<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Emergency Department Volunteer</th>
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</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Emergency room – DT</td>
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<tr>
<td>Reports To:</td>
<td>OVP Staff, PSL</td>
</tr>
<tr>
<td>Schedule:</td>
<td>Daily 8 am – 11 pm; typically 4 – 6 hour shifts</td>
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<tr>
<td>Physical Demands:</td>
<td>See Attached</td>
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<tr>
<td>Uniform:</td>
<td>Badge, choice of official OVP issued uniforms</td>
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<tr>
<td>Purpose:</td>
<td>to provide volunteer presence in the emergency room that offers assistance to staff, patients and guests in the emergency department; thus increasing patient satisfaction.</td>
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</tbody>
</table>

Qualifications:
- Understanding of and ability to maintain patient confidentiality
- Committed to the Mission of Upstate University Hospital
- Sensitivity and respect for the diversity of the people we serve
- Abide by all infection control standards
- Conduct oneself in a mature and responsible manner
- Positive and approachable attitude
- Good communications skills
- Able to communicate clearly in English; bilingual skills are helpful
- Understanding and ability to use good customer service skills
- Understand scope and limitations of the volunteer role assigned
- Adhere to the Volunteer Code of Conduct
- Adhere to the Volunteer Dress Code expectations
- Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role
- Honor the commitment you have made to your role
- Will come to OVP with questions about any roles the volunteer can/cannot fill

Role Specific Qualifications:
- Must be comfortable in an acute care setting
- Self-motivated, Shows initiative, flexible and works independently
- Physically able to push wheelchairs, walk the unit and make up stretchers

Training:
- Completion of New Volunteer Orientation through OVP
- Maintaining compliance with annual and any additional, mandatory trainings
- Completion of Department specific orientation
- Completion of ED Orientation Checklist with the ED manager/PSL
- Completion of a two-hour ED Hourly Rounding Orientation with PSL Trainer or Manager in ED

Duties:
- Report to PSL when arrive. Review patient board. Sign in to ED Ambassador Vocera. Write name on white board.
- Attend charge nurse updates at 11 a.m., 3 p.m., and 7 p.m; when available.
- Fill blanket warmers throughout day.
- Remove pillows from plastic overwrap, place pillows in pillowcase, pass pillows out to patients and ask staff if there are additional needs for pillows.
- Remove any wheelchairs from unit and bay area, and place in waiting room.
Service Description - Volunteer

- Stock cupboards in a33, a34, a36, b31, b32.
- Fill bracelets at front desk.
- Stock emesis bags in each area.
- Distribute meal trays after checking with nurse to ensure patient can have food.
- Address patient/visitor comfort needs in a prompt and courteous manner which may include: blankets, pillow, water, call bell triage, and relaying complaints/pertinent information to the RN.
- Minimize anxiety and boredom by providing emotional support including listening, and guiding visitors to available resources (such as cafeteria/coffee bar, Kinney, OR and/or ICU waiting room, or the Family Resource Center). Walk them to the cafeteria or other destinations, making sure to notify staff the patient/visitor is off the unit.
- Expedite care by performing routine tasks as guided by the ED staff; such as running labs/blood, making paper copies, restocking rooms/linens, answering phones, assist patients via walking support or via wheelchair to their room from triage desk, assist in non-telemetry transfers, restocking nutrition center, and cleaning work areas.
- Transport patients in wheelchairs without attachments. You can assist staff with patients that do have attachments or are on a stretcher.
- Round in waiting room to make sure everyone has notified the front desk they are there.
- Assist as needed with cleaning monitor lines with Caviwipes.
- Use the ED Ambassador PatientFirst rounding tool to round hourly on all appropriate patients/visitors to serve as a customer service liaison.

Restrictions:
- Will not offer food or fluid without direction from staff
- Will not interfere (physically) with emergency situations (clear the area)
- Will not assist any patient with pottiing
- Will not enter the rooms of or transport precaution room patients

I agree that I have read and understand the scope of my role that I have been assigned. I agree to follow the description set out above. If I need further qualification, I will return to the OVP staff with questions.

Volunteer Signature           Date           OVP Staff Signature           Date

Created: 9/14
Revised: 5/15, 5/15, 3/17, 9/18
Position Title: Emergency Department Volunteer  
Location: Emergency room – CC  
Reports To: OVP Staff, ED manager, charge nurse on duty  
Schedule: Daily 8 am – 11 pm; typically 4 – 6 hour shifts  
Physical Demands: See Attached  
Uniform: Badge, choice of official OVP issued uniforms  

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Duties:  
- Assist patient signing in at patient access  
- Round in waiting room. Visit with patients, answer questions as needed.  
- Assist ED Techs and Secretaries as requested  
- Prepare ice packs and keep freezer stocked at all times.  
- Stock cups in medi-prep room and kitchen.  
- Stock exam rooms with gloves, tissues and wipes.  
- After nursing staff strips and wipes down stretchers/beds remake with clean linen. If visibly soiled, call housekeeping to clean.
Service Description - Volunteer

- Hourly check visitor waiting room, dispose of trash and straighten when necessary
- Check vending area for cleanliness and stock of cups, creamers, sugar.
- Deliver materials to the lab wearing gloves on both hands
- Deliver patient information throughout hospital
- Provide assistance to family members with locations of bathrooms, vending, cafeteria, business office etc.
- Provide family members with coffee or water as requested
- Keep patient clipboards filled with new forms and stock patient access area as needed
- Photocopy as requested
- Regularly wipe down wheelchairs with antiseptic wipes; wear gloves. If visibly soiled, notify housekeeping
- Stock ED stock room
- Hourly rounding for patient satisfaction
- Stock blanket warmer
- Provide blankets to patients as requested
- Assist discharged patients as necessary

Restrictions:

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Volunteer Signature           Date             OVP Staff Signature           Date