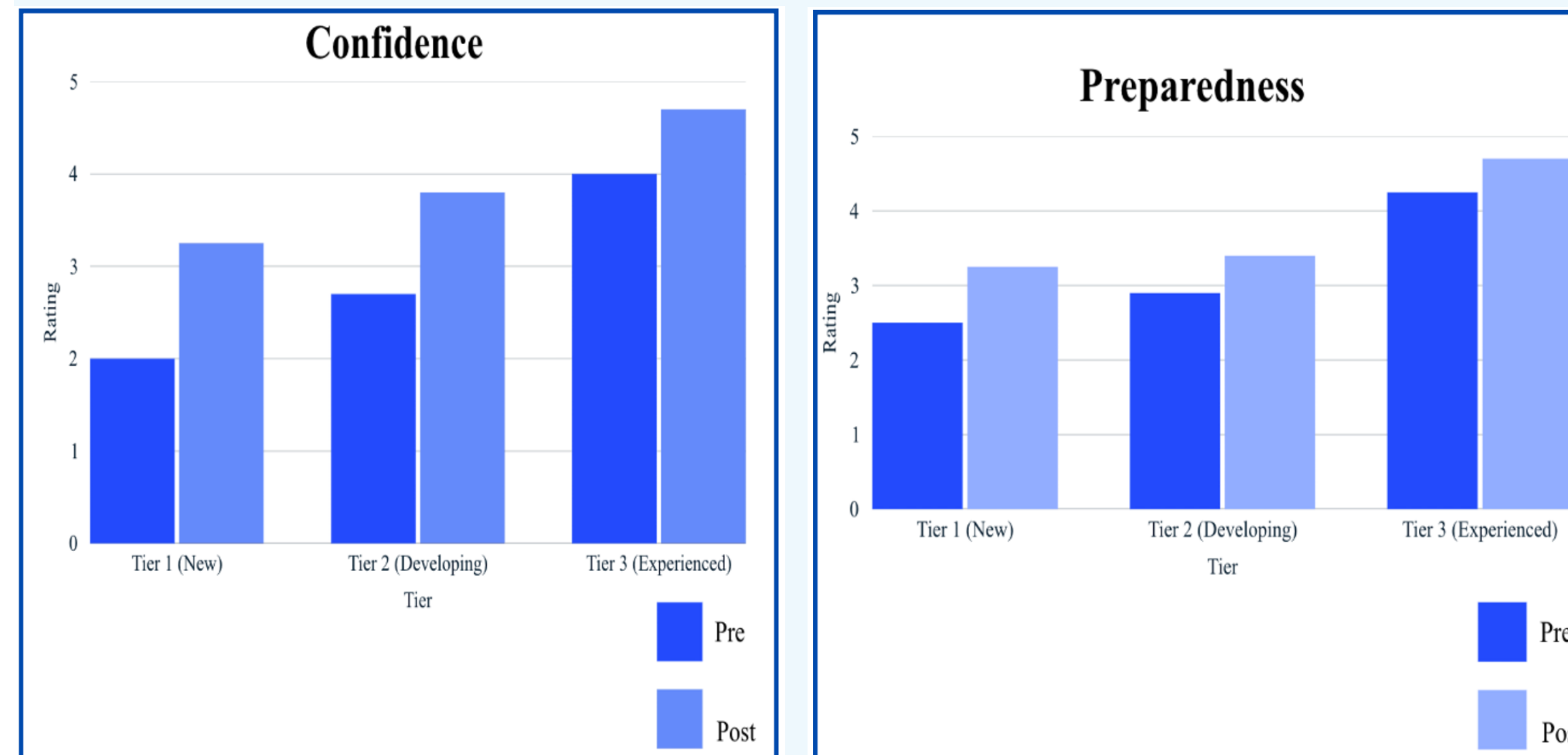
Tier 3: Volunteers who have significant clinical experience or prior exposure to working with older adults with dementia.

Results

Outcome Measures:

- ❖ Volunteer self-reported preparedness and confidence following training
- ❖ Toolkit ease of use and overall clarity

Quantitative data (derived from pre- and post- experience survey):



Qualitative data (derived from post-experience survey):

- ❖ *"I gained confidence in interacting with residents who are irritated or frustrated and responding appropriately."*
~ Tier 1 Volunteer
- ❖ *"I gained a better understanding of how to modify the different activities to meet residents' needs."*
~ Tier 2 Volunteer
- ❖ *"I liked how the toolkit was easy to navigate and provided clear instructions on each activity."*
~ Tier 3 Volunteer

Discussion

- ❖ Findings indicate increased preparedness across all volunteer tiers following training.
- ❖ Confidence levels improved post-training, with the greatest gains seen in Tier 1 and Tier 2 volunteers.
- ❖ The toolkit was reported as easy to use and clearly organized, supporting practical application.
- ❖ Overall, the toolkit shows promise as an effective tool for enhancing volunteer competency.

Limitations

1. Small volunteer sample within a single site.
2. Reliance on self-reported volunteer feedback.
3. Limited time frame to evaluate long-term impact of the toolkit including resident participation levels, satisfaction, and preparedness.

Future Directions

- ❖ Continued implementation of the toolkit with future Vincentian Home volunteers.
- ❖ Further evaluation of volunteer confidence, preparedness, comfort level, and perceived usefulness of the tiered system.
- ❖ Potential adaptation of the manual for use in other long-term care or community aging settings.

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