

Buddy shift checklist: peer/family volunteers

Date: _____

Name of volunteer: _____ Name of buddy: _____

Thank you for supporting our new volunteer during their very first shift! We ask that you please review the following during your shift:

- ☐ Review the **log-in process at the kiosk** using the new volunteer's MyImpact username.
- ☐ Give a general orientation to the **volunteer office**:
 - Show them how to use **lockers for valuables** and where to store **nametags**.
 - Go over **kid's cards**, the **communication binder**, and **volunteer tasks for quiet days** list.
- ☐ Review infection prevention & control protocols:
 - Remind them to **sanitize their hands** upon entering the hospice site and before consuming any food.
 - Go over current **PPE policies (masks)**.
- ☐ General tour & introduction to the team in house:
 - Share some activity ideas! Show them the **craft binder** in the art room to highlight a resource for ideas about activities they could do with kids.
 - Confirm location of the **phones/emergency buttons** in each room.
 - **Check in with nurses**: explain how to introduce yourself and ask about kids in-house (likes/dislikes, ways of communicating, need to know information, etc.).
- ☐ Review **limitations of service**—volunteers are not permitted to feed, bathe, dress, transfer, or toilet a child or perform other clinical tasks.
 - **Important reminder**: unless accompanied by a family volunteer or nurse, peer volunteers must remain on the nursing floor with children on program.
- ☐ General discussion:
 - Share your experiences—what have you enjoyed, what was challenging when you first started?
 - What do you wish you had known when you first started? Share some tips & tricks!
- ☐ Remind them of **mealtime etiquette**:
 - Allow family and kids to eat first.
 - Hand sanitize before approaching the buffet.
 - Check with the kitchen to make sure everyone has eaten before taking seconds.

Please return to the volunteer office when complete. Please drop us an email at ivolunteer@canuckplace.org to follow up on your experience. If you feel the volunteer could benefit from more time on shift with a buddy, please let us know. Any feedback is welcome.