**Volunteer Service Description**  
**Oncology and Bone Marrow Transplant (BMT)**

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<th>Position Title: Oncology and BMT volunteer</th>
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| **Issue Date:** 0  
**Location:** SGH 4W (and rooms 5301-5310 on 5E(oncology))  
**Director:** Abbie Leshen-Plaza  
**Liaison:** Dulcy Wilson, Traci Allen-Taylor, Karen Agbayani (pm shift) |

**Service:**  
Oncology is a busy 42 bed unit with a 4:5:1 nursing ratio and the BMT unit is a 6 bed unit with a 3:1 nursing ratio. This department is unique as the patient mix is comprised of medical oncology, surgical oncology and BMT. Several of these patients have a longer than normal length of stay.

**Objective:**  
The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients, answering call lights and assisting staff with routine duties of the department. The volunteer will have the opportunity to learn professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

**Hours:**  
Monday-Sunday 9am-9pm

**Qualifications:**  
Friendly positive attitude. Works well with patients, staff and visitors.  
CPR recommended (not required)  
Good listener  
Stand or sit for long periods of time  
Be able to carry up to 20lbs. without problems (not required)  
Must attend one hour training session with Assist Nurse Manager before starting shift  
Artificial nails for patient care staff are prohibited due to infection control concerns

**Training:**  
Hospital orientation and specific departmental orientation.

**Competencies:**  
Confidentiality  
Phone etiquette
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<th>Responsibilities</th>
<th>Upon arrival:</th>
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<td>- Write name on white board and erase upon leaving</td>
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<td>- Check in with Charge Nurse at beginning of shift and to find out specific priorities of the day</td>
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**Provide patient comfort measures:**
- #1 PRIORITY for dept: Round with patients (hourly)
- Answer call lights
- Provide patient comfort measures: keep patients company by reading to them, writing letters, watch TV, talk with family members
- Ambulate (low risk) patients in the halls for exercise per R.N. instruction
- May give water to patient if not NPO or snack- check with RN, about patient diet

**Assist staff with:**
- Assist staff with meals: pass warm wash cloths, clean over-bed trays, pick up trays. May assist patient with opening juice (ect..) or cutting food as instructed by R.N
- Stock supplies, carts and blanket warmers
- Wheelchair discharges (written competency required)
- Accompany staff to Recovery to pick up post-op patients
- Run errands to other departments in the hospital
- Send labs through pneumatic tube system
- Assist with new admits to make sure they have water, blankets, pillows etc.
- Assist with relocating patients into new room/bed.
- Help keep nursing area clean
- Can update the patient board at shift change or as directed by staff
- Assist with HS (hour of sleep) care
- Disinfect wheelchairs or other equipment as needed

**Assist staff with clerical duties:**
- Make new admit charts and help with tear down of discharged patient charts
- File medical reports into patient charts
- Work closely with the unit secretary/nurse to keep up with admits/transfers/discharges

**Volunteers “Do Not”:**
- (Do Not) Silence alarms. Report alarms to R.N. immediately
- (Do Not) Enter Isolation rooms without permission first and proper PPE

Call 733-8944 if you cannot make your shift