

Helping Hands Volunteer Instruction Booklet

Patient Entertainment Loaner Tablet Program

Thank you for supporting the Patient Entertainment Loaner Tablet Program at LHSC.

Since the program began in 2022, an average of 800 tablets have been distributed annually to patients at LHSC who do not have their own device.

This instruction booklet provides an overview of the Loaner Tablet Program and outlines the standardized procedures for volunteers. It includes step-by-step guidance on cleaning, resetting, charging, setup, and the delivery/pick-up process.

Following this guide will help ensure a consistent and positive experience for patients and support the success of the program.

Program Overview

Patient Entertainment Loaner Tablet Program

LHSC encourages patients to bring and use their own personal devices (laptops, tablets, smartphones) to access the hospital's free Wi-Fi and the [Patient Entertainment Site](#) on the LHSC public website.

For **adult inpatients who do not have a personal device**, unit staff can request a loaner tablet for use during the patient's hospital stay.

Step 1: Clean and check the Tablets in the "Need to Clean" container

- ✓ Sanitize your hands and wear gloves.
- ✓ Remove tablet from its case. Remove the screen protector.
- ✓ Use a new Accel wipe for each tablet kit.
- ✓ Wipe the tablet front and back in one direction.
- ✓ Use one wipe to clean and another to disinfect if heavily soiled.
- ✓ Check for damage and remove tablets with cracks or debris that can't be cleaned.
- ✓ Put a sticky note on the tablet noting what the issue is (e.g., case is cracked) and place on the Admin desk.
- ✓ Clean cables/adapters and check for fraying.
- ✓ Clean the case thoroughly, **especially seams and edges.**
- ✓ Clean the protective screen cover from inside to outside.
- ✓ Use a damp (water) cloth to wipe the tablet to remove wipe residue after cleaning.
- ✓ Disinfect the 'Need to Clean' container after cleaning.
- ✓ Sanitize hands and remove gloves.

- ✓ Place the damp cloth in the appropriate bin (VH – laundry cart / UH – black bin on bottom of cart).

Step 2: Reassemble the Tablet Kit

- ✓ Ensure the tablet and parts are dry before reassembling.
- ✓ Ensure all labels are intact.
- ✓ Put the case back on the tablet.
- ✓ Place cleaned tablet kit in 'Clean' container.
- ✓ Dispose water

Step 3: Reset and Charge the Tablet

- ✓ Power on the tablet.
- ✓ Open Settings > General > Transfer or Reset iPad > Erase All Content and Settings.
- ✓ Confirm by tapping Erase Now. The tablet will now erase and restart.
- ✓ If the tablet is dead and cannot be reset, attach a sticky note 'Needs Reset'.
- ✓ If you're able to reset it but not set it up, attach a sticky note 'Needs Set Up'.
- ✓ Ask Volunteer Services staff to charge the tablet if not needed immediately.
- ✓ Tablets should be charged to at least 20% before delivery.

Tablet Setup and Management Instructions

Step 4: Set Up the Tablet

- ✓ Ensure the tablet is powered on.
- ✓ Select English as the language.
- ✓ Select Canada as the region.
- ✓ Appearance – click continue.
- ✓ Quickly Set up iPad – click set up without another device.
- ✓ Connect to LHSC Guest Wi-Fi.
- ✓ Remote Management – click Enroll this iPad.
- ✓ Enable location services: Settings > Privacy and Security > Location Tracking > Turn On.
- ✓ Open the ***Terms of Use*** page for the patient to review.
- ✓ Confirm the website loads properly.

Step 5: Pick-Up and Delivery Process

Please call Volunteer Services **no later than 30 minutes after the start of your shift** to inquire about any tablet cleaning, pick-ups or deliveries for the day. Volunteer Services will provide the chart below indicating pick-ups and deliveries for the shift.

