

Shhh...please remember that Hospice is an operating facility 24 hours a day.

1. The family members in **room 102** requested a rollaway bed to sleep on. Please locate the bed in the hallway closet. (Do not go in the patient's room.)
2. The **East Wing Family Room** has ice cube trays that need to be refilled. Please proceed to the family room to fill the ice cube trays.
3. The **Flower Room** just received a new arrangement of flowers to distribute. Please go to the flower room and start arranging smaller vases of flowers.
4. The **East Wing Clean Utility Closet** needs new bed bags made. Please go to the clean utility closet and make more.
5. A family member asks where to purchase his meal. Please take him to the receptionist at the **Front Desk**.
6. The **West Wing Courtyard** has an overturned plant. Please go out to the courtyard and turn the plant upright.
7. The Teen Volunteer Coordinator is not in the day you volunteer. Please find the **Volunteer Director's office** and report what you did for the day.
8. The nurses ask you to sit at the **front of the Nurses Station** to answer visitors' questions. Please take your post.
9. A nurse asks you to run to the **Kitchen** to get a Jell-O for a patient. Please locate the kitchen service counter. (Do not go into the kitchen staff work area.)
10. A lay minister arrives to give Communion. Please direct her to the **Chapel**.
11. A family asks where to locate their memorial brick. Please direct them to the **Memorial Brick Walkway**.
12. The Teen Volunteer has paged you over the intercom. Please report to the **Teen Volunteer Coordinator's office** for further instructions.
13. There is a child without shoes playing the piano in the **Great Room**. Please ask him to put his shoes back on for safety precautions.
14. The Teen Volunteer Coordinator asks you to make copies on the Home Care copier. Please proceed with the originals to the **Home Care Office Supply Room**.
15. A family member asks you for a fresh pitcher of water for a patient. Please proceed to the **Water / Ice Station**.
16. A visitor asks you for reference material on coping with a loss. Please take her to the **Bereavement Library**.
17. A family member in room 121 asks where to get a cup of coffee. Please direct him to the **West Wing Family Room**.