



<b>Job Title:</b>	Ambulatory Care	<a href="#"><u>VOLUNTEER SERVICE DESCRIPTION</u></a>
<b>Department:</b>	Brantford General - D Wing, Level Main	
<b>Reports To:</b>	Volunteer Engagement	
<b>Approved by:</b>	Human Resources and Volunteer Engagement	
<b>Date:</b>	<b>Original:</b>	
	<b>Revised:</b> June 2019	

## AMBULATORY CARE

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### Position Summary:

Staff and patient assistance.

### Specific Accountabilities/Key Deliverables:

The volunteer will be generally responsible to Volunteer Engagement. While on duty, the volunteer will be responsible to the most responsible nurse in Ambulatory Care.

### Qualifications:

- Self-directed.
- Able to take initiative.
- Able to communicate effectively
- Good work habits such as punctuality, dependability, honesty and open communication.

### Mandatory Certification/Registration (if applicable):

- Attend General Hospital Orientation arranged by Volunteer Engagement.
- Attend Departmental Orientation- task specific arranged by Manager of Ambulatory Care or designate

Orientation to Ambulatory Care will include:

- Safety and emergency procedures.
- Explanation of staff positions and authority.
- Policies, procedures and department routines.
- Hospital layout and functions of various departments.
- New volunteers will be paired up with existing volunteers and/or staff in the department
- Volunteer sign-in.

### Responsibilities:

- Direct patient from reception area to Ambulatory Care
- Check to make sure patient's name is on appropriate list
- Show patient to change area and explain required dressing (hospital gowns tie in the back, robes tie in the front).

- Show patient where to hang their clothes. Leave valuables with the patient. Keep clothes bag with the patient if having colonoscopy or sedation.
  - Check with the most responsible nurse as to where the patient is to wait (ie. Waiting room or Observation Room) Show patient to the waiting room. Offer the patient a blanket to cover their legs.
  - Tidy the change area
  - Stock linen shelf
  - Assist with follow-up phone calls
  - Assist with faxing
  - Ensure that Ambulatory Care has an adequate supply of wheelchairs.
  - Observation Area – Assist with transporting and discharging patients
  - Assist with transporting patients to x-ray etc
  - Obtain blood from the Blood Bank
  - Take specimens to the Lab
  - Errands to Pharmacy and to Stores
  - Assist with making up stretchers – cannot wipe them down
  - Assist with restocking supplies for change rooms (slippers, bags)
  - Assist with restocking supplies in Observation area (cupboards)
  - Assist with filling the fridge with gingerale (gingerale can be found in the store room)
  - Answering the phone
- \*\*Please Note** – Please do not enter any data into Quadramed

The position requires the ability to remain calm and effective in stressful situations, meet deadlines and work well under pressure. Concentration is required to perform duties accurately and safely in a high activity environment.

**Additional Comments:**

- Volunteers who do not adhere to the policies and guidelines of the volunteer program are subject to a progressive discipline procedure including:
  1. Discussion of concern.
  2. Opportunities to correct.
  3. Evaluation.
  4. Dismissal if necessary.

**Note:** This procedure will include the volunteer, Ambulatory Care, and Volunteer Engagement.

**WORKING CONDITIONS**

**1. Infection Control**

- Responsibility of everyone.
- Volunteers are expected to adhere to infection control guidelines and polices.
- Volunteers are not required or responsible for cleaning up any form of patient bodily fluid.

**2. Physical Effort/ Environment**

- This position is primarily active involving sitting, standing and pushing wheel chairs.
- Noise levels can be high and distracting.
- Escort patients outside the D wing entrance in all types of weather.

- Winter months can be cold due to location.

### **3. Patient Safety**

- Safety (patient, worker & workplace) is a BCHS Corporate Priority. Volunteers will demonstrate good stewardship in the identification, reporting and mitigation of unsafe acts or conditions.
- Volunteers are expected to use and maintain safety devices and personal protective equipment correctly including hand washing.
- Volunteers have been oriented to the Emergency plans and are familiar with emergency response plans.