

<b>Position Title:</b>	Emergency Department Volunteer
<b>Location:</b>	Emergency room – DT
<b>Reports To:</b>	OVP Staff, PSL
<b>Schedule:</b>	Daily 8 am – 11 pm; typically 4 – 6 hour shifts
<b>Physical Demands:</b>	See Attached
<b>Uniform:</b>	Badge, choice of official OVP issued uniforms
<b>Purpose:</b>	
to provide volunteer presence in the emergency room that offers assistance to staff, patients and guests in the emergency department; thus increasing patient satisfaction.	
<b>Qualifications:</b>	
<ul style="list-style-type: none"> <li>· Understanding of and ability to maintain patient confidentiality</li> <li>· Committed to the Mission of Upstate University Hospital</li> <li>· Sensitivity and respect for the diversity of the people we serve</li> <li>· Abide by all infection control standards</li> <li>· Conduct oneself in a mature and responsible manner</li> <li>· Positive and approachable attitude</li> <li>· Good communications skills</li> <li>· Able to communicate clearly in English; bilingual skills are helpful</li> <li>· Understanding and ability to use good customer service skills</li> <li>· Understand scope and limitations of the volunteer role assigned</li> <li>· Adhere to the Volunteer Code of Conduct</li> <li>· Adhere to the Volunteer Dress Code expectations</li> <li>· Desire to support the Patient Experience and support enhancing patient satisfaction within the scope of your role</li> <li>· Honor the commitment you have made to your role</li> <li>· Will come to OVP with questions about any roles the volunteer can/cannot fill</li> </ul>	
<b>Role Specific Qualifications:</b>	
<ul style="list-style-type: none"> <li>· Must be comfortable in an acute care setting</li> <li>· Self-motivated, Shows initiative, flexible and works independently</li> <li>· Physically able to push wheelchairs, walk the unit and make up stretchers</li> </ul>	
<b>Training:</b>	
<ul style="list-style-type: none"> <li>· Completion of New Volunteer Orientation through OVP</li> <li>· Maintaining compliance with annual and any additional, mandatory trainings</li> <li>· Completion of Department specific orientation</li> <li>· Completion of ED Orientation Checklist with the ED manager/PSL</li> <li>· Completion of a two-hour ED Hourly Rounding Orientation with PSL Trainer or Manager in ED</li> </ul>	
<b>Duties:</b>	
<ul style="list-style-type: none"> <li>· Report to PSL when arrive. Review patient board. Sign in to ED Ambassador Vocera. Write name on white board.</li> <li>· Attend charge nurse updates at 11 a.m., 3 p.m., and 7 p.m; when available.</li> <li>· Fill blanket warmers throughout day.</li> <li>· Remove pillows from plastic overwrap, place pillows in pillowcase, pass pillows out to patients and ask staff if there are additional needs for pillows.</li> <li>· Remove any wheelchairs from unit and bay area, and place in waiting room.</li> </ul>	

- 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 pottying
- 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

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<b>Duties:</b>	
<ul style="list-style-type: none"> <li>· Assist patient signing in at patient access</li> <li>· Round in waiting room. Visit with patients, answer questions as needed.</li> <li>· Assist ED Techs and Secretaries as requested</li> <li>· Prepare ice packs and keep freezer stocked at all times.</li> <li>· Stock cups in medi-prep room and kitchen.</li> <li>· Stock exam rooms with gloves, tissues and wipes.</li> <li>· After nursing staff strips and wipes down stretchers/beds remake with clean linen. If visibly soiled, call housekeeping to clean.</li> </ul>	

Created: 9/11

Revised: 3/13, 8/14, 8/17, 8/18

- 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

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Volunteer Signature

Date

OVP Staff Signature

Date