VOLUNTEER SERVICES DEPARTMENT

ASSIGNMENT DESCRIPTION

ASSIGNMENT TITLE

Flower and Gift Delivery

PURPOSE

To brighten the day of hospitalized patients by delivering flowers, plants, balloons, and gift baskets brought to the hospital by florists.

SUPERVISING PERSONNEL

Director, Volunteer Services

TRAINING and EDUCATION

- Must complete general orientation provided by the Department of Volunteer Services.
- Participate in on-the-job training provided by staff or trained volunteers.

DAYS, HOURS, LOCATION

Monday – Friday 1:00 PM – 5:00 PM

ESSENTIAL FUNCTIONS

- Accurate verification of the patient and their room number to receive the deliveries as well as accurate recording of the delivery items on the delivery log.
- Careful handling of flowers, balloons and baskets in essential.
- Must wear volunteer uniform and have your nametag displayed visibly.
- Volunteers will get a signature with each delivery or note the reason why. Please write legibly.
- Please see attached sheets for specific procedure.

PROCEDURES

1. Write down each flower, basket or balloon arrangement to be delivered on the delivery register sheet. Please print legibly and carefully. Be sure to use the legend to select the proper florist who delivered the item.
2. Be sure to check the volunteer Office for additional balloons or stuffed animals.
3. For ease in delivery, arrange the items on the cart so that all the items for particular sections are placed together.
4. Should there be any arrangements on the cart for hospital staff, take them off the cart BEFORE starting the delivery route. Employees will pick up their deliveries from the Volunteer Services Office.
5. If any cards on flowers or balloons lack a room number, check with one of the Volunteer Staff members for the correct room number. If you do not know where a room number is located, please ASK.
6. KEEP THE DELIVERY CART WITH YOU AT ALL TIMES. The items on the cart are your responsibility until you deliver them and get a signature.
7. Take the flower cart and balloons to the patient floor, checking to be sure it is the correct patient in each room.
    - **Knock** on the door and wait for a response.
    - Remove each card from the arrangement and hand it to each patient, offer to read it if it seems appropriate. Be sure to replace the card to the correct arrangement.
    - Ask the patient or a visitor to sign their name on the "Signature" line for that arrangement on the registry form.

8. Should the patient not be in room listed on the card, check at the nurse's station To see if the patient was moved or dishcharged. If nursing does not know, put the arrangement on the cart to return it to the office. Staff in the office will help you find the patient. Do not assume that a patient has been discharged.

9. If a patient is on "Isolation" or in a room marked "Compromised", leave the flowers at the nurse's station on the registry form and get a signature.

10. After the deliveries are completed, return to the Volunteer Office. Return any discharges to the office staff; the staff can check on a patient's status in the computer.

11. Clean off the flower carts and replace them in the proper area of the work room. Sign and date the registry sheet and put it in the folder in the flower box in the work room.

MINIMUM REQUIREMENTS

- Must demonstrate competency in age specifics, HIPAA, and HEOSH information.
- Must be able to communicate with diverse population.
- Must be able to follow directions from staff.
- Understand the need for confidentiality and ability to maintain such.
- Knowledge of hospital layout, especially those areas that relate to needs of your unit.
- Must be able to walk for long distances.
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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

PHYSICAL REQUIREMENTS

- Requires walking, standing, sitting, lifting and reaching
- Ability to push/pull up to 25 pounds
- Must be able to read and speak English in simple, understandable terms
- Must have intact sense of sight and hearing

PATIENT POPULATION SERVED

- Demonstrates knowledge of the principles of growth and development and possesses the ability to respond to age specific issues and data reflective of the patient's status.
- Demonstrates the knowledge and skills necessary to provide care for the following age groups: Neonate, Infant, Child, Adolescent, Older Adult

PROTECTED HEALTH INFORMATION

- Will limit access to protected health information (PHI) to the information reasonably necessary to do the job.
- Will share information only on a need-to-know basis for work purposes.
- Access to verbal, written and electronic PHI for this position has been determined based on assignment responsibility.

MACHINES, TOOLS and EQUIPMENT

Telephone, copier, FAX, computer and required application, and wheelchairs.

LENGTH OF COMMITMENT

6 months

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Director, Volunteer Services

The above statements are intended to describe the general nature and level of service being performed by volunteers assigned this service description. They are not to be construed as an all-inclusive list of duties, skills, and responsibilities for people assigned.

Revised 06/01;04/03;07/04;07/06