

Rest.Stop.Ranch
Respite Retreat Center
& Accessible Gardens

Volunteer Handbook



Rest-Stop-Ranch.com

support and sanctuary for all on a long-term-care journey

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Our Vision, Mission & Values

Our Vision

We are a trusted and inclusive community destination, for respite and recreation, education and healing, throughout and beyond the long-term-care journey.

Our Mission

We provide respite, recreation, and spiritual-psycho-social-emotional support to long-term-care givers and receivers.

Our Values

Creative, Accessible, & Sustainable

1 - There was none...

Mary & Karl's Story

While journeying with Margaret,
Mary's mom living with Frontotemporal Degeneration
(d. 12/24/2008, age 67)

We experienced these gaps in 2008:

A. No Access to Talk to a Chaplain

free-of-charge, in the community
(not hospice or hospital).

B. No Access to a Support Group

for young-onset dementia care-partners.

C. No Access to a Memory Café

free-of-charge, in the community.

D. No Access to Smell the Roses

for Wheelchair-users & Care-partners.

2 - Now there's some...

Our Programs Development

All Programs are Free-of-Charge

A. Chaplain Support for ANY Care-Partner

since 2016, by appointment.

B. A Care-Partner Support Group

since 2017, for young-onset dementia care-partners.

since 2018, for any dementia care-partner.

C. A Year-round Memory Café

since 2015 - Memory Café in the Garden®.

since 2017 - Indoor Memory

Café collaboration with

Topsfield Council on Aging.

D. Wheelchair-Accessible

Gardens since 2011.

since 2013 - Sunday Stroll.



4 - Our Team

Karl R. Ackerman
Gardens



Mary E. MacDonald
Director



Edith Heyck
Manager



Kim Love
Coordinator





**[Photos, Clockwise from top]
Jean DiVincenzo, Senior Volunteer, Horticulture, since 6/2017
Annette Keane, Senior Volunteer, Support Group, since 1/2017
Marlene Bettencourt, Senior Volunteer, Sunday Stroll, since 5/2013**

5 - Volunteers at Rest.Stop.Ranch... an Overview

Volunteers at Rest.Stop.Ranch - The Benefits:

Become part of a dynamic and highly participative Rest.Stop.Ranch me-we-communittee consisting of Mary, Karl, team members, program participants, contributors (of plants, funds, and in-kind donations), volunteers, mentors, and project stakeholders.

Experience meaningful and gratifying work:

1. Support families living with long-term illness and disability.
2. Meet guests with disabilities and care-partners with kindness and love.
3. Develop wheelchair-accessible gardens for the present and future.

Volunteers at Rest.Stop.Ranch - Help Us With:

- Programs/Hospitality
- Outreach/Marketing
- Administration/Office Support
- Gardens/Horticulture

Volunteers at Rest.Stop.Ranch - Like to Commit:

- Year-round, More than 1x per week; hours flexible
- Year-round, 1x per week; hours flexible
- Year-round, 1-2x per month; hours flexible
- April - November, Seasonal Program Support
- April - November, Seasonal Garden Support
- One-time, Contribution of Individual or Group Time

Volunteers at Rest.Stop.Ranch - Are:

- At least 14 years old (may be younger if accompanied by an adult supervisor).
- Reliable, responsible, friendly and flexible.
- Reporting to work on time and in uniform/dress code.
- Contributing with a positive, can-do attitude with all guests and members of the team.
- Enthusiastic about Rest.Stop.Ranch Programs.
- Committed to life-long learning & service.
- Able to talk informally to children and adults, in groups and one-on-one.
- Able to communicate Rest.Stop.Ranch rules effectively in a non-threatening manner.
- Able to lift 20 pounds, able to stoop and bend, and able to tolerate local weather.
- Able to walk or stand for a significant amount of time.

Minimum Time

- A one-time contribution of project time, or a regular commitment of your choosing is appreciated.

Training

- Volunteers are paired with a member of the Rest.Stop.Ranch team to perform their duties, and additional on-the-job training will be provided by those team members.

Uniform/Dress Code

- All volunteers supporting guests will be issued a volunteer ID name tag, which must be worn during events.
- Long pants are considered appropriate (khakis and blue jeans are acceptable).
- For safety reasons outdoors, closed-toe shoes and socks are required; no sandals. A hat, sunscreen, and water bottle are all encouraged (also, work gloves if working in the garden).
- Please refrain from wearing perfume.

No Smoking Policy

- Smoking is not allowed in the gardens or buildings.

No Drugs Policy

- Anyone behaving impaired will be asked to leave.

Dog Policy

- Service dogs are welcome. No pets please.

In Case of an Emergency

- If a volunteer or guest has an emergency we will call 911.
- We will also call the emergency contact the volunteer has listed on their volunteer application. This contact may be updated anytime.

