

Clinical Volunteer Supervisory Review Patient & Family Visit/In Patient Unit



The following tasks are to be assessed by a Volunteer Service Manager, Primary Team Member, or Volunteer Mentor during a volunteer service assignment. The results are discussed with the volunteer; and any recommendations or deficiencies are reviewed with the volunteer. Completed form should be placed in the volunteer's file.

(circle one) IPU Visit	Alt Home Visit	Home Care Visit	Phone Call Only Volunteer	Yes	No	NA
1. Arrives on time to assignment.						
2. Follows personal appearance policy, including wearing ID badge.						
3. Signs in at facility / IPU						
4. Communicates with caregiver /staff / IPU prior to visit						
5. Introduces themselves & role as a volunteer.						
6. Screens for pain per agency policy.						
7. Demonstrates active listening and communication skills; shows respect for patient.						
8. Performs proper hand hygiene.						
9. Inquires to the patient/ family: Are they receiving right amount of volunteer support?						
10. Compliant trunk check (all vols) (change of clothes, plastic garbage bag, container for soiled items)						
11. OSHA kit with current items (HC only)						

New Pet Therapy Volunteers are required to Shadow a current Pet Therapy Volunteer as follows.

Shadow 1 – New Pet Therapy Volunteer (no dog) shadows a Pet Therapy Preceptor

Shadow 2 – New Pet Therapy Volunteer and Pet Therapy Preceptor visit as a team with both dogs

Shadow 3 – Pet Therapy Preceptor Shadows New Pet Therapy Volunteer with dog on first assignment

Annually, in addition to the above items, the Clinical Supervisory Review will include the following

Pet Therapy Volunteer Item	Yes	No	NA
1a. Dog displays proper grooming and paw hygiene, including wearing ID Badge			
2a. Maintains control of dog at all times			
3a. Greeted by dog satisfactorily (no jumping)			
4a. Dog shows signs of hesitation to approach a stranger			
5a. Dog shows signs of sensitivity to sound and/or motion			
6a. Dog barks or shows any signs of aggressiveness			
7a. Dog interacts properly with other animals			
8a. Dog relieves themselves in proper area and handler properly cleans up.			

Team Member feedback (where applicable)	Patient / Family feedback (where applicable)
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