



CARE CENTER FRONT DESK VOLUNTEERS

FRONT DESK UPON ARRIVAL

- When you begin your shift, check with Admin Coordinator or one of the nurses at the nurses' station to be sure that the census sheet is still up to date.
- Ask staff (RN, CNA, or office manager) if there are any special instructions i.e. patient(s) in isolation; patient(s) not receiving visitors or has limited visitors. Make notes on your census sheet and keep in the desk drawer at all times.
- Sign-In Book (Bottom desk drawer) – Be sure to sign in and out and include your roundtrip mileage/travel time – OR – use electronic contact sheet found at https://forms.office.com/pages/responsepage.aspx?id=AilQ3MDJZUqrlesoy5OuDJEJNQJkCLhMvE_E6EH0sbxUNjI5VUwzNDVSQkE3WEISVIA2WU9DNEo2Wi4u (do not use both physical form and electronic form)

CENSUS SHEET

- The census sheet is an account of the current patients and which room they are in as well as the current nursing staff on duty.
- If you are the 1st volunteer of the day, the census sheet will likely be pinned to the board in the nurses' station. If it is not, ask Admin Coordinator (at the office window) for it. If he/she is not available check with the RN or CNA.
- The census sheet should be passed to the volunteer that relieves your shift. If no one is there when you leave, pin the sheet on the census board in the nurses' station if another reception desk volunteer is expected that day.
- Any new information given either by family, nurse, CNA, or front desk person may be hand written on the census sheet and passed on for that given day.
- The census sheet ***must be placed in the shredder at the end of the day*** by the last volunteer EXCEPT on FRIDAY and SATURDAY nights. On these days please place the census sheet back on the board in the nurses' station. The shredder is located in the nurses' station.

FRONT DESK DUTIES

GENERAL

- Anytime the reception desk is left unattended, ***lock the desk drawers*** and put up the sign instructing guests to check with the receptionist for information. ***PLEASE PUT ALL PATIENT RELATED INFORMATION SUCH AS THE CENSUS INTO THE DRAWER UNTIL YOU RETURN. REMEMBER CONFIDENTIALITY!*** (The key is in the sidewall of desk under desktop by your right side as you sit at the desk in Brunswick & Columbus, in Wilmington it is with the Admin Coordinator)
- The key fob for unlocking doors is in the top desk drawer. Be sure to return it to this location.
- Front desk volunteers will not answer the phones, with the exception of the Wilmington Care Center.
- Check the "Things to Do" sheet throughout your shift for things to help out with around the care center.
- There is a panic button underneath the desk area that when activated, will silent alarm to automatically dispatch the police department in the event of emergency.

VISITORS – (RECEPTION DESK)

- If a visitor comes in and asks to see a patient, they must know the patients 1st and last name in order for you to give them the room number. You may not answer the question “Is Jane Doe here?” This would be a **HIPPA/CONFIDENTIALITY** breach. If this occurs simply tell them that you are not allowed to give out that information and recommend that they call a family member to find out.
- If a visitor comes in and asks to see a patient who is not on your census list, ask them to sit and wait while you check with the administrative coordinator or a nurse. A patient may have been admitted since your list was printed or there may be some other reason for the confusion.
- If there is any dissatisfaction or a “puzzled look” on the visitor’s part, do not let them leave without a resolution – bring in a staff member to do this.
- If it is a visitors first time to the care center, **GIVE THEM A TOUR OF THE FACILITY BEFORE ESCORTING THEM TO THE ROOM OR SOLACE ROOM UNLESS OTHERWISE INSTRUCTED.**
 - The staff generally keeps patient doors open to keep a close watch on them. The door may be closed if the family has requested it, if staff is in the room, or occasionally, if the patient has died. If the door is closed, always knock. If there is no answer, peak in to assess the situation. If the curtain is visible at all, do not enter. This likely means the RN, CNA, or Dr. are working with the patient and should not be disturbed. If you are uncertain, wait until a staff member is available in the nurses’ station and ask them for information.
 - If the patient they are here to see has died, ask them to wait a moment and go find the nurse or social worker to come and assist them. You are not responsible for notifying them of this.
 - Often an RN, the social worker, or the doctor may step into the hallway or other public areas to have a conversation with family members. **NEVER** interrupt this conversation unless it is a **VERY** critical need. Be mindful of the need for privacy.

DELIVERIES

- You may sign for flowers. For all other deliveries, send the person back to the nurses’ station.
- Miscellaneous donations – If donations of items are brought to the center, ask the donor to complete the information in the **DONATION** clipboard. If they want a receipt, they are in a hanging file in the bottom desk drawer.
 - Pantry items are to be store away in the kitchen. They may use the rolling cart in the breakroom to transport goods back.
 - Quilts, crochet blankets, crochet hats etc. may be given to the Admin Coordinator for storage.

MEALS OF LOVE

- Meals of love are meal donations by community members/organizations for families in the care center.
- Ask the donor to complete the sign in information on the donations clipboard. **NOTE: THERE IS A SEPARATE SIGN IN SHEET FOR THIS.**
- Offer assistance if needed. You may use the rolling cart from the break room to help transport food.
- Take the donor back to the kitchen and help them label and set out the meal.
- **THANK THEM.**

- Volunteers will make sure that any remaining food is properly labeled with date received and refrigerated an hour after delivery.
- Check the kitchen often for any cleaning/restocking needs and for donated food items exceeding three days of receipt.
- Always wash hands when handling food.

