



## Volunteer Services

### **ASSIGNMENT TITLE**

ED Aide

### **PURPOSE**

The volunteer performs supplemental services for the professional staff. The volunteer also acts in the role of patient advocate to provide support in this time of stress. Opportunities to observe and learn from healthcare professionals may assist in career decisions.

### **SUPERVISING PERSONNEL**

Director, Volunteer Services  
Nurse Manager, Emergency Department

### **TRAINING**

- General Volunteer Orientation
- Specific Emergency Department Training
- Bloodborne pathogen training and Hepatitis B vaccination

### **DAYS, HOURS, LOCATION**

Seven days a week. 9:00AM – 12:00AM  
Emergency Department, Neurosciences Hospital, Basement

### **RESPONSIBILITIES**

- Perform the assigned duties as requested by the staff. The duties performed most often are specified below. Other duties requested but not listed in this assignment description must first be approved by the Nurse Manager.
- Volunteers may not perform or assist in any medical procedures.
- Volunteers must adhere to the infection control policies and particularly those that relate to hand washing.

### **PROCEDURES**

1. The volunteer is to report to the charge nurse or designee when ready to volunteer.
2. Replenish wheelchair and stretcher supply.
3. Maintain clean cubicles with supplies and equipment in proper places.

4. The volunteer is encouraged to stay with the patient and provide comfort if not needed for other duties.
5. Get supplies from Central Sterile Supply, Patient Equipment, or Central Distribution.
6. Take diet orders to the kitchen and bring food tray to requesting staff member only.
7. Refer all questions of a medical nature to the professional staff.
8. All wheelchair patients should be strapped while in the wheelchair.
9. Volunteers may observe medical treatments with prior permission from the professional staff, but must absolutely never perform any medical treatment. It is your responsibility to adhere to your assignment description.
10. Upon completion of assigned duties at the end of each shift, inform the charge nurse of your departure. Return to the volunteer office and sign out.

### **PROCEDURE FOR STRETCHERS:**

1. **NO VOLUNTEER** may transport a stretcher alone.
2. Two volunteers may escort patients if:
  - a. non-critical with no supportive equipment
  - b. with IV fluids and/or Foley catheters to X-Ray ONLY
3. If patient has catheters, oxygen, monitoring or any life support equipment, an Emergency Department staff member must accompany a volunteer.
4. Do not allow the patient to hold or read his chart.
5. Side rails should always be up.
6. Do not leave a patient alone. Stay with the patient until a staff member assumes responsibility.

### **MINIMUM REQUIREMENTS**

- Must be a college Junior or Senior with pre-medical, pre-dental major or a junior or senior in the School of Nursing or may be a graduate student or other adults preparing to enter medical or nursing school or surgeon's or physician's assistants program.
- Must demonstrate age specific and HEOSSH competency.
- Must be able to communicate with diverse populations.
- Must be willing to follow directions from professional staff.
- Must be at least 18 years of age.
- Must be able to communicate with people of different educational levels.
- Understand the need for confidentiality and ability to maintain such.
- Willingness to meet, greet, escort or direct patients, families and visitors as requested.

### **PERSONAL SKILLS, ABILITIES, KNOWLEDGE**

- Must be a self-starter
- Ability to work with detailed information and follow directions
- Have a friendly, positive attitude
- Ability to converse in Spanish is very helpful
- Must be courteous and reliable
- Good communication skills
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**LENGTH OF COMMITMENT**

Prefer a one year commitment, but will consider a semester.

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Director, Volunteer Services

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Nurse Manager, Emergency Department

Revised 6/05; 4/06;5/10