Tablet Pick-Up Instructions

- Let unit staff at the communication desk know you're there to pick up a patient entertainment tablet.
- Ask staff to place the tablet kit in the "Need to Clean" container.
- Check that all items (e.g., cables, adaptor) are included. Report any missing pieces to staff.
- If you handle the tablet on the floor, wear gloves. Dispose of gloves after use and sanitize your hands.
- Return all items to the Volunteer Services office for cleaning.

Tablet Delivery Instructions

- Let unit staff at the communication desk know you're dropping off a tablet for the patient listed.
- Ask for their name and record it in the **Receiver** section of the form.
- If no staff are present, leave the completed "Sorry we Missed you" at the desk and write **NOT DELIVERED** in the Receiver box, along with your name.

| Date | Drop-Off / Pick-Up (Select one) | Unit (e.g. B9- 200) | Patient 1 st Initial & Last Name | Room # | Tablet # (e.g. VH- PE016) | Items Received (Pick-up only) | Volunteer Deliverer 1 st Name | Staff Receiver 1 st Name OR "NOT DELIVERED" |
|------|---|---------------------------|--|--------|------------------------------|---|--|---|
| | <input type="checkbox"/> Drop-Off <input type="checkbox"/> Pick-Up | | | | | <input type="checkbox"/> Tablet with case <input type="checkbox"/> Charging cable <input type="checkbox"/> Extension cable <input type="checkbox"/> Wall adaptor | | |

Pick-up:

- If tablet/parts aren't at communication desk, ask unit to search the communication desk(s) and/or the patient room. Make note of the missing tablets/parts in the Loaner Tablet binder. Volunteer Services will follow up.

Delivery:

- Ensure all pieces (tablet, case, cables) are attached.
- Tablet should be charged to at least 20%, powered on, and connected to Wi-Fi. (LHSC Guest).
- Ensure the **Terms of Use** page is open for the patient to review
- Deliver to designated communication desk with the Info Sheet (see below).
- Ask Unit staff their name and update the delivery log sheet, as well as your name as deliverer.

Safety Protocol

- ✓ Wear gloves when handling soiled tablets on the floor.
- ✓ Discard gloves as you exit the unit (as you will require new ones for the next pick-up) and properly sanitize hands. Refer to [Hand Hygiene module](#) in the [LHSC Volunteer Orientation](#).

Info Sheet

For tablet deliveries: Volunteer Services will complete the Info Sheet and provide Chart in volunteer binder for tablet number, unit extension, and patient details. While tablet number (e.g., UH-PE001, VH-PE002) is at the top of the Info Sheet, ensure all fields are filled before sending the tablet to the unit.

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| | | | |
|---|---|--|--|
| Patient First Initial & Last Name | | Room # & Bed | |
| Unit | | Nursing Station Ext. | |
| Tablet kit contains: Tablet # | tablet with case + charging cable Note: The tablet kit must remain in your room and is not to be shared with other individuals. You can charge your device by plugging it directly into your bedrail. | Questions? Contact Volunteer Services at ext. 33134 if you have any questions or need help using the tablet. | |
| This tablet kit is the property of LHSC and must be returned to your nurse prior to discharge. **Please complete the survey on the back of this sheet and return it with the tablet.** | | | |

Step 1: Before using your loaner tablet, review these important documents

Review the **Terms of Use** for the Loaner Tablet Program, including appropriate content to view while using the loaner tablet. You will find this when you click this symbol:



Review **How to use the loaner tablet** for information about where and how to use the tablet and keeping it clean. You will find this when you click this symbol:



Step 2: Learn important features of the tablet



Additional Information: Connecting to LHSC WiFi

This tablet was connected to WiFi upon delivery. If at any time, you find it is not connected, please follow these steps:

- Go to "Settings" (see tablet image above)
- Select "WiFi"
- Select "LHSC Guest", then read and accept "WiFi Terms and Conditions".
- When you see "Welcome to LHSC Guest WiFi", select "I'm a patient at LHSC".
- When asked "Open in Safari?", select "Open".
- You can now watch Rogers TV.
- To return to homepage for accessing other applications, press the "Home" button (see tablet image above).