FAMILY KITCHEN AND HOSPITALITY CART GUIDELINES

- When using the volunteer hospitality cart, please make sure it is properly stocked (if cart needs re-stocking, supplies can be found in family kitchen or pantry of each facility). Make rounds to each room and ask families if they would like something off the cart. If there is something they request that you do not have, please politely ask the staff if this is something we can get for them. After the rounds have been completed, please return to cart to the volunteer coordinators cubicle. If a PATIENT requests food or drink from the cart, check with nurse or CNA first for direction.
- Please remember to check the dates on the food in the refrigerator.
- We are to keep donated meals for up to 3 days. For example, if something is labeled 12/01 it can be kept ONLY until 12/04 and then it must be thrown out,
- Check all other foods in the refrigerator and on the counters for expiration dates. All other food, such as condiments, yogurt cups, individual snacks, etc. can be kept until the expiration date listed. There are frozen meals as well that need to be checked for expiration dates.
- Make sure the meals stored in the refrigerator still look fresh and clean. Rewrap any items with tin foil that have become ripped or unattractive. Consolidate meals into smaller plastic containers to conserve room in the refrigerator if possible.
- Make sure the counters and shelves are stocked with individual snack items, canned soups, instant oatmeal, plates, cups, plastic ware, coffee creamers, stirrers etc.
- If you need more of these things, check the upper cabinets for extras and then get the pantry key from Admin Coordinator to access other goods stored away.
- Clean the counter tops or any dirty dishes left in the sink. Check the tables for anything that may need to be wiped up as well. Check the microwave for anything that needs to be wiped up or scrubbed.
- We are held to health inspection standards and are regularly inspected by them. Your help in maintaining the kitchen is greatly appreciated and allows us to not only keep our doors open but to focus even more of our time on patients and their families!

THINGS TO DO AROUND THE CARE CENTER

- If you are bored during your shift there may be things you can do to help out the staff and pass the time.
- Straighten magazines in the lobby, solace room, and family alcoves.
- Sweep the floors if you see a mess.
- Check the clipboards for any copies needed to be made. There should always be several sign-in sheets, donation log sheets, meals of love sheets etc.
- Utilize the hospitality cart if needed.
- Check to see if any Thank you notes need to be written for donations or meals of love. Thank you notes and envelopes can be found in the desk drawer or with the volunteer coordinator. There are guidelines in the card box for how to write these. Once written, please address the envelope, DO NOT seal it, but leave completed thank you notes in the volunteer coordinator's mailbox. Initial next to each line completed.
- Take note of any maintenance items needed to be taken care of around the building (light bulbs out).
- Check the laundry area to see if the blankets need to be refolded or stocked if we have extra supplies in there.

- Check with Admin Coordinator to see if there is anything you can do to help him/her out.
- Check with the nurses to see if they need help with anything.
- Spend time with families you may see in the front lobby area.

TERMS AND ABBREVIATIONS

RN: Registered Nurse – This is our head nurse on duty

CNA: Certified Nursing Assistant – This person works under the supervision of the RN and helps to administer treatments

Acute: Our acute patients are the ones at the care center for symptom management or are in the actively dying phase

Respite: Our respite patients are the ones at the care center to allow the caregivers to get a temporary break. They are typically more alert and active than the acute patients and are there for a set period- of -time, typically 5 days.

Census: The list of our current patients and nurses on duty.

Palliative care: Palliative care is essentially comfort care. It focuses on providing relief from symptoms, pain, physical, and mental stress of a terminal diagnosis. Hospice is a form of palliative care, but Lower Cape Fear Hospice has a palliative care program separate from our hospice program. The main difference is that palliative care does NOT require the 6- month prognosis and the giving up of aggressive treatments that hospice does require. To be a part of the palliative care program, the patient has some type of life limiting illness with symptoms that need to be managed, but they may still pursue aggressive treatments if they want to.

ONLINE FRONT DESK CALENDAR (SIGN UP GENIUS)

We have an online calendar in addition to the physical paper calendar in the calendar binder at the desk. The online calendar allows volunteers to sign up for empty time slots from home or to remove themselves from a time slot when they find out they cannot make it to their shift. This allows for more reaction time than waiting until the next time you are at the care center to make the change.

HOW TO USE THE ONLINE CALENDAR

www.signupgenius.com

Once you have an account go to www.signupgenius.com and log in, you will currently see at least two calendars under the “Invited to” tab.

If you need to check or make changes to your shifts you will select the calendar that corresponds to the month you would like.

You may find your shift and select “Edit” or “Delete.” Please avoid the “Swap” button. If you need to make a comment that you may be running late or need to leave early you may select the “Edit” button and edit your comment.

If you need to remove yourself from a shift altogether, select the “Delete” button.

If you see a shift with the “Sign up” option, this means that this shift is available to be picked up. If you are able to fill in any open spots please select “sign up” .

THANK YOU NOTES GUIDELINES

- Check the Thank You Notes tab of the binder to see if any thank you notes need to be written. If there are notes that need to be completed there will be a sheet with all the information regarding the donation. Once you have written a thank you note, address the envelope and place the note inside. **DO NOT SEAL IT.** Initial next to each line you have completed a thank you note for and place all completed notes in the volunteer coordinator's box for further processing.
- When writing thank you notes you may be creative if you would like or you may simply follow the sample provided below. When possible, please specify the donation in your note to make it thoughtful and personal. Do not let your fear of bad handwriting keep you from helping in this area. A handwritten note is a nice touch when thanking individuals and we want to let each person know how much we appreciate what they do for us.

SAMPLE THANK YOU NOTE:

Dear (name/group name)

Thank you so much for your donation.

We want you to know how much your generosity means to us and the families we serve.

For all you are and all you do, thank you!

Lower Cape Fear LifeCare