



Job Title:	Escort Volunteer	<u>VOLUNTEER SERVICE DESCRIPTION</u>
Department:	The Brantford General, Brantford D Wing, Level Main	
Reports To:	Volunteer Engagement	
Approved by:	Human Resources and Volunteer Engagement	
Date:	Original:	
	Revised: June 2019	

ESCORT VOLUNTEER

Position Summary:

- To escort patients/ families to various registration areas and sub-waiting rooms

Specific Accountabilities/Key Deliverables:

- The volunteer will be generally responsible to Volunteer Engagement and/or designate.
- While on duty the volunteer will be responsible to Volunteer Engagement.

Qualifications:

- Ability to walk long distances
- Good telephone etiquette
- Team player

Mandatory Certification/Registration (if applicable):

- Attend General Hospital Orientation arranged by Volunteer Engagement.
- Attend Departmental Orientation- task specific by Volunteer Engagement.
- Training will include:
 - A tour of the unit and other appropriate hospital areas.
 - Introduction to staff and volunteers.
 - Will involve pairing the new volunteer with an experienced volunteer or staff member.
- Volunteer sign-in.

Responsibilities:

- Escort/ transport patients from the Ambulatory Care Unit lobby to decentralized registration desk
- Escort patients from the registration desks to the sub-waiting areas.
- Escort/transport may be via wheelchair
- Discharge patients within the Brant Community Healthcare System via – A Entrance or D Entrance.
- Delivering charts, specimens etc. to appropriate department.
- Other odd jobs/errands as requested

Escort Volunteers should NOT be called for:

- Hazardous materials
- Extremely “heavy” transports (patients or equipment) (Please use your own discretion)
- Accompanying patients off hospital property. If a patient requires assistance to the parking lot etc., Hospital security staff can provide assistance.
- Run errands off hospital property

General Information:

Escort volunteers, when requested, will transport patients in wheelchairs or on stretchers to areas of the Hospital including Radiology, Laboratory, Physiotherapy, O.R. Recovery, Mental Health, etc.

- At all times, follow the instructions on wheelchair and stretcher techniques.
- Hospital staff are to assist the patient on or off the stretcher and in or out of a wheelchair.
- The patient must be comfortable, warm and adequately covered or attired at all times when being moved through the Hospital. Hospital corridors can be cool and drafty for patients who are ill.
- Only Hospital staff have access to the contents of a patient’s chart. You may be required to transport the chart. Patient’s charts are not to be read by the patients.
- Anything you overheard must be kept strictly confidential. No information in any way concerning the patient or their care may be divulged, discussed or repeated.
- Do not converse or chatter to other staff members over or about a patient in a wheelchair or stretcher. Include the patient in any conversations.

Escort volunteers are asked to let us know of planned absences or illness.

Thank you for your assistance in patient transport as it is greatly appreciated. Please report concerns you have regarding this function to Volunteer Engagement.

Volunteer Escort:

- After receiving the escort call, report to the requesting department.
- Department Staff Should:
 - a) Inform you of the patients name
 - b) Inform you of where the patient is to be transported
 - c) Inform you of any information you may need to know – i.e. patient confused or disoriented, speech or hearing problems, etc.
 - d) Have the patient ready on the stretcher or in wheelchair (wheels locked) in the corridor.
- Address the patient by name and check their I.D. band. Introduce yourself as a Hospital volunteer and inform the patient you are going to transport him/ her to _____ (Department).
- Unlock the wheels and move SLOWLY and carefully. Keep to the right side of hallways close to centre as much as possible to prevent collision with persons coming out of doorways or around corners. Move cautiously at elevators, doorways, and intersections.
- Watch I.V. poles or other equipment being transported be sure the item does not get caught or become disconnected.

- Check with the patient during transport to ensure they are all-right. If there are any problems, take the patient to the nearest Nursing Station.
- When getting back on the elevator, be sure the ‘stop’ or “door open” buttons on the elevator are used to prevent the elevator doors from closing, hitting you or the patient.
- Report to the designated department with the patient’s name (and the patient’s chart if present)
- Place the stretcher or wheelchair next to the wall or area requested by the receiving department, and lock the wheels.

Wheel Chairs:

- Patient should sit well back in the wheelchair, especially when leg extensions are in use.
- Secure foot and leg rests in the position appropriate for the patient’s needs.
- Ensure I.V. poles (if present) are secure.
- Be sure the wheels are unobstructed and nothing drags on the floor (blankets, dressing gowns, etc.)
- Back chair onto elevator and push forward off the elevator. If this is not possible, then use the foot bar (at the back of the wheelchair) to lift the small front wheels up when going over the elevator floor joins sections to avoid small wheels getting stuck in the spaces or tipping.
- Brake should be “on” at all times except when chair is in motion.

Instructions For Discharging Patients:

- Volunteer may take a wheelchair from the lobby to the floor designated as this saves a trip back to the floor.
- Remain with the patient in the wheelchair until his/her ride arrives. Never leave the patient unattended.
- Wheel the patient through the doors to the waiting car.
- Once the patient leaves the Hospital, your responsibility for that patient terminates.
- Please DO NOT leave the hospital property when discharging a patient (i.e. crossing road to parking lot etc. etc.)

Emergency Situations Which May Arise:

- If transporting a wheelchair patient with an I.V. hookup which becomes unattended, proceed to nearest nursing unit and request help.
- If a patient being transported is in distress, i.e. becomes unconscious, is having a seizure, stop and call for help. Do not leave the patient. Dial 0 to contact switchboard, and ask switchboard to send help immediately to your location.
- If a patient becomes ill and vomits, return him or her to the department. Ask the Nursing unit Staff to call Housekeeping Services to clean up.

Emergency Situations Which May Arise Cont’d:

- You may carry a bag in your smock pocket to help in such a situation. They are available in O.R., Recovery and Day Surgery. Please ask for one in any of these areas if you wish to keep one with you.
- If you are in an elevator when one of these situations occurs, stop and get off at the nearest floor.

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 and Volunteer Engagement.

WORKING CONDITIONS**1. Infection Control**

- Responsibility of everyone.
- Volunteers are expected to adhere to infection control guidelines and policies.
- 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, walking and pushing wheel chairs.
- Noise levels can be high and distracting.
- Escort patients outside the A or D Wing entrances in all types of weather as required.
- 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.