



Volunteer Resources & Engagement Department
Volunteer Assignment Description
Emergency Department Volunteer

Goal of Volunteer Programs at Island Health:

Volunteers support Island Health's vision of 'excellent health and care for everyone, everywhere, every time' by enriching the experience of patients, residents, clients, visitors, and staff through the gifts of time, experience, and compassion.

Volunteer Duties and Responsibilities:

The role of the Emergency Department Volunteer may include any or all of the following:

- Check in with key staff contact, or their designate, at start of shift (if applicable).
- Sanitize volunteer station and maintain a clean and tidy volunteer area.
- Greet and direct patients / clients / residents and visitors to triage or various locations in the hospital.
 - o Volunteers may provide assistance for clients with mobility issues (ie: push client in wheelchair – follow safe wheelchair handling procedures) as they enter the Emergency Department (from curb to the waiting area).
 - o Volunteers may use a script to direct patients to specific areas of the wait room (ie: anyone with a new or developing cough should wait in X area, others wait in Y area). Script will be provided.
- Provide general wayfinding direction to patients / clients / residents and / or visitors (this may include staff).
- Keep up to date on any changes to procedure or information related to the role by reviewing communication from Consultant.
- Call for taxi cab service if requested.
- Be aware of parking rules and regulations on site. Answer any parking related questions that arise.
- Check in with Ambassador or Triage Staff if asked a question you are unable to answer.

It is important that Clinic Volunteers are aware of the following limits and boundaries to their role:

- Volunteers do not deliver food or drink to anyone unless specifically instructed to do so by a responsible staff member. Often people have special dietary restrictions, so if a resident / patient / client says they are thirsty or hungry, check with staff.
- Volunteers must not assist with feeding as this is a specialized skill and a staff duty.
- Provide heated blankets as appropriate. Ask staff if patient may have a warm blanket (be aware of potential health risks or conflicts with assessment such as temperature taking).
- Volunteers do not lift, transfer, or position residents / patients / clients in and out of beds, wheelchairs or vehicles. Volunteers also do not bathe, toilet, or help dress. All those actions require special training and are the responsibility of staff.
- Volunteers do not roll beds up or down, or adjust bedside railings. If adjustment is needed, please let staff know.
- Unless it is specifically listed in the Assignment Description (or Assignment Manual) volunteers do not stock supplies, perform cleaning duties, or support any clerical duties. These tasks may be included in a staff job description. It is important to understand the boundary between the volunteer role and the employee role, and to respect the staff who fill that role.
- Volunteers must not become personally involved in a patient / client / resident's care, give professional advice, or offer counselling, medical, financial or legal advice.
 - o Volunteers must not sign any legal documents for patients / clients / residents.
- Volunteers should not inquire about or discuss vaccination status.

Volunteer Resources and Engagement: Trusted. Included. Valued



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- Volunteers do not engage in direct screening of patients / clients / visitors or others for illness (for example: volunteers may not ask questions such as “Do you have any of the following symptoms...”)
- Volunteers (and staff) do not wear scented products.
- Volunteers do not take patients outside to designated smoking areas or support patients to use tobacco products.
- Volunteer may not support paperwork processes as performed by unit clerks.
- Volunteers may not perform housekeeping duties (ie: cleaning spills / bodily fluids). If cleaning is required the volunteer must alert staff, who in turn will call housekeeping (volunteers do not contact housekeeping directly).
- Volunteers may not screen for COVID-19 symptoms.

In Volunteer Resources and Engagement our volunteers are:

Trusted: Our volunteers are trusted to make good choices.

- Always respect the confidentiality of all patients / residents / clients.
- Follow hand hygiene procedures (when arriving, throughout your shift, and when leaving) and use any other personal protective equipment (such as masks) as directed.
- Wear Island Health Photo ID on the provided red lanyard during your shift.
- Complete all annual training renewals when requested (e.g.: Confidential Information Management e-Learning module)
- Practice good boundaries, including:
 - o Not accepting or giving gifts or money;
 - o Not offering advice or becoming involved in patient / client / resident’s care;
 - o Not sharing personal information (i.e. personal phone number or email address...);
 - o Not using personal electronic devices while volunteering.

Included: Our volunteers are integral to our service delivery.

- Please notify us if you cannot attend a shift. Staff rely on volunteers for added support and will need to make accommodations if you cannot attend.
- Volunteers have equal rights to a [Respectful Workplace](#). We’re all in this together.

Valued: Our volunteers are appreciated and seen as part of the Island Health family.

- Hours spent volunteering are recorded, allowing us to recognize each volunteer’s time, provide references, and keep important statistics for our department.
- Letters of reference: Please see our website page [Recognition & Celebration](#) for details.
- If an accident or incident (involving you or something you have witnessed) happens while you are volunteering please see your nearest staff member for support.

Skills and Abilities

The following skills and abilities will benefit an Emergency Department Volunteer:

- Good listening and communication skills;
- A calm and friendly demeanour;
- Ability to stay calm in emotionally charged situations, and to set limits or boundaries as required;
- Adherence to infection control, safe wheelchair handling, and other related procedures;
- Ability to engage the residents/patients/clients in general conversation and to create a great experience;

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- Ability to be mobile for distances in the hospital setting;
- Willing to commit to a consistent, weekly volunteer shift;
- Ability to communicate with a wide variety of people, including a strong voice and sufficient hearing and vision to support wayfinding and answer questions;
- Capable of providing service in a busy and sometime stressful environment.