

DEPARTMENT OF VOLUNTEER SERVICES

Assisting...Comforting...Caring

We are a community of people dedicated to transforming the experience of our patients and families through innovative and collaborative approaches to care, knowledge and leadership

Volunteers model *outstanding care, always* at Kingston General Hospital by delivering patient and family centred programs and services throughout the organization. Volunteers foster a caring and compassionate environment and develop positive relationships within the community.

Volunteers are normally required to commit to one shift per week although there are project-based and leadership opportunities available and ways you can help from home.

Visiting patients* Helping families* Raising funds* Leading teams* Assisting with mealtime* Serving tea and coffee*
Way-finding* Providing information* Serving customers* Distributing magazines* Delivering flowers*
Making quilts*Knitting* Playing with children

Volunteers are placed according to > service vacancy > interests of the volunteer > skills & suitability of volunteer



These services are managed by the KGH Auxiliary and generate funds that provide patient comforts and state-of-the-art medical equipment.

VS These services are coordinated by the Volunteer Services office.

VS ~ ARMSTRONG PATIENT CENTRE VOLUNTEER

Make reminder calls to out-patients for clinic appointments.

Monday-Friday 10:00am-1:00pm



ARTISTIC OUTREACH ~ 'ART ON A CART'

Offers visual and emotional diversion to patients through the use of art. Patients have an opportunity to personalize their rooms with artwork of their choice.



CAFÉ HOST

Responsible for the appearance and tidiness of the dining area and service line, replenish supplies, wipe trays and tables. Assist customers and promote a pleasant atmosphere.

Monday -Sunday 9:00 – 12:00; 12:00 – 3:00

VS ~ CANCER CENTRE OF SOUTHEASTERN ONTARIO

The Cancer Centre of Southeastern Ontario is an outpatient facility. Services provided by the centre include prevention, screening, diagnosis, treatment, support, education and research in cancer.

CHEMOTHERAPY ROOM

Provide warm blankets, cold drinks and companionship to patients while they are receiving chemotherapy treatments. Restock patient areas as needed.

Monday to Friday 8:30am-12:00pm & 12:00pm to 3:30pm

CLINIC VOLUNTEERS – APPOINTMENT GUIDE

Provide assistance to patients and their families during cancer clinic appointments. Escort patients throughout the cancer centre and hospital if needed. Distribute patient files to communication rooms as necessary.

Monday to Friday 8:30am-12:00pm & 12:00pm-3:30pm

LOOK GOOD, FEEL BETTER® (LGFB)

Through special cosmetic techniques and hair alternatives, women are taught how to manage the appearance-related side effects of cancer and its treatment. LGFB certified volunteers offer a free, two-hour workshop each month on site in the Cancer Centre.

2nd Wednesday of each month, 1:30 – 3:30

PEDIATRIC ONCOLOGY CLINIC

Provide support to pediatric patients and families through recreational activities, comfort and individualized attention as appropriate. Volunteers must have proven experience on the KGH Pediatric Inpatient Unit and be referred by a Child Life Specialist. Volunteers are trained, closely monitored and supported by care team members.

Tuesdays 8:30 – 10:30, 9:30 – 11:30

VS ~ CANCER CENTRE OF SOUTHEASTERN ONTARIO continued...

RADIATION REVIEW

Escort patients from the Radiation Review Waiting Area to examination rooms according to daily appointment schedule. Assist patients in logging into the touch screen automated kiosk and completing the Symptom Assessment tool using the Edmonton Symptom Assessment System. Provide companionship and diversion to patients and family members in the Radiation Therapy waiting room.

9:00 – 11:30am Mon, Tues, Thurs, Fri & 1:00 – 3:30pm Mon, Tues, Wed, Thurs

RESOURCE ASSISTANT

Provide assistance to patients and families looking for information on cancer. Process book loans and assist with online resource searches. Keep resources well organized and update displays. Restock resources as needed

Monday to Friday 8:30 – 10:30am, 10:30 – 12:30, 12:30 – 2:30, 2:30 – 4:00pm

VS ~ CARDIAC ‘HELPING HEARTS’ PROGRAM

Provide peer support for in-hospital pre & post-operative cardiac medical/surgical patients and families. Volunteers must have had cardiac surgery.

