

# Volunteer Services Competency Training

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## Patient Safety



# Policies

## Patient Procedures



Volunteers should not be present during exams or medical procedures, such as:

- Blood Draws
- IV Starts
- Shots

Excusing yourself from the room allows the child to still view you as a “safe person.”

## Transporting Children

Options for transporting children:

- Wagons
- Strollers
- Wheelchairs

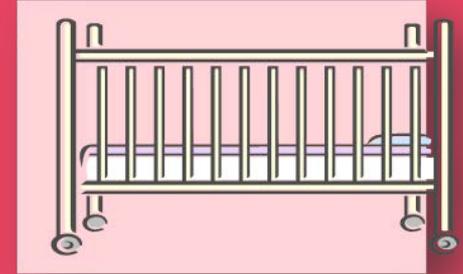
Never carry or pick up a child!



# Policies

## Crib Rails

Volunteers can help prevent patient falls by ensuring that crib rails are always in the highest upright position. If you need to turn your attention away from the patient, even for a few seconds, you need to take time to raise the rails.



## Holding Babies



When holding babies, volunteers may NOT fall asleep or rest/close their eyes, which may make you appear to be napping. If you start feeling hot or tired, ask the nurse to put the baby back in their crib. If you are found sleeping, staff has been asked to report this to Volunteer Services.

# Policies

## Nurse Communication



Talk to the patient's nurse:

- When ending your shift with a child
- When leaving the child with their parent or family member
- Before giving a child food or drink
- Before going to the playroom or a different floor
- If the child has to go to the bathroom

## Patient Supervision

Never leave children unattended in:

- Playrooms
- Patient rooms
- Hallways
- Public Spaces:
  - Gift Shop, Star Studio, Cafeteria



# Policies

## NPO

NPO means nothing by mouth. A child should never be given anything to drink or eat unless their nurse has been consulted. NPO signs can be found on patient doors.



## IV Alarms

Do not attempt to turn off an IV alarm. Notify the child's nurse to stop the beeping.

# Policies

## Fire Safety



In the event that a fire alarm goes off in the building, a Code Red will be announced. During this alarm, it is important to remain calm and remember “**RACE.**”

**Rescue:** move anyone in immediate danger to a safe area

**Alert:** call out “Code Red”

**Confine:** close doors and windows, stop pedestrian traffic, turn on lights

**Extinguish:** fight fire with a fire extinguisher if you are not placing yourself in danger



When using a fire extinguisher, remember “**PASS!**”

**Pull**

**Aim**

**Squeeze**

**Sweep**