



*The check list should be completed after your shadowing shifts have been completed*

### **Volunteer Competency Check List**

- How to sign into and out of shift via VSysOne using QR code
- How to read a patient list, headings and relevance (diet orders, isolations, precautions)
- Advise volunteer trainee to check charting binder to review peer notes and comments
- Show volunteer materials/handouts/activities available to offer to patients
  - How to use printer to make copies
- Tour units and show locations of:
  - Unit white board for nurse assignment
  - HELP sign in/out white board
  - Nutrition room
  - Supply closet
- Advise volunteer trainee to use hand sanitizer in and out of each patient's room
- Demonstrate proper gown and glove procedures in and out of contact/special contact isolation rooms (check in with HELP nurse if unsure)
- Demonstrate a successful introduction of self and the HELP program
  - Wash hands before/upon entering room
  - Knock, call patient by formal name
  - Introduce self and explain why you are there
  - Speak in firm, medium-loud, low-pitched voice
- Orientation protocol (including updating/addressing patient's white board)
  - "Great! It looks like your board is up to date. It is Wednesday, September 21<sup>st</sup>."
  - "Let's update your board for you. Today is Wednesday, September 21<sup>st</sup>."
  - Call-bell/TV remote within reach
  - Turn lights on/open blinds
  - Clean tray table
- Therapeutic Activities/ conversation with patient
  - What is available/ what we have to offer (list of activities and supplies in office)
  - Use active listening
  - Use open and closed ended questions (start with closed questions, then move to open ended questions)
  - Encourage participation, explain how it benefits the patient (help pass time, fun, distract from thinking about illness)
- Mobility/AROM (Active range of motion exercises)
  - "Have you had the chance to get out of bed today?"
  - "Have you worked with Physical Therapy today?"
  - Pull up a chair if possible, sit at eye level

- Encourage participation, explain how it benefits the patient (helps promote healing, keep muscles strong)
- Name the 9 AROM exercises
  
- Sleep enhancement/ relaxation (evening volunteers)
  - Help establish a comfortable environment (lights off, TV off, door closed)
  - “How did you sleep last night?”
  - “Do you normally sleep well at home?”
  - “What will help make you sleep better tonight?”
  - “Do you need a sleep mask or hot tea?”
  
- Seeing and hearing
  - Check to make sure glasses are worn and clean
  - Check to make sure hearing aids/ hearing amplifier is being worn and working
  - Use observation skills to see if anyone may benefit from a magnifying glass or hearing amplifier
  
- Staying hydrated and eating
  - Always wear gloves when handling patient food, containers, and tray
  - Demonstrate tray set up: move tray, open containers, cut up food
  - Offer refills of water (diet orders allowing) using water pitcher/liners
  - Check to make sure dentures have been cleaned/ and are being worn
  - Encourage patient to sit up right
  - Adjust tray to proper height/ clean tray of unnecessary items
  - “Did you enjoy your meal?”
  - “What did you eat today?”
  - “What is on the menu for lunch?”
  
- Demonstrate how to knock and enter a patient's room when door is closed
- Demonstrate how to politely wake a sleeping patient
- Advise that we should always attempt to visit even when the patient has visitors in the room
- Show the volunteer trainee how to chart using the volunteer charting logs once visits are complete
  - Advise volunteer to make copies of charting logs in running low
  
- Show volunteers how to sign-out
  - Meal tickets (location of cafeteria)
  - Parking tickets
  - VSysOne for shift

### **Important Reminders**

1. ALWAYS wear an isolation gown and gloves for Contact/Special Contact rooms. No exceptions. Do not leave the room wearing Isolation PPE. Always remove the gown, gloves, etc. before leaving and wash your hands with soap and water.
2. Any items that go into a patient room that has an isolation of Contact/Special Contact do not come back out. This includes but is not limited to: books, magazines, coloring pages, pencils, pens, etc. The only items we would retrieve would be a radio/boombox or assistive hearing device and they would come back to the HELP Office and be placed in the bin to be properly sanitized.
3. If you want to feed a patient, please set up a training session with Shauni or MaryBeth. This can usually be scheduled during your shift (unless it's the weekend).
4. Call or text your site coordinator with any important concerns or questions at
  - a. West Penn: Autumn 412.337.8263, or 724.816.7413
  - b. AGH: Kaitlyn 412.852.0276, or 412.916.9861

### **Volunteer Trainee Acknowledgement**

I, \_\_\_\_\_ (print), certify that I have been trained in the above areas.

X \_\_\_\_\_ (sign) \_\_\_\_\_ (date)

**Shadow 1**

**Shadow 2**

Trainer:

Trainer:

Date:

Date: