



Job Title:	Orthopedic Clinic	<u>VOLUNTEER SERVICE DESCRIPTION</u>
Department:	The Brantford General Site , Brantford D Wing Level Main	
Reports To:	Volunteer Engagement	
Approved by:	Human Resources and Volunteer Engagement	
Date:	Original:	
	Revised: June 2019	

ORTHOPEDIC CLINIC

Position Summary:

- To provide assistance with patient transport and flow for the Orthopedic Clinic.

Specific Accountabilities/Key Deliverables:

- The volunteer will be generally responsible to Volunteer Engagement in accordance with Volunteer Guidelines.
- While on duty, the volunteer will take direction from Staff in the Orthopedic Clinic

Qualifications:

- Physically fit to assist patients in wheelchairs to x-ray and back.
- Warm and friendly
- Self directed

Mandatory Certification/Registration (if applicable):

- Attend General Hospital Orientation arranged by Volunteer Engagement.
- Attend Departmental Orientation- arranged by the staff in the department.

Training will include:

- A tour of the unit and other appropriate hospital areas.
- Introduction to staff and volunteers.
- Will involve pairing the new volunteer with an experienced volunteer or staff member.
- Volunteer sign-in.

Responsibilities:

- Transport patients to Radiology
- Transport patients to the main door
- Photocopy/assemble packages for patients
- Assist with keeping the waiting area tidy
- Communicate with staff as to the waiting times
- Find seating for those who are waiting

- Encourage those accompanying patients that they could wait in other less congested areas of the hospital
- When waiting times are an hour or more, direct patients to more comfortable waiting areas, and assist with transfer if needed
- Assist with patient transport as required
- Return patients to Ortho Clinic for their appointment if they have relocated their wait somewhere else within the hospital
- Assist staff with chart transport, specimens etc.
- Assist with remaking stretchers. Please note that volunteers **cannot wipe stretchers.**

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, Orthopedic Clinic 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 and pushing wheel chairs.

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.