

New Volunteer Shadowing Checklist

Things I should know/learn and will ask my trainers if I do not know		Do I know how to do this/what do I do?	Shadow #3 - did I do this?
Learn this on Shadow #1			
1)	Login to Volunteer Services Computer (room after kitchen) with your unickname and put your belongings in a locker		
2)	Find the HELP Office/volunteer you are shadowing		
3)	How to wear uniform and ID badge		
4)	Become familiar with the patient materials in the HELP Office		
5)	Know where the 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 I am the first volunteer to arrive on my shift		
8)	Get scratch paper and write pertinent information down about each patient -practice writing a few down with your trainer checking them		
9)	Understand what abbreviations on documentation sheets mean		
10)	Find the materials patients are requesting and organize a bag to take with you		
11)	Learn how to navigate to elevator #3 (only elevator we use to reach patient floors)		
12)	Understand how the hallways/rooms are setup (ie can I find room 8132?)		
13)	Find these rooms: Nurse Server/Hall Cabinet Supply Room/Clean & Sterile Room Nourishment Room		
14)	Know signs on patient doors (CP different colors, bed alarm, NPO) and what to do for each sign		
15)	Know what information to check on the patient whiteboard		
16)	Observe how the volunteer introduces the program -Introduce the program at least once by the end of the shift		
17)	Observe an interview -Conduct an interview if possible		
18)	Observe how to summarize and bring closure to the visit (ask if they need water esp)		
19)	Observe how to document visits with patients (some volunteers do this differently) -Practice documenting a few patients		
20)	Scenarios: Do I know what to do...? If a patient appears to be discharged/is not in room If there are many visitors in the room If a patient is busy with staff If a patient is sleeping		

21)	how to walk back to volunteer office when finished		
22)	Ask any questions you have		
23)	Know where to put scratch paper with patient information		
24)	Know where to put discharged patients from your shift		
25)	Know how to sign out and get their belongings		
26)	Know how to validate parking if needed and where to leave the hospital		

Shadow #2

1)	Go through checklist from shadow #1 with trainer - identify what you still need to learn		
2)	Complete everything for half of the patients and assist when needed		
3)	Ask Questions and act as independently as you feel comfortable		

Shadow #3

1)	Go through checklist from shadows #1 & 2 and identify anything you feel uncomfortable with still		
2)	Navigate the hospital on their own		
3)	Take charge of all the patients on the shift and help with needed		
4)	Review strengths and weaknesses with your trainer and ask questions		

Learn this on any shadow

Observe:

ROM		
Walk - how to maneuver bed and use gait belt		
Massage		
Relaxation/Sleep Protocol		
Assist with practical matters like room service or making phone calls (dial 971 first)		

Questions to ask each person you 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!