



# VOLUNTEER AS A MEDICAL ESCORT FOR THE ELDERLY

As a medical escort volunteer you will render your help to those senior citizens who have difficulty to move around and needs monitoring, and have no caregiver, or whose caregiver is unable to provide support because of their own health and physical condition.

# Role of a Volunteer as a Medical Escort for Elderly

Provide support by co-ordinating regular/one-time/ad-hoc for medical trips and appointments for elderly (but not limited) to:

- Take note of or schedule the next appointment with the respective medical personnel.
- Note and explain doctor's instructions to elderly in a manner that is easy for them to understand and follow.
- Liaising with the elderly's family and the hospital staff to help explain procedures, nursing care, and communicate concerns regarding their health condition.
- Escort and keep the elderly company while traveling and waiting in the medical facility.
- Providing assistance for toileting and other personal care
- Arranging transport for them to visit any medical facilities.
- Ensure that elders who have mobility constraints can safely transfer in and out of the vehicle while attending a medical appointment.
- Help them to navigate in the hospital such as bringing them to the their doctor's room, helping them in finding the elevator, etc.
- Collection of prescription, health reports, discharge reports or any other medical document so that the patient doesn't have to stand in queue to get them.

## SKILLS REQUIRED :

- Good verbal and non-verbal communication skills with seniors.
- Physically capability to help in lifting and transfers of elderly person.
- Knowledge about handling wheelchairs and other mobility aids.
- Competence in managing emergency medical situations.
- Ability to manage a clear and legible documentation and records.



# Code of Conduct

## ► Boundaries

- Do not accept any gifts or money from the elderly. Request them to donate directly to NuLife (<https://nulife.com.sg/how-to-help-cash/>).
- Handwritten cards/ thank you cards are acceptable. Speak to your volunteer manager if you have any doubts/concerns about the card(s).
- Do not give out your personal contact number and/or address to the elderly unless prior approval from the organization is obtained.
- Do not invite them to your home on a personal capacity.

## ► Confidentiality

- All personal information of the elderly shared by the organisation is confidential.
- Do not take or share any photographs, videos and/or audio recordings of the elderly and/or their families unless authorised to do so by the Volunteer Manager.

## ► Conduct

- Speak politely and engage with the elderly gently
- Do not make racially / culturally / religiously offensive remarks.
- Refrain from making personal attacks, insults or derogatory / inappropriate remarks against an individual or the organisation while having conversations with the elderly.
- Do not consume alcohol or smoke during your participation as a volunteer.
- Consuming alcohol or smoking
- Be mindful of your role as a representative of the organisation.
- Work together with the other volunteers as a team to promote team spirit and cooperation.

## ► Responsibility

- Be punctual.
- Ensure that you attend all training briefings.
- Carefully consider the time commitment for the role before signing up as a volunteer.
- Inform the Volunteer Manager if you are unable to attend the activity at least three days prior to the activity.

## ► Dress Code

- Dress appropriately for all activities/events. Covered shoes are generally recommended, unless otherwise indicated by the Volunteer Manager.
- Mini-skirts, tank tops and clothing with pictures, logos or messages which promote or refer to profanity, nudity, sexual connotations, violence and/or other illegal activities are strictly prohibited.

