### Service Description - Volunteer

**Position Title:** Post Anesthesia Care Unit (PACU)

**Location:** PACU

**Reports To:** OVP Staff, PACU Charge Nurse

**Schedule:** 8-4 Monday – Friday, 4 hour shifts

**Physical Demands:** See Attached

**Uniform:** Badge, Scrubs preferred

**Purpose:** To support the staff in the PACU in the provision of their care to patients.

**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:**
- Desire and ability to work well in a clinical environment

**Training:**
- Completion of New Volunteer Orientation through OVP
- Maintaining compliance with annual and any additional, mandatory trainings
- Completion of Department specific orientation from PACU staff

**Duties:**
- **Transport**
  - Assist a PACU RN with the transport of patients
  - Bring empty stretcher back to the PACU
  - Assist PACU staff with discharge of patients
- **Patient Care**
  - Under the direction of an R.N., may give water/juice to a post-operative patient
  - Assists in answering call bells in the holding area, reporting concerns immediately to an R.N.
  - Provide tissues, warm blankets to patients
  - Assist staff in making an occupied bed
  - Assist R.N. in moving a patient into a bed or wheelchair
  - Aid ambulatory patient in walking if they are no assist
  - Visit with patients/families in holding area
  - Accompany families to the waiting areas
Service Description - Volunteer

- Assist R.N. in preparing patient for transport:
  - New gown for patient
  - Remove blood pressure cuff and pulse oximeter
  - Gather needed supplies (monitor, oxygen, IV pole)
- Unit Needs
  - Clean and make unoccupied stretchers
  - Fold towels and washcloths
  - Stock blanket warmer and bedside stands
  - Run errands to lab, linen room, Radiology, Blood Bank, etc.
  - Clean wheel chairs
  - Obtain wheelchairs and stretchers if none are available.
  - Stock shelves as directed by staff
  - Assist in maintaining neat and clean linen areas
  - Assist in answering telephones
  - Assist with clerical duties

Restrictions:
- Will not offer food or fluid without direction from staff
- Will not transfer stretchers alone
- 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.

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<tr>
<th>Volunteer Signature</th>
<th>Date</th>
<th>OVP Staff Signature</th>
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