

## **Bingo Service Volunteer - Operations Procedure**

- Wash your hands upon arrival and then use alcohol gel when moving from one patient to another and before you leave the ward.
- Ensure that long hair is tied back, and that you adhere to the “bare below the elbows” policy at all times. With the exception of a wedding band and small stud earrings, no jewellery or watches are allowed.
- Upon arrival to the ward, please report to the nurse in charge and introduce yourself as a Befriending Service team member (Please note, there may be a short wait to speak to the nurse in charge, so we would ask for your patience)
- Please ask the nurse in charge which patients are appropriate for you to work with
- Check with the nurse in charge about priorities and any issues the volunteer should be briefed about
- DON'T enter any side room of a ward that displays a **RED HAND** on the door without first checking with a nurse if it's ok to enter.
- If a patient has closed the curtains around their bed, respect their privacy and don't enter or disturb them.
- When approaching a patient, never assume that a person will automatically want to engage in conversation.
- Introduce yourself and explain the reason for your visit
- Offer the patient opportunities to engage in conversation
- Do not lift or carry patients, accompany patients to the toilet or help patients in and out of bed.
- Don't offer medical advice if asked and don't answer any medical question, instead, refer them to a member of ward staff.
- Maintain patient confidentiality at all times.
- Don't share your personal contact details
- Report and share any concerns/feedback from patients about risks to themselves or others