

PAARL HOSPITAL
VOLUNTEER'S INTERVIEW FORM

CHECK LIST –SELECTION OF VOLUNTEERS

PERSONAL DETAILS

Name	
Date of birth	
Address	
Cell phone	
Land line	
e-mail address	
ID Number	

EDUCATIONAL DETAILS

Last school attended	
Grade Completed	
Other Qualifications	

AVAILIBILITY

Available as volunteer	YES	NO
Time available to volunteer		

OTHER: SELF ASSESSMENT ON A SCALE FROM 1 TO 10

Sense of Responsibility	POOR	1	2	3	4	5	6	7	8	9	10	EXCELLENT
Caring	POOR	1	2	3	4	5	6	7	8	9	10	EXCELLENT
Confidentiality	POOR	1	2	3	4	5	6	7	8	9	10	EXCELLENT
Dedication	POOR	1	2	3	4	5	6	7	8	9	10	EXCELLENT
Availability to other training	YES				NO				When			
Any other volunteerism	YES				NO				When			
Involvement in community work	YES				NO				when			

Personal Comments

.....

Completed by:..... Date:.....

Signature:.....

General Remarks by Interviewer:

.....

Completed by:..... Date:.....

Signature:.....

PAARL HOSPITAAL

INDEMNITEITS VERKLARING

Hiermee onderneem EK:.....(naam van persoon)

Van:.....(instansie) namens

..... om aanspreeklikheid te aanvaar vir die volgende:

1. Enige eise wat deur enigiemand teen hierdie Administrasie ingestel kan word as gevolg van enige handeling (wat ook versuim insluit) ten tye van die opleiding/dienslewering en ook vir enige eise wat moontlik ingestel mag word vir enige verliese of skade (met inbegrip van verlies of skade voortspruitend uit besering aan diens) wat die werknemer moontlik mag ly op op doen ten tye van opleiding/dienslewering:

2. Beskadiging van enige eiendom van die Administrasie weens nalatigheid op opsetlikheid aan die kant van die werknemer /myself : en

3. Enige mediese of verwante koste ten opsigte van werknemer/myself ten tye van opleiding/dienslewering aan u hospitaal:

4. Die Dissiplinêre gesag van die instansie hoof van die Paarl Hospitaal:

5. Ek sa die reëls van die Vrywillige Diens Afdeling volg en respekteer

6. Spesiale opmerkings:
.....
.....
.....

Geteken te:..... Hierdie Dag

Van..... 20.....

Handtekening:.....

Rang / Hoedanigheid:..... Datum:.....

Getuie:.....

WELCOME

It is with pleasure that I welcome you to our Volunteer Service.

As the weeks go by, you will be able to feel the warm caring relationships generated between the Volunteers, patients, staff and community, you will get to know the wonderful work the Volunteers do, their dedication to that work, and the commitment made by Volunteers to our Service. You will also see the role we play in bridging the gap between the community and the Hospital, helping the staff to enrich the quality of care of patients within Paarl Hospital. The care and concern shown by our Volunteers for the welfare of others is greatly appreciated, and we are sure you will become as proud, as we are, to be part of this unique Service. I do hope your time spent with us will be fulfilling and rewarding.

The Volunteer Service Co-ordinator is and the

Secretary is

Telephone: 021 8721711

PLEDGE

Believing that the hospital has a real need of my service as a Volunteer worker.

I WILL be PUNCTUAL and CONSCIENTIOUS in the fulfilling of my duties and accept supervision graciously.

I WILL conduct myself with DIGNITY, COURTESY and CONSIDERATION.

I WILL consider as CONFIDENTIAL all information which I hear directly or indirectly concerning a patient, doctor or any member of the personnel and will not seek information in regard to a patient.

I WILL take any problems, criticisms or suggestions to the co-ordinator of Volunteers.

I WILL endeavour to make my work of the highest QUALITY

I WILL UPHOLD the traditions and standards of this Hospital and will interpret them to the community at large.

NAME:

SIGNATURE:

PAARL HOSPITAL VOLUNTEER SERVICE DEPARTMENT

OBJECTIVES

Internal:

The aim of the Volunteer Service is to make the patient's stay at Paarl Hospital as comfortable as possible and assist the trained personnel to enrich the quality of care of patients. The Volunteer Service also endeavours to be of assistance and support to the families and friends of the patients.

External:

Time spent as a Volunteer helps achieve the following aims:

To provide a link whereby the community as prospective patients, or family of a patient, can become educated and familiar with their hospital and thus decrease the stress and fear associated with the hospital.

To provide a channel through which those members of the community who desire to help can contribute their resources, energy and ideas for the benefit of the hospital and the community.

To provide a way to involve those members of the community who, for a variety of reasons, are under stress and need an outlet, for example, the housewife with young children, the immigrant, young adults and retired business people, and the handicapped and elderly.

WHAT IS THE VOLUNTEER SERVICE

The Paarl Hospital Volunteer Service was established in 2007 and is unique in the diversity and standard of its service.

During each week, trained volunteers enter the hospital and undertake duties that assist the hospital's personnel in enriching the quality of care of both patients and their families.

In response to a community need, various services are run by the service. Volunteers can be found everywhere. The range and variety of tasks is unending.

This successful partnership between the community and the hospital not only provides extra comfort and care for the patients and their families; it educates and involves the public in their own hospital.

