**Trouvaille Memory Care Volunteer Resources**

**Contact Information**

For any questions or assistance, please reach out to the appropriate team member:

📌 **Ann Webb** – Activity Director
📧 awebb@trouvaillehomes.com
➡ Contact for: Volunteer scheduling, activity planning, resident engagement ideas

📌 **Emily Olson** – Music Therapist
📧 eolson@trouvaillehomes.com
➡ Contact for: Music-related volunteer opportunities, music therapy sessions

📌 **Kristen Wagner** – Activities and Music Coordinator
📧 KWagner@trouvaillehomes.com
➡ Contact for: Back-up volunteer scheduling, activity planning, resident engagement ideas

📌 **Brittany Morland** – Office Director
📧 bmorland@trouvaillehomes.com
➡ Contact for: General volunteer inquiries, policies, and support

📌 **Nicole Schmidt** – Receptionist
📧 nschmidt@trouvaillehomes.com
➡ Contact for: Signing in/out, directions, and general facility information

**Frequently Asked Questions (FAQs)**

**1. How do I sign up for a volunteer shift?**

You can sign up electronically using our **Volunteer Sign-Up Form** on our website. If you have trouble accessing the form, contact Ann Webb for assistance.

**2. What should I do when I arrive?**

Please check in at the front desk with Nicole Schmidt, where you'll sign in and receive any updates for the day. Be sure to wear your name tag while volunteering.

**3. What should I wear?**

Comfortable, modest clothing with closed-toe shoes is recommended. Avoid wearing perfumes or strong scents, as some residents are sensitive to them.

**4. Can I bring personal belongings with me?**

We recommend keeping personal items to a minimum. If needed, you may store small belongings in a designated volunteer area—please ask at the front desk for details.

**5. What if I need to cancel my shift?**

If you need to cancel, please notify Ann Webb as soon as possible so we can adjust our activity schedule accordingly.

**6. Can I take photos or videos of residents?**

No. For privacy and HIPAA compliance, volunteers are not allowed to take photos or videos of residents.

**7. What if a resident needs assistance?**

If a resident asks for help with anything outside of your volunteer role, please notify a staff member rather than assisting directly. This ensures residents receive proper care.

**8. Who do I contact if I have questions during my shift?**

If you have any concerns or need guidance while volunteering, feel free to reach out to Ann Webb, Emily Olson, or any available staff member.