Monday to Friday 11:00am-1:00pm; Evening & Weekend shifts- flexible

VS ~ CARDIAC CARE INFORMATION DESK

Act as a host in the Kidd/Davies 3 waiting area, giving directions for cardiac inpatient units, the Cardiac Sciences Unit, the Cath Lab and FAPC Level 3 Out-patient clinics. Provide updates for families waiting on patients in surgery and act as an intermediary between visitors and unit staff and escort visitors into the unit.

Monday to Friday 8:30am-11:30am, 11:30 – 2:30pm

VS ~ CHAPEL VOLUNTEERS

Escort patients to chapel services and assist with social hour.

Sunday 8:30am-11:30am



COFFEE CART

Prepare and provide tea and coffee service and sale of snacks to waiting areas including the emergency room, operating room, and out-patient clinics.

Monday-Friday 9:00am-11:30am & 1:00pm-3:30pm

VS ~ CRITICAL CARE - INTENSIVE CARE UNITS- Kidd 2

Volunteers are an intermediary between visitors and unit staff and offer a sympathetic and caring presence to visitors during a time of stress. They act as a host in the family waiting area, convey concerns to staff, provide information on hospital services and escort families into the unit for visits.

Kidd 2 Monday-Friday 8:30am-12:30pm, 12:30pm-4:30pm, 4:30pm-7:00pm; Saturday & Sunday 10:00 – 1:00 and 1:00pm-4:00pm

VS ~ EMERGENCY DEPARTMENT WAITING ROOM

Establish contact with persons entering the waiting room, providing information and assistance, as appropriate.

Daily 10:00am-1:00pm, 1:00pm-4:00pm, 4:00pm-7:00pm, 7:00pm-10:00pm

VS ~ F.A.V.O.R.S PATIENT COMPANION – Friendly Assisting Volunteers Offering Room Service

Provide intellectual and social stimulation for patients that have been identified as being in need of companionship and/or meal time assistance. The FAVORS program includes volunteer opportunities on medicine and surgical units, and in the ER. Shifts are one-hour to one-and-a-half hours depending on the area.

Monday – Sunday 8:30-10:00, 12-130, 430 – 6:00

VS ~ GENETICS ASSISTANT

Provide an honours-accepted student with exposure to and experience in the daily activities of a medical genetics office while providing assistance to administrators, Genetic Counselors, and Geneticists.

Shifts determined by arrangement with the Genetics department staff.



GIFT SHOP

Serve customers and maintain good public relations in a busy retail environment.

Monday-Friday 9:30am-1:00pm, 1:00pm-4:30pm & 4:30 - 8:00pm

Saturday & Sunday 12:00pm-4:00pm



HAIR CARE

Offer a friendly environment to customers of the salon by escorting patients to and from the salon. Assist the stylist with floor appointments. *Salon open Tuesday, Thursday, Friday*

Help distribute promotional flyers to patients throughout the hospital. *By Arrangement*



HOSPITAL EQUIPMENT LOTTERY PROGRAM FOR PEOPLE (H.E.L.P.P.)

Sell Hospital Auxiliary Association of Ontario Lottery Tickets to support patient care

Monday-Friday 9:30am-12:30pm & 12:30pm-4:00pm

VS ~ HOSPITAL ELDER LIFE PROGRAM (H.E.L.P.)

Provide personal and supportive attention to elderly patients which includes: meal time assistance, therapeutic activities (crosswords, puzzles, cards, books, etc) and encouragement of range of motion exercises. This is a highly structured program utilizing the services of selected volunteers who are trained and supported by the Elder Life Specialist.

Monday to Sunday 8:30 - 11:00am; 11:00 - 1:30pm; 4:00-6:30

VS INFORMATION DESK – main entrances

Help Desk in the Abramsky Lobby at the Stuart Street entrance

Assist the public with general information, directions, escorts etc. as required. Deliver flowers and patient mail. Respond to miscellaneous requests for patient assistance.

Monday-Friday 7:00-9:00am, 9:00-12:30, 8:00-12:00, 12:00-4:00, 4:00-6:00pm

Welcome Desk in the Burr 0 Wing at the King Street entrance

Greet everyone and provide directions and wheelchairs as needed at the Burr Wing entrance off of King Street. Accompany patients and family members to any area of the hospital as needed.

Monday to Friday 8:00am-11:00am, 11am-2:00pm & 2:00-4:00pm



LEADERSHIP, COMMITTEE & SPECIAL EVENT POSITIONS

Excellent opportunities available for those that want to support KGH on a project or event-related basis in connection with the auxiliary's million-dollar-a-year operation. Ask about operational strategic and succession planning opportunities or support fundraising activities through a variety of initiatives, ie. golf tournament, Teddy Bear Campaign, etc. Funds raised purchase much needed patient care equipment and support patient care.

