



**Date:** November 2017  
**Position:** Care Ambassador – Oncology and Med-Surg  
**Reports to:** Director, Volunteer Services  
**Approved by:**

### **Summary of Position**

The Oncology Volunteers are carefully chosen for their dedication to helping others and to assist the nursing staff with various duties. The duties are primarily two-fold: assisting the nursing and technical staff with numerous duties, and working directly with patients in a *strictly non-medical manner*. Volunteers must keep in mind at all times they do not possess special medical training or experience and therefore any request for service to the patients, other than very simple ones, must be approved by the nurse assigned to the patient.

### **Time Commitment**

Volunteer shifts vary depending on the unit with up to two shifts per day: 8am-12pm, and 12pm-4pm and 4pm-8pm.

### **Training and Supervision**

Volunteers will be responsible to the Charge Nurse on duty, and should check in with the assigned charged nurse at the beginning of the shift. The volunteer may work with many other staff members, but will always be under the direction of the Charge Nurse.

### **Uniform**

Volunteers assigned to this role will wear the standard volunteer uniform (turquoise top and black or white pants). He/she will present a neat appearance. The volunteer's photo ID badge should be worn above the waist.

### **Duties**

- Help prepare the patient for meal time:
  - Straighten over the bed table so food tray will fit
  - Offer patients a warm wash cloth before the meal tray arrives
  - When the meal tray arrives, round on patients asking if you might help them with opening containers, including beverage and utensil containers
  - Ask patients if you may cut food into bite sized portions.
- Be a friendly visitor to a patient, especially at meal time. Your presence may encourage them to eat. If the patient wants a food item not offered on the meal tray, check with the nurse, but provide it whenever possible.
- Check water pitchers, and fill if necessary. Use marking pen to put patient's name, room number, date admitted, and ice, water distilled. Pitchers are changed once a week – cups each day.
- Always check to see if patient is NPO before offering food or beverage. Patient's nurse or MST can provide this information.
- Respond to call lights. Requests may be as simple as "I dropped my glasses case" to "I need my nurse. Help with requests such as retrieving eye glass case. For any request that require medical attention including requests such as "I need my bed raised.", tell the patient that you will ask the medical team to come right in. Take the request to the HUC (Health Unit Coordinator) and let her know: "Room number\_\_ is in need of assistance with raising the bed. Or "Room Number \_\_\_ is requesting her nurse for pain meds." Always refer by room number rather than name. It is for patient confidentiality.

- Collate and assemble patient charts
- Offer refreshments to visitors – show family and friends our family pantry – quiet room and etc.
- Check family pantry refrigerator. Keep top shelf replenished with juice, milk, soft drinks, Jell-O, etc. Check fridge for outdated food and remove outdated items.
- Check pantry, cup supply, water pitchers, juice, etc.
- Check patient's flowers or plants – do they need attention?
- On weekends see if patients want a newspaper – newspapers are for sale in the gift shop.
- Help keep hallways clear of equipment and other items.
- Place your name on the patient's calendar as "Volunteer for the Day".
- Make fresh coffee in staff pantry and family pantry. Be sure to turn off coffee before leaving in afternoon.
- While in patient's room, check for safety items. (unobstructed access to restroom, nothing left on the floor that may have the patient trip)
  - Does the patient have items they use within easy reach, such as books, TV remote?
  - Are the lights operating correctly
  - If a patient is attempting to get out of bed unassisted and is indicated for risk of fall (yellow wrist band and socks), ask them to wait for the nurse.
  - If a patient appears to need assistance, let the nurse know immediately.
  - Before leaving the room, always ask the patient: "Is there anything I can do for you before I leave?"
- Visit and support visitors and family. Ask if you can bring them a cup of coffee, or give them directions on finding hospital locations, such as the cafeteria.
- Replenish rubber gloves in each patient room. Each room should have one box of each size glove (S, M, L). Glove supply is in storeroom opposite nurse's station.
- Refill "cubbies" with patient supplies.
- Run errands for nursing staff, as requested, including taking lab specimens to the lab, getting supplies from CS, etc.

### **Requirements**

- Excellent interpersonal and verbal communication skills.
- Must be helpful and courteous to all people, at all times.
- Must have the ability to remain calm under all pressure.
- Must be reliable, and able to maintain his/her commitment.
- Must keep in complete confidence all hospital-related information learned while serving.
- Must be a team player and willing to interact with others.
- Must be supportive of established policies, procedures and guidelines.
- Meets and follows all other requirements of the Sarasota Memorial Hospital
- Must adhere to dress code with ID badge displayed above the waist at all times.
- Must refrain from eating, chewing gum, completing homework and using electronic devices.

### **Skills**

- Extensive walking
- Good communication skills
- Friendly, kind and polite
- Good organizational abilities and flexibility in performing tasks.
- Good visual skills to utilize lists and log sheets
- Good verbal skills to communicate with staff and patients
- Good hearing skills to communicate with staff and patients
- Able to take direction from staff- be a team player

### **Volunteer Benefits**

- Exposure to a healthcare setting.
- Opportunity to attend workshops and seminars that will expand knowledge and skills.
- Creative and productive use of free time.
- Opportunity to meet and interact with professionals and others who share the same interests.
- Increased self-esteem as a result of helping others.
- Reference source for future endeavors.

**Physical Demands**

This position may require but is not limited to long periods of sitting, standing and walking far distances.

**Hazards**

Exposure to potentially infectious diseases.

**Confidentiality**

Confidentiality is both a legal and a moral obligation in the healthcare industry. Any breach of patient confidentiality may result in immediate termination of the volunteer.

**Volunteer Agreement**

I understand my responsibilities as Care Ambassador for Oncology and Med-Surg and will fulfill them to the best of my ability. Further, I understand that it is my responsibility to ask questions on matters which I do not fully understand.

Volunteer Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_