
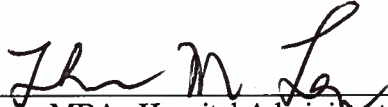


**GUAM MEMORIAL HOSPITAL AUTHORITY
REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and endorsed the following:

- | | |
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| <input type="checkbox"/> Bylaws | Submitted by: <u>Nursing Management</u> |
| <input type="checkbox"/> Rules and Regulations | Department/Committee: <u>Nursing</u> |
| <input checked="" type="checkbox"/> Policies and Procedures | Title: <u>GMHA VOLUNTEER SERVICES IN NURSING</u> |
| | Policy Number (if applicable) : <u>6301-I D-6</u> |

| | Date | Signature |
|----------|------------|--|
| Reviewed | 06/11/2015 |  Zennia C. Pecina, RN, MSN Associate Administrator of Nursing Services |
| Approved | | |
| Title | | |
| Reviewed | 11/12/15 |  Theodore M. Lewis, MBA , Hospital Administrator/CEO, Interim Executive Management Committee |
| Approved | | |
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**GUAM MEMORIAL HOSPITAL AUTHORITY
NURSING SERVICES MANUAL**

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|--|--|---------------------------------------|-------------------------------------|---------------------------|
| APPROVED BY: Zennia Pecina , RN, MSN Associate Administrator of Nursing Services | RESPONSIBILITY: Nursing Services | EFFECTIVE DATE: 07/2012 | POLICY NO. 6301-I-D-6 | PAGE 1 of 3 |
| TITLE: GMHA VOLUNTEER SERVICES IN NURSING | | | | |
| LAST REVIEWED/REVISED: <u>11</u> /2015 | | | | |
| ENDORSED: NMC 06/2015; EMC <u>11</u> /2015 | | | | |

PURPOSE:

To establish guidelines for volunteer services. The primary goal of the Department of Nursing Services is the delivery of planned-appropriate and effective nursing care for the individual patient, encompassing the physical, psychological and emotional needs of the patients. By contributing this goal, the volunteer compliments and enhances the quality of care for the individual patient.

POLICY:

It is the hospital's policy to provide opportunities for individuals interested in volunteering their time and services within the context of the hospital's standard of patient care and its established volunteer program. Established procedures must be maintained in accordance with the GMHA Volunteers Program.

PROCEDURE:

I. CRITERIA:

Minimum requirements in the GMHA Volunteer/Volunteen Program policy (Policy 6100-38 of the Administrative Manual) must be met prior to the volunteer's assignment to any nursing unit.

II. VOLUNTEERS/VOLUNTEEN:

- A. Numerous positions for volunteers will be allowed in Nursing Service Department and in agreement with Volunteers Coordinator. This will be prepared in a staffing pattern and assignments will be made accordingly. Volunteers are to remain in their designated unit.
- B. Volunteers will be required to sign in and out in their designated unit.
- C. Volunteers must remain in their assigned position. When not running errands, they must return to their station and not gather in a group throughout the hospital.
- D. Volunteers must at all times wear their name tag. They must be neat and clean. Long hair (males and females) is acceptable, but must be worn in a pulled back neat fashion.

- E. On weekends and holidays. Volunteers will be directly responsible to the Unit Supervisor/Nursing Supervisor. Any questions should be directed to the Supervisor.
- F. Volunteers must never perform unauthorized tasks.
- G. Volunteers may not perform direct patient care independently and without the permission of the Charge Nurse/Head Nurse.

III. SUGGESTED POSSIBLE ASSIGNMENTS INCLUDE:

A. Patient Services :

- 1. Assisting visitors in waiting area.
- 2. Interpreting for patients who speak little or no English or who have other communication difficulties.
- 3. Providing supplemental services such as delivery of mail and flowers, friendly visiting, grooming long term care patients, writing letters for patients, reading to patients etc.

B. Department Services:

- 1. Escorting patients to various areas in the hospital.
- 2. Carrying messages between Nursing Services and other hospital departments.
- 3. Performing clerical work.

C. Patient Units:

- 1. Assist in feeding patients
- 2. Assist with making beds
- 3. Run errands
- 4. Fill water pitchers
- 5. Answer patient call lights
- 6. Distribute reading material
- 7. Answer telephone
- 8. Assist in assembling new patient charts
- 9. Take specimens to a laboratory

10. Assist in transporting patients admitted and as discharged
11. Supervise playroom activity
12. Sit with a child if alone or relieve parents for break

D. Emergency Room:

1. Transport patients to X-ray Department or to other Nursing Units
2. Assist in stocking and/or cleaning the ER
3. Run errands

E. Volunteers may not:

1. Feed patients independently
2. Perform any Nursing function
3. Assist patients in and out of bed

F. General Information:

1. Volunteer services are organized under the Volunteer Coordinator.
2. Volunteers must obtain clearance from Employee Health Services prior to being assigned to patient care units.
3. When assigned to a Nursing Unit, the volunteer is under the supervision and direction of the unit charge nurse.
4. Volunteers are allowed one fifteen minute break for every four hours of volunteer time.
5. Volunteers will report on and off to the unit charge nurse.
6. If the unit charge nurse has any problems with volunteers, Volunteer Coordinator shall be notified.

RELATED POLICY:

Policy # 6100-38, Volunteer/Volunteen Program, GMHA Administrative Manual.