



St. Patrick's Home of Ottawa Inc
VOLUNTEER SERVICES

DESCRIPTION OF VOLUNTEER PARTICIPATION

Position: MEDICAL ESCORT

Purpose: To accompany a resident to a medical appointment.

Tasks and Responsibilities:

By taxi or para transpo:

1. Meet the resident at the assigned time in the main foyer.
2. Inform the receptionist that the resident is going to a medical appointment.
3. Ensure resident has money or bus ticket to pay for h/er fare to and from the appointment.
4. Accompany resident in taxi, Para-Transpo, ensuring resident uses safety devices such as seatbelt
5. If during the appt. a concerns arises with the Resident, notify the hospital/clinic staff immediately. If the Resident needs to go to the bathroom, contact the hospital/clinic staff for assistance.
6. If problems arise outside the Home, call St. Patrick's Home Receptionist who will connect you with the appropriate staff. (St. Patrick's Home number is 731-4660.)
7. Upon return, report to the nurse on the resident's floor any pertinent information relating to the appointment.
8. Comfort and reassure resident as necessary.
9. Ensure that the resident is returning with his/her own wheelchair/walker and possessions.
10. Ask the nurse or receptionist to call taxi or Para-Transpo following the appointment (Para-Transpo number 244-7272.)

By car:

1. Meet the resident at the assigned time in the main foyer.
2. Inform the receptionist that the resident is going to a medical appointment.
3. Ensure resident has money to pay for parking.
4. Ensure safety of resident when entering and exiting the vehicle.
5. Assist resident with seatbelt.
6. Drive in a safe and careful manner.
7. If problems arise outside the Home, call St. Patrick's Home Receptionist who will connect you with the appropriate staff.(St. Patrick's Home number is 731-4660.)
8. Upon return, report to the nurse on the resident's floor any pertinent information relating to the appointment.
9. Comfort and reassure resident as necessary.
10. If during the appt. a concerns arises with the Resident, notify the hospital/clinic staff immediately. If the Resident needs to go to the bathroom, contact the hospital/clinic staff for assistance.

Time Commitment:

— On call

Skills and Qualifications:

- Good interpersonal skills
- General knowledge and understanding of the needs of the elderly
- Reliable
- Respectful of the need for confidentiality
- If you are providing transportation in your car, you must have a valid driver's licence
- Ensure that your automobile insurance coverage offers full protection for this activity
- Your car must be in good working condition and easily accessible for resident.

Orientation and Training:

- A general orientation to the Home will be provided prior to beginning your responsibilities.
- Review the information available in the Volunteer Handbook
- Familiarize yourself with the emergency codes and procedures
- Professional educational programs are provided monthly and as appropriate.

Limits and Boundaries:

- Volunteer will not be reimbursed for car expenses except for parking
- As an escort on para transpo, volunteer should not have to pay.
- Any necessary cost incurred during the outing with the resident will be reimbursed on arrival as long as a receipt is submitted. (ie: lunch)

Health & Safety:

- The safety of the resident, staff/volunteers is inherent in all aspects of each person's responsibilities. Vigilance to safety includes delivery of direct resident care as well as the living environment of each resident and working conditions for all staff/volunteers and visitors.
- All workers under the Occupational Health & Safety Act have the responsibility to observe safe work practices, avoid risks and to use common sense. Any hazardous conditions or accidents, whether anyone is hurt or not, should be reported immediately to your supervisor and/or Coordinator of Volunteer Services.
- Volunteers should not come to work if they are ill, have a rash, cold or other infectious disease.
- Hand washing is the best infection control.

Accountability:

- Responsible to the Coordinator of Volunteer Services / Nursing Staff.

Benefits:

- Exposure to the agency operation.
- Exposure to the field of gerontology.
- Experience working with Seniors
- Self-satisfaction of helping those in need
- References can be obtained upon termination if a volunteer has been engaged for more than 40 hours.
- recognition events throughout the year