

**Volunteer Service Description**

<b><i>Position Title: Emergency Department Volunteer</i></b>	
<b><i>Objective:</i></b>	To provide the volunteer with hands on (either directly or indirectly) educational and real-life learning experiences. To give the opportunity to learn professional and social interaction in a medical setting, by assisting the staff and providing comfort measures to patients and their family members.
<b><i>Hours:</i></b>	24 hours/day Peak coverage 11:00am – 11:00pm
<b><i>Qualifications:</i></b>	Ability to take initiative and be flexible in assuming different tasks as needed. Friendly positive attitude. Works well with patients, staff and visitors. Extroverted, mature, positive attitude, service orientated. Capacity and ability to provide emotional support to families in crisis.
<b><i>Training:</i></b>	Hospital orientation and departmental training. The Charge Nurse is your primary supervisor. He/She will assign staff member(s) to properly train you to the department.
<b><i>Competencies:</i></b>	Confidentiality Work effectively with others (patient care) Ability to communicate effectively in writing and verbally
<b><i>Responsibilities:</i></b>	For 2 hours of each shift the volunteer will act as a liaison, along with the triage nurse between the people in the waiting room and the Emergency Department. They will provide non medical information and have the ability to provide comfort measures as directed by the triage nurse. Other duties include: Assist staff in cleaning and preparing rooms for new patients. Run errands as requested by staff. Assist staff in stocking the department. Round with the patients in the department. Provide comfort measures (pillows, blankets, magazines, TV/VCR, food) as directed by the PRIMARY NURSE. Assist staff with transporting patients. Assist staff with discharging patients.

<b><i>Volunteers DO NOT:</i></b>	<b>Transport or empty any patient fluids (i.e. urinals, bedpans, suction canisters)</b> <b>Pick up any kind of sharps.</b> <b>Pick up any kind of saturated material.</b> <b>Enter a patient room when physician is present without consent.</b> <b>Interfere with patient care.</b> <b>Transport patients alone.</b>
<b><i>Requirements:</i></b>	<b>Be dependable and on time for your shift. If you are unable to volunteer, please call the charge nurse at SGH 733-3003 or SMH 733-1000</b>  <b>Write your name on the white board upon arrival to unit and erase upon leaving.</b>