

VOLUNTEER SERVICES**WHEELCHAIR SAFETY REVIEW INSTRUCTIONS**

IMPORTANT: This review needs two signatures, yours and the volunteer who observes you doing this safely.

As patient safety is a priority for the Dartmouth-Hitchcock Medical Center, we have been requested to do a safety review upon Escort volunteer's initial training and annually thereafter. It will be the responsibility of each Escort volunteer to work with their peers on their Escort team to review safe practices for wheelchair use.

Extra wheelchair safety guidelines are available in the volunteer office. Please complete and return to volunteer office. We will be happy to make you a copy for your records.

We hope to have 100% participation in this review.

Thank you!!

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VOLUNTEER SERVICES**REVIEW OF SAFETY GUIDELINES RELATED TO
ESCORT VOLUNTEER ROLE:**

Volunteer's Name: _____ Date: _____

Observer's Name: _____ Date: _____

Please observe volunteer performing the following wheelchair safety procedures and provide review of appropriate methods if needed:

1. Open the chair by pushing on the sides of the chair and make certain it is fully open. **Our patient's safety must always come first. We may need to remind the patient to wait until the brakes are secured before they enter or exit the chair. It was suggested we say, "Your safety comes first, please allow me to lock the brakes and or swing the legs rests out of your way before you sit in (or get out of) the chair."**

2. Lock brakes before seating or unseating the patient.

3. Swing out or lift leg rests and foot rests before patient sits in or leaves chair.

4. Back wheelchair into elevator, eliminating risk of bumping other passengers or the back wall. **When pushing someone with a raised leg rest, it may be necessary to ask other passengers to wait for the next elevator. More space in the elevator car makes it easier to avoid accidental contact with the injured leg.**

5. What is the protocol to follow if more assistance is required by the patient than you can manage?

It is a Risk Management Guideline that volunteers cannot push patients who are heavier than 250 lbs (113 kilograms). If this patient does not meet these guidelines, please advise the receptionist to call Transportation Dispatch Office (x 5-5580) for assistance.

For patients requiring oxygen tanks, IV poles, or other equipment, please advise the receptionist to call Transportation Dispatch Office (x 5-5580) for assistance.

6. If you need to assist a patient getting into their car:

At the entrance, take wheelchair down ramp on an angle turned toward the car door that the patient is going to enter. Lock both brakes; move foot rests out of the patient's way. Offer to hold belongings while patient stands pivots and sits onto the seat. Caution the patient to duck head. If needed, place your hand over the patients head to protect from

hitting the door jam. If necessary, assist patient to lift his/her legs into car. Offer to assist with the seat belt. Finally close car door and move wheelchair away before car moves. **Volunteers should not physically lift a patient out of the wheelchair and into their car. If a patient needs this much assistance Transportation (x5-5580) or Security (x5-7896) should be called.**

Review of physical requirements of Escort Volunteer role:

1. Volunteer is able to lift up to 15 pounds for errands related to escort role.
2. Volunteer is able to maneuver and safely steer a wheelchair carrying a patient weighing up to 250 lbs.
3. Volunteer is able to safely walk long distances during the volunteer's shift without risk of falling.
4. Volunteer is able to hear well enough with reasonable accommodation to answer the phone and take messages.
5. Volunteer is able to withstand temperature changes related to going in and out of hospital entrance throughout the shift.

Comments:

Signature of Escort being reviewed: _____

Date: _____

Signature of observer: _____

Date: _____