



Volunteer Chapel Helpers

Purpose of the Position

To assist the Waikato Hospital Chaplaincy Department by inviting, collecting and delivering patients to Sunday Chapel services and returning them to their Ward once the service is over.

Key Tasks of the Volunteer are:-

- Chapel Helpers work with a team of others, including Chapel support teams from other Churches.
- To visit wards and liaise with nursing staff and patients to ascertain who wants and is able to attend the Chapel service and who requires help to get there.
- To provide physical assistance to elderly and disabled persons and others in need so that they may attend the Chapel service.
- To escort people to the Chapel service as required, including those in wheelchairs, and in beds, and return them after the service
- To assist with the evacuation of people from the building during a fire alarm.

Chapel Helpers – Special Considerations

- Chapel Helpers visit the wards assigned to them for the express purpose of organising the transport of patients to the chapel and back again.
- There is to be no other visiting while in the role of Chapel Helper.
- Chapel Helpers must wear their Waikato DHB I D badges at all times and after an initial greeting to patients must introduce themselves and their role as Chapel Helper.

- Chapel Helpers will not initiate any conversation of a personal, religious or medical nature.
- Any requests for pastoral conversation are to be referred to the Chaplain on call.
- Chapel helpers are requested to not sit on hospital beds
- There should not be any physical contact with patients unless a hand is extended. It is accepted however that Chapel Helpers may, from time to time, offer physical assistance to patients if required to get them into wheelchairs etc. Chapel Helpers are to seek help from staff if more assistance is needed i.e. the patient needs to be lifted in any way.

Expectations – it is expected that Volunteers will:-

- Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration
- Assist patients and visitors in a manner that ensures their safety and comfort at all times
- Respect people's right to privacy at all times. Chapel Helpers are not to read medical notes and are reminded that pulled curtains signal no entry.
- Ask for assistance from staff and refer all problems to the Duty Chaplain
- Communicate with and follow the direction/guidance of staff. This includes abiding by all ward notices especially concerning infection control.
- Provide feedback as required on tasks undertaken
- Report accidents or incidents immediately
- Comply with the requirements of WDHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Duty Chaplain or Volunteer Manager for discussion