DO

- Be a CONFIDENTIAL and trustworthy person.
- Be sure to wear your identification at all times.
- Be punctual.
- Accept direction and supervision gracefully.
- Know your hospital well before giving directions.
- Be pleasant and relaxed in your duties.
- Dress neatly and tidily.
- Observe signs on doors and beds.
- Stay out of restricted areas.
- Be sensitive at times to occasions when your presence might be inappropriate.
- Be friendly and interested in the patient, not to the point of being over familiar or inquisitive.
- Be sympathetic but cheerful without showing pity or other emotional response.
- Provide feedback on your task.
- Walk and speak quietly.
- Read YOUR bulletin board regularly.
- Be ready to ask if uncertain about anything at all.

DO NOT

- Repeat remarks overheard about the hospital, other hospital workers, volunteers or patients.
- Answer questions about a patient's condition.
- Read a patient's case – notes or charts.
- Invade a patient's privacy.
- Perform any duties other than those specified.
- Be critical or interfere with hospital routine.
- Accept money or gifts from a patient.
- Impose your own beliefs or attitudes on anyone in the hospital.
- Give personal details to a patient for them to contact you at home.
- Bring valuables into the hospital on your day.
- Use hospital telephones for private calls.
- Eat, drink, or smoke while on duty.
- Leave the hospital during an assignment without notification.

BENEFITS

- Expect a JOB DESCRIPTION.
- Get free parking.
- Expect to be RECOGNISED for your years of service.
- Apply for any of the VACANCIES advertised in the Media at Paarl Hospital although success cannot be an expectation.
- Ask for a CERTIFICATE OF SERVICE for use as a reference.
- Expect to attend REFRESHER COURSES from time to time.
- Free treatment at Paarl Hospital if you are injured on duty.

IF

- ILLNESS prevents you from duty on your day, please advise the secretary as early as possible.
- You are unable to fulfil the four hours minimum work on your day, please advise the Co-ordinator.
- You have an accident while on duty, report immediately to the Co-ordinator.
- You are involved in any type of INCIDENT, report immediately to the Co-ordinator.
- You are going on leave of ABSENCE, you should notify the secretary as soon as possible.
- You wish to RESIGN, it must be done in writing and the BADGES & IDENTIFICATION CARD returned.
- You are concerned about occupational health hazards please discuss your concerns with the Co-ordinator.
- You have any suggestions or recommendations to improve our service, please discuss with the Co-ordinator.

WARD SERVICE

JOB DESCRIPTION FOR VOLUNTEERS

General

The purpose of the ward service is to assist the nursing and other ward staff which will thus contribute directly or indirectly to comprehensive patient care. Direct assistance to patients as approved by the sister-in-charge can make the stay of the patients more pleasant and easier.

Procedure

1. Sign the attendance register in the office of the Voluntary Aid Service. Should volunteers arrive before 08:30 and regularly work in a particular ward, the organiser of the Voluntary Aid Service must be contacted by telephone after 08:30 in order to confirm your presence in the ward.
2. The organiser will indicate which ward or wards require assistance.
3. Take magazines with you for distribution to the patients.
4. On arrival in the ward first report to the sister-in-charge in order to receive her permission, requests and instructions. It is extremely important that the sisters should at all times be aware of the presence of volunteers in the wards.
5. The work which is done will depend on the needs of the ward, the personal abilities of the volunteer and the prevailing circumstances in the ward.
6. When the tasks assigned to you have been completed, please inform the sister of your departure. If you still have time available, telephone the office 2208 to enquire if there are any further tasks.
7. At the end of the work period, your time of departure must be recorded in the attendance register.

Remember

Do not express an opinion about a patient's symptoms, diagnosis, or treatment.

TASKS WHICH CAN BE PERFORMED IN THE WARDS

1. Chat to patients. Greet all patients with a smile and try to communicate in the patient's home language.
2. Assist the ward secretary with clerical work.
3. Help staff to: Serve tea to patients.
Put away linen and tidy the linen trolley.
Hang up bed curtains.
4. Care for patient's flowers.
5. At the request of the sister-in-charge, patients in need of help can be fed.
6. Caring for patient's finger nails.
7. Hairdressing.
8. Assisting the Professional staff as requested, under supervision.
9. Reading to patients.
10. Reading or writing letters for patients.
11. Posting letters.
12. Distributing reading matter.
13. Running errands.
14. Keeping children amused and occupied.
15. Answering the telephone.
16. Performing other small services for the patients as approves by the sister.

HIGH CARE UNITS

1. Assist with the reception and control of visitors to patients.
2. Assisting and supporting the relatives of patients.
3. Running errands.
4. Acting as liaison between patients, relatives and the personnel of the unit.
5. Answering the telephone.

THE CASUALTY + OUT-PATIENT DEPARTMENT

1. Making bookings and answering the telephones.
2. Receiving patients and directing them to the correct clinic.
3. Escorting patients to various clinic and procedure rooms.
4. Directing patients to the main hospital for admission or x-ray, scans etc.
5. Watching children while parents sees Medical Staff or has tests.
6. Make and give tea to patients special test e.g. Endoscopy, Barium Meal etc.
7. cleaning the toilets, waiting room and general litter.
8. Assisting with clerical work.
9. Helping and attending to patient's needs on wheelchair or stretchers e.g. phoning relative to be collected, when no escort available, collecting medicines, making new appointments etc.
10. Any other requests by the Professional Nurse e.g. leading blind patients, providing a blanket for cold patients etc.
11. Find out which clients are hungry and arrange with housekeeping staff for soup.

ADMINISTRATION DEPARTMENT

1. Cleaning government vehicles.
2. Cleaning of hospital grounds.
3. Porter duties such as assisting patients in wheel chairs and moving patients.
4. Answering the telephone.