



<b>Job Title:</b>	Nursing Medical – B6, B7, B8	<b><u>VOLUNTEER SERVICE DESCRIPTION</u></b>
<b>Department:</b>	The Brantford General Site , Brantford B Wing Level 6,7, 8	
<b>Reports To:</b>	Volunteer Engagement	
<b>Approved by:</b>	Human Resources and Volunteer Engagement	
<b>Date:</b>	<b>Original:</b>	
	<b>Revised:</b> June 2019	

### NURSING MEDICAL – B6, B7, B8

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**Position Summary:**

- To support patient activities that promote wellness
- To enhance the patient experience by providing individual, personalized patient service
- To assist in providing individual, personalized patient service.
- To liaison with patients, families, staff, and visitors.
- To assist staff so that they may concentrate on their professional duties.

**Specific Accountabilities/Key Deliverables:**

- The volunteer will be generally responsible to Volunteer Engagement in accordance with volunteer guidelines.
- While on duty, the volunteers will take direction from the Clinical Manager, Most Responsible Nurse, Unit Clerk.

**Qualifications:**

- Self-directed.
- Good communication and interaction skills.

**Mandatory Certification/Registration (if applicable):**

- Attend General Hospital Orientation arranged by Volunteer Engagement.
- Attend Departmental Orientation- task specific by PSW and Clinical Manager on the Unit.
- Volunteer sign-in.
- Confidentiality

**Responsibilities:**

- Upon arriving to the unit, let the staff know that you have arrived for your shift
- Stock wall mounted Personal Protective Equipment stations, hall linen carts, patient rooms with supplies. Follow the itemized lists to ensure that the stations are appropriately stocked.
- Review Hand Hygiene with patients, assisting patients in “Taking Charge of their Wellness”
- Hand out or pick up patient meal trays off lift.
- Distribute water to patients who have been approved by nursing staff
- Assist with bed making (morning shift.)

- Deliver flowers and patient mail from Nursing Station.
- Keep waiting area tidy. Magazines can be obtained from the Volunteer Lounge.
- Stock warming closet – flannel blankets, Saline, Fleet enemas.
- Stock tub and shower -- towels, face cloths, gowns.
- Replace disposal bags on four (4) thermometer stands.
- Assemble new charts.
- Dismantle charts of discharged patients.
- Photocopying and shredding as required.
- Errands off the floor as required
  - Patient Registration
  - Lab
  - Pharmacy
  - Stores
  - Nursing Administration
  - Laundry

### **Interaction with Patients**

- Assist with filling out patient menus.
- Assist patients at mealtimes by setting up their meal tray, opening packaging, and cutting meat if necessary.
- Social therapy such as visiting, reading, writing a letter, just listening.
- Accompany incoming patients from Patient Registration.
- Transport patients to and from other Departments (Lab, x-ray, O.R.). Volunteers may assist Staff with stretchers. Volunteers are not trained to push stretchers on their own.
- Accompany patients with permission to Chapel, Gift Shop.
- Assist with patient grooming.
- Encourage and assist patients to fill in patient questionnaire.
- Discharge patients to the front door.
- Tidy bedside units.
- Assist appropriate patients with walking down hallways (under direction of staff and only after a falls risk assessment has been completed)

### **Additional Comments:**

- Volunteers who do not adhere to the policies and guidelines of the volunteer program are subject to a progressive discipline procedure including:
  1. Discussion of concern.
  2. Opportunities to correct.
  3. Evaluation.
  4. Dismissal if necessary.

**Note:** This procedure will include the volunteer, Clinical Manager or designate, and Volunteer Engagement.

### **WORKING CONDITIONS**

#### **1. Infection Control**

- Responsibility of everyone.

- Volunteers are expected to adhere to infection control guidelines and policies.
- Volunteers are not required or responsible for cleaning up any form of patient bodily fluid.

## **2. Physical Effort/ Environment**

- This position is primarily active involving sitting, standing, walking and pushing wheel chairs.
- Escort patients outside A or D wing entrances in all types of weather if required.

## **3. Patient Safety**

- Safety (patient, worker & workplace) is a BCHS Corporate Priority. Volunteers will demonstrate good stewardship in the identification, reporting and mitigation of unsafe acts or conditions.
- Volunteers are expected to use and maintain safety devices and personal protective equipment correctly including hand washing.
- Volunteers have been oriented to the Emergency plans and are familiar with emergency response plans.