Support

- Rest.Stop.Ranch team members are available to provide assistance, supervision, and mentoring as needed.

How to Apply

- Fill out a Rest.Stop.Ranch volunteer application. Please download an application online at: Rest-Stop-Ranch.com/volunteers or e-mail volunteer@rest-stop-ranch.com for an application.

5 - Volunteer Roles Described in Detail



Programs/Hospitality

Help us host people with special needs at events.

Program Name	Frequency	Required Time Commitment Per Event	Required Seasonal Commitment
Sunday Stroll	once-a-month event	10:30am - 2:30pm, Sundays	at least 6 of 8 events
Memory Cafe in the Garden (3-seasons)	once-a-month event	9am - 12:30pm, Saturdays	at least 5 of 7 events
Memory Cafe at Town Hall (winter)	once-a-month event	9am - 12:30pm, Saturdays	at least 4 of 5 events

In the Garden



Indoors



Outreach/Marketing

Help us spread the word about our programs.

Outreach Type	Frequency	Required Time Commitment Per Month	Required Seasonal Commitment
Social Media Posts	flexible hours	flexible hours	flexible hours
Distribute/Post Literature	flexible hours	flexible hours	flexible hours
Seasonal - Spring and/or Fall	twice-a-year	Spring Outreach happens over 2 weeks, prior to 1st Day of Spring in March; Fall Outreach happens over 2 weeks, prior to November Veteran's Day.	flexible hours

Administration/Office Support

Help us in our office to coordinate and organize everything needed to support our programs.

Administrative Task	Frequency	Required Time Commitment Per Month	Required Seasonal Commitment
CRM Database Entry & Maintenance	flexible hours	flexible hours	flexible hours
Files (Paper & Digital) Management: Filing, Copying, Printing	flexible hours	flexible hours	flexible hours
Office Organizing	flexible hours	flexible hours	flexible hours



Gardens/Horticulture

Help us prepare the gardens for our seasonal events, or help us with designing & building for the future.

Garden Task	Frequency	Required Time Commitment	Required Seasonal Commitment
Clean-up (Spring - Fall)	Weekly; every session	Thursdays, 9am - 12pm	Mar 21 - Nov 21
Maintain Trails	Weekly; every session	Thursdays, 9am - 12pm	Mar 21 - Nov 21
Maintain Gardens	Weekly; every session	Thursdays, 9am - 12pm	Mar 21 - Nov 21
Harvest	Weekly; every session	Thursdays, 9am - 12pm	Mar 21 - Nov 21
Maintain Lawns	Once a week	Thursdays, 9am - 12pm	Mar 21 - Nov 21
Prepare for Garden Programs/Events	Once a week	Thursdays, 9am - 12pm	Mar 21 - Nov 21
Manage Forest	As Needed	Thursdays, 9am - 12pm	Mar 21 - Nov 21
Build New Garden or Trail	As Needed	Thursdays, 9am - 12pm	Mar 21 - Nov 21



Horticulture Helpers
Bruce Piper, since 4/2017 (at left)
Caleb Bresley, since 7/2018 (above)

Tips for “Get Dirty in the Garden” Horticulture Volunteers

Dress Appropriately for the Wilderness

A hat, work gloves, long pants and long-sleeve shirt will help protect your skin from sun and undesired bites or rashes due to unintentional contact with irritating plants such as poison ivy.

Pack a water bottle and snack

While working in the garden for any length of time, you will become thirsty and may appreciate a handful of almonds, bite of apple or granola bar.

Before you dig in! Safety check your work area!

Our gardens are organic. We support bees and birds! Please notice who is living in your garden work area before disturbing the habitat. Do not disturb nests.

Tips to avoid bees

Do not wear perfume. Remain calm if a bee is close. Slowly move away from the bee.

Tips to avoid ticks

Tuck long pants into socks. Light colored clothing helps to see ticks and remove them. During and after your work session, check for ticks and remove them.

Tips to avoid poison ivy

Notice the weeds growing in your work area. Know how to identify poison ivy and stay away.

Tips for Hospitality/Program Volunteers

Dress Appropriately for Guest Support Outdoors

A hat, long pants, long-sleeve shirt, and supportive shoes will help you stand or walk with guests for a significant amount of time.

Pack a water bottle and snack

While working at an event, you will become thirsty and may appreciate a handful of almonds, bite of apple or granola bar.

Greeting & Companionship Guests with Disabilities

People with disabilities like to be spoken to directly - not about. Use direct eye contact. Smile. Use the guest's name. If companionship a wheelchair-user, you may sit on a chair or crouch down to facilitate face-to-face communication.

Guests with Disabilities Needing Assistance

Volunteers are not responsible for the direct care and/or assistance of guests. *Please do not push a wheelchair or physically assist guests needing assistance.* **Guests who require assistance must bring a care-partner.**