Description and Purpose of the Unit: Located on 6 west of the main hospital. The patients are very diverse. There are surgical and medical patients including but not limited to orthopedic cases. The medical diagnoses may include diabetes, congestive heart failure, COPD, sepsis. We also see many patients for wound care and interventional radiology.

Age of population served: Adult (18-64) & Geriatric (65 & over)

Responsibilities:
- Assist patients with skeleton and muscular conditions as well as general medical-surgical patients.
- Provide comfort care and communication for patients, family members, and visitors.
- Conduct frequent rounds to determine actual and potential needs of patients and their family members.
- Answer call lights.
- Tidy occupied as well as unoccupied rooms.
- Return equipment to appropriate storage areas.
- Empty trash cans in patient rooms and workstations.
- Stock supply rooms.
- Stock and tidy nurse pods.
- Help transport patients.
- Assist patients with meal.
- Run errands to the cafeteria and lab.
- Pass fresh drinking water, make coffee.
- Refill AirCast devices with ice/water.
- Replace telemetry box batteries.
- Check with the nurse to see if patient wants to be read to.
- Assemble welcome folders and packets.
- Ask nurse if you may observe any procedures that they may be doing if the nurse has time.
- Introduce yourself to patients and offer services you are able to do as permitted by staff.
- If things are really slow and there is an IV nurse on the floor you may ask if you may follow them around for a while (let the unit coordinator know and do not be off the floor for your entire shift)
- Ask if you may go to physical therapy to observe a therapist.
- ALWAYS ask nurses if there is anything with which you may assist them.

Qualifications and skills needed:
- Students will need good communication and people skills to be able to interact with many different kinds of people in a culturally sensitive manner.
- Must be mature and act in a professional manner that is consistent of the Sparrow I CARE Values

Required Responsibilities of the Volunteer:
- Must be registered with Sparrow’s Volunteer Department.
- Must complete the Sparrow Hospital Orientation, unit training and annual safety training.
- Must adhere to the agreed upon work schedule.
- Maintain proper uniform including wearing the Sparrow ID Badge.
- Must provide proof of a negative TB test.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
- Role model behaviors that value the diversity of our caregivers, patients, volunteers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You).
• Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
• Adheres to policies and procedures designed to avoid, prevent and reduce the spread of communicative diseases.
• Demonstrate knowledge and maintains and respects patient right to privacy by following the HIPAA Privacy and Security Policies and procedures.

**Supervision:**
Directly responsible to the Department Manager, Assistant Department Manager or Charge Nurse. Overall responsibility rests with the Director of Volunteer Services.

**Volunteer Times:**
7 days a week, 10am-2pm & 4pm-8pm
1 student per shift for a total of 14 Students

**Physical Aspects of this position:**
This position requires walking, standing, sitting, reading and communicating face to face with visitors and medical staff

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