

## New Volunteer Shadowing Checklist

Things I will teach new volunteers and ensure they know

Did I teach them this?

### Teach as much of this on Shadow #1 as possible

1)	Find your shadow!	
2)	Demonstrate how to login to Volunteer Services Computer (room after kitchen) with your uniqlname and put your belongings in a locker	
3)	Ensure uniform and ID badge are worn correctly	
4)	Walk them through patient materials in the HELP Office/hallway	
5)	Show where keys to the patient file cabinet are	
6)	Check to see how many volunteers are on your shift and how many have signed in	
7)	How to split up patient files if you're the first volunteer to arrive on the shift -if you are not, show them how to do it anyways	
8)	Get scratch paper and write pertinent information down about each patient	
9)	Explain abbreviations on sheets	
10)	Have the shadow try to go through a few patient files	
11)	Have shadow help you find all of the patient materials & get a bag	
12)	Give good directions on how to get to elevator #3 from the HELP office	
13)	Explain/show how the hallways and rooms are numbered (ie. 8132 is floor 8, 100 (1st) hallway, room 32)	
14)	Find these rooms: Nurse Server/Hall Cabinet Supply Room/Clean & Sterile Room Nourishment Room	
15)	Explain signs on patient doors (CP different colors, bed alarm, NPO) and what to do for each sign	
16)	Explain information on white board in patient room	
17)	Demonstrate how to introduce the program -Have new volunteer introduce program at least once by the end of the shift	
18)	Demonstrate how you do an interview -Have new volunteer conduct an interview if possible	
19)	Show how to do (if possible): ROM Walk using gait belt How to maneuver bed and overbed table Massage Relaxation/Sleep Protocol assist with practical matters like room service or making phone calls (dial 971 first)	
20)	Summarize and bring closure to the visit (ask if they need water esp)	
21)	Scenarios: Tell/show them what to do... If a patient appears to be discharged/is not in room (ask clerk/nurse) If there are many visitors in the room (get them involved or offer for them to grab something to eat) If a patient is busy with staff (check back 3x) If a patient is sleeping (call name 3x)	
22)	Show them how to document a patient visit -Have new volunteer document a few patients	
23)	When finished, show how to walk back to volunteer office	
24)	Ask volunteer if they have any questions	
25)	Show where to put scratch paper with patient information	
26)	Show where to put discharged patients from your shift	
27)	Show them how to sign out and get their belongings	

28)	Show them how to validate parking if needed and where to leave the hospital	
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#### Shadow #2

1)	Go through checklist from shadow #1 with volunteer - identify what they still need to learn	
2)	Have the new volunteer complete everything for half of the patients and assist when needed	
3)	Address any questions they may have/ask what to do in scenarios above	

#### Shadow #3

1)	Go through checklist from shadows #1 & 2 and identify anything they feel uncomfortable with still	
2)	Have the new volunteer navigate the hospital on their own	
3)	Have the volunteer take charge of all the patients on the shift and help with needed	
4)	Provide feedback to Amanda with the competency sheet	

#### Always address these questions, regardless of shadow #

- 1 what do you write down on scratch paper when going through patient files?
- 2 how do you introduce the program?
- 3 where and when do you document your patient visits?
- 4 what do you write down when doing documentation after a visit?
- 5 what are your favorite questions to ask patients?
- 6 Anything else you can think of!