Time commitment is negotiable depending on the timing of the project and your availability.



LIBRARY CART

Categorize book and magazine donations in the patient library and distribute resources to sun-rooms on patient care floors and in waiting areas.

Monday 9:00am-12:30pm



LOTTERY BOOTH

Sell Ontario Lottery Corporation tickets and manage daily activity reports at Kingston's busiest outlet. Funds generated benefit patients through the purchase of hospital equipment and patient comforts.

Monday-Friday 9:00am-12:30pm & 12:30am-4:00pm

VS ~ MENTAL HEALTH

Assist Mental Health staff to provide structured recreational activities to patients including music, Tai Chi, yoga, crafts, games, movies, etc. Volunteers also assist during meal times through the FAVORS program. All ideas will be considered so if you have a skill to share we're interested in meeting with you to discuss it.

Adult Unit:

Diversion Activities: Mon-Sun 6:30-8:00pm, Sat & Sun 10:30am-12:00; Mon-Fri 2:30-4:00

Meal Time Assistance: Mon-Sun 9:00-10:00am, 12:30-1:30, 5:30-6:30

Therapeutic Activities by arrangement (e.g. yoga, tai chi, art, music)

Child & Adolescent Unit:

Diversion Activities 5:30-7:00 Mon-Sun

Tutoring: 9:00-11:00 Mon- Fri

VS ~ MUSIC – at the bedside

Volunteers share their musical talent with patients by playing the guitar, flute, violin, harp or other instrument that provides a soothing sound.

Mon-Sunday 11:00-12:00 or 3:00-4:00 (or another agreed upon start/finish time)

VS ~ MUSIC on Connell 3

Volunteers play piano for patients and families in the common room on Connell 3.

Mon-Sunday 1:00-2:00 (or another agreed upon start/finish time)

VS ~ PATIENT RELATIONS

Ensure all admitted patients receive the New Patient Information package. Through this program, volunteers enhance the patient experience by introducing the role of the volunteer and the hospital services.

Monday to Friday 9:00 - 11:00am, 1:00 – 3:00pm (2hour shifts can have flexible start time)

VS ~ PEDIATRICS

Provide support to pediatric patients and families through recreational activities, comfort and individualized attention as appropriate. Selected volunteers are trained, closely monitored and supported by care team members.
Monday – Sunday 9am-11am, 11am-1pm, 2pm-4pm, 4pm-6pm & 6pm-8pm

VS ~ PRE-NATAL TOURS

Conduct tours of maternity unit for expectant parents and families.
Tuesday 5:30pm- 6:30, Thursday 7:30pm – 8:30, Sunday 1:30pm- 2:30

VS ~ RENAL UNIT REFRESHMENTS

Prepare and serve refreshments and visit with patients receiving dialysis treatment.
Monday to Saturday: 8:30am-9:30am, 1:30pm-2:30pm, 6:00pm – 7:00pm

VS ~ SAME DAY ADMISSION CENTRE

Assist with the reception of patients and families arriving for surgery and explain process, how to use the tracking system to receive updates on patient status and taking family/visitors to the recovery room.
Monday-Friday 6:00am-10:00am, 10:00 – 12:00, 12:00-3:00



SPECIAL CARE VOLUNTEERS (Palliative Care)

Visit terminally ill patients, long-term patients and those with life threatening illnesses and assist with special needs of patients and families. All volunteers are required to attend a 30 hour training session.
By Arrangement

VS ~ SPIRITUAL CARE

Visit patients; within own faith group, upon request. Follow the guidelines of the Spiritual and Religious Care Department. Volunteers should have completed an approved Pastoral Care Training Course for lay persons and have recommendation from a recognized spiritual leader.
By Arrangement

VS ~ THERAPY DOG VISITS

Offers patients the opportunity to have regular visitation of a St. John Ambulance certified dog and their handler.
Day & Time Arranged with Volunteer Services staff



TUCK SHOP

Sell magazines, candy, soft drinks, coffee etc to hospital staff, patients and visitors in a busy retail setting. Volunteers also restock shelves, make coffee and keep the area tidy.
Monday-Friday 7:30am-9:00 am, 9:00am-12:00pm, 12:00pm-3:00pm & 3:00pm-4:00pm

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