

## Emergency Room Kiosk Greeter/Ambassador

### **Primary Role:**

Greet visitors arriving at the ER door and offer assistance; support patients and families during their time in the ER. Have a smile and don't wait for patients to come to you, try to anticipate needs when possible.

### **Key Responsibilities:**

- Ask everyone to sanitize their hands and wear a mask while in KDH
- Assist patients arriving for the ER with getting a number for triage
- Assist patients arriving for an appointment to take a designated chair while waiting for patient registration (they do not take a number)
- Answer questions and assist patients and visitors with way finding
- Communicate with nursing staff as per protocol
- Offer a wheelchair, warm blanket, ice pack, tissues, etc., if appropriate
- Escort visiting family members into ER according to protocol
- Direct visiting family members for admitted patients to the upstairs nurses station
- Improve patient experience
- Assist with the use of the parking payment machine or contact parking attendant
- Replenish disposable supplies (tissues, masks, etc.) in the ER waiting area
- Retrieve wheelchairs from other areas of the hospital for use in the ER
- Run errands and assist staff as requested

### **Specifications:**

- Responsible individual with a mature appreciation of confidentiality
- Strong communication skills and interpersonal skills
- Positive, caring and compassionate attitude
- Ability to remain calm and use sound judgment while working with people who may be suffering from high levels of stress
- High level of initiative and must be able to work independently
- Must be able to handle a busy environment
- Must have good knowledge of hospital layout
- Current Vulnerable Sector check required
- Keep Surge Learning (online training) up to date, annually

**\*\* Note:** volunteers are not permitted to transfer patients from one surface to another

## **Volunteer Hand Hygiene Auditor**

### **Primary Role:**

Conduct hand hygiene audits within KDH under the direction of the Occupational Health/Infection Prevention & Control Practitioner.

### **Key Responsibilities:**

- In a given area of the hospital, observe for a minimum of 20 minutes and record the results of instances when hand hygiene is required.
- Areas of the hospital to include the Emergency Room, the Medical In-Patients area, the Surgical In-Patients area and the Interim Long Term/Convalescent Care Unit
- Reports to be submitted to the Occupational Health/Infection Prevention & Control Practitioner.

### **Specifications:**

- Responsible individual with a mature appreciation of confidentiality
- Comfortable working independently
- High level of initiative
- Must have good knowledge of the hospital layout
- Complete on-line training and one-on-one training for being a hand hygiene auditor
- Surge on-line Learning for volunteers to be kept up to date
- Current criminal background check required

## Interim Long-Term Care / Continuing Care Unit Volunteer

### **Primary Role:**

Provide general support to patients, helping to improve their hospital stay.

### **Key Responsibilities:**

- Help serve meals to residents and assist with cleanup as per protocol
- Assist staff with activities for the residents by helping and encouraging residents to participate
- Visit with residents one-on-one to provide social interaction, engage them in conversation, offer to play cards or board games
- Improve their hospital experience
- Take residents out of the unit for a change of scenery as allowed by staff

### **Specifications:**

- Responsible individual with a mature appreciation of confidentiality
- Strong communication skills and interpersonal skills
- Positive, caring, compassionate and non-judgmental attitude
- High level of initiative
- Comfortable working with residents
- Ability to remain calm and use sound judgment with residents who may be suffering from high levels of stress
- Current Vulnerable Sector check required
- Keep Surge Learning (online training) up to date, annually

**\*\* Note:** volunteers are not permitted to transfer residents from one surface to another, accompany any resident who requires assistance walking, or provide any attendant/personal support care

### **Roles:**

There are two roles in ILTC unit for volunteers (see below). A volunteer might choose to be both or one or the other.

1. ILTC Volunteer has specific duties (e.g. food services) trained by a member of the Auxiliary originally trained by KDH staff using the Train the Trainer Model and whose calendar is set in consultation with the KDH Activation Coordinator.
2. ILTC Activation Volunteer works directly with KDH Activation Coordinator (AC); i.e., trained by the KDH AC and whose calendar is set directly with the KDH AC.

## **Gift Shop & Coffee Bar Volunteer**

### **Primary Role:**

Serve customers food and drinks as ordered and assist customers with gift items.

### **Key Responsibilities:**

- Maintain a clean and organized environment **as per protocol**
- Re-stock items as needed/delivered
- **Improve patient experience**
- Help patients/visitors with way-finding as needed
- Take payments

### **Specifications:**

- Responsible individual with a mature appreciation of confidentiality
- Friendly and courteous individual with customer service mindset
- Strong organizational and communication skills
- High level of initiative and commitment to punctuality
- Ability to operate a cash register and Interact machine
- Ability to balance cash float at end of shift
- Understand the necessity to keep area clean and follow Health Regulation guidelines
- Current Vulnerable Sector check required
- Keep Surge Learning (online training) up to date, annually

## **Pastoral Care Volunteer**

### **Primary Role:**

Provide spiritual care for patients in a non-denominational manner.

### **Key Responsibilities:**

- Inquire with the head nurse in M&S regarding any requests for a pastoral care visit
- Introduce yourself to residents in the ILTC/CC unit to let them know that you're available for a pastoral care visit.
- Listen to and visit with patients and/or families and when requested to do so, pray with them.
- Assist with KDH Annual Memorial Service

### **Specifications:**

- Responsible individual with a mature appreciation of confidentiality
- Strong communication skills, interpersonal skills and a positive attitude
- High level of initiative
- Complete pastoral care training
- Current Vulnerable Sector background check required
- Keep Surge Learning (online training) up to date, annually