

Purposeful Visitor Volunteer Opportunity Description

PURPOSE: To provide support and assistance to UConn Health staff, patients, and families.

DAYS/HOURS: Flexible 7 days per week

NUMBER OF VOLUNTEERS: Limit two volunteers per shift per unit

VOLUNTEER RESPONSIBILITIES:

- To be courteous, cooperative, and considerate when dealing with patients, visitors, and UConn Health staff.
- To hold in strict confidence any information, observed, overheard or surmised regarding a patient, a diagnosis, or a member of the hospital staff.
- To be patient & sensitive to divergent cultures, religions, ethnicities, and persons with disabilities.
- To perform only those tasks within the scope of volunteer duties
- To be punctual and attentive in performing duties
- To be compliant with the department specific standard operating procedures
- To be compliant with all UConn Health trainings & competencies

DUTIES/DAILY PROCEDURES:

- Visit patients that have received a referral. or are identified by the clinical team as needing extra support.
- Engage patients by conversing, reminiscing, reading, playing cards, crossword or word find, puzzles listening to music, coloring etc. – mainly to maintain their cognitive functioning
- Utilize the activity cart to socialize and connect with patients that are lonely or those with disruptive behaviors
- Perform rounds by checking patients to ensure that personal items and call bell are within reach; scan the room for any safety hazards
- Assist the patient with comfort needs like adjusting bed height, obtaining blankets or pillows or performing face washing, adjusting the blinds etc.
- Update the white boards in patients' rooms
- Assist in ordering meals
- Serve as meal mates by identifying food items in tray, opening containers, cut food as needed, coaching, and encouraging patients to eat, and companionship during mealtime
- Answer call lights and communicate patient's care needs to the care team

MINIMUM REQUIREMENTS:

- Strong active listening and empathetic communication abilities, with a nonjudgmental and supportive approach.
- Understanding of the importance of privacy and confidentiality
- Ability to work respectfully with individuals from diverse backgrounds and experiences.
- Capacity to remain calm and composed in emotionally charged situations.
- Willingness to work collaboratively with staff, clinicians, and other volunteers.
- Openness to training, supervision, and ongoing education in mental health practices.

SUPERVISION: While on duty, receives direction from the charge nurse or their assigned delegate.