

KHSC volunteers contribute 85,000 hours a year in 80 programs, services, departments and units and help raise close to ¼ of a million dollars annually toward the purchase of equipment and patient comfort items.

**TEAM** Our volunteer team includes individuals from 16 to 98 years old, as well as therapy dogs through St. John Ambulance. We offer opportunities to suit a variety of interests, skill levels and schedules.



Volunteers typically commit to one shift per week which varies between 1½-4 hours depending on the program. We have weekday, evening and weekend options. We accommodate flexible weekly schedules and are open to discussion with snowbirds, cottagers, travelers, and other schedule alternatives.

Volunteers are placed according to our vacancies and the interests, skills and suitability of the volunteer.

Volunteers deliver patient and family-centred programs and services throughout the organization. The list below will provide more details about our retail, liaison/information and direct patient care roles.



## RETAIL SERVICES

All funds raised by volunteers in these HDH services are donated back to the hospital for patient care.

### **BROCK BOUTIQUE**

Interact with customers and assist with sales in this busy gift shop.  
*Weekdays 9-12:30pm & 12:30 – 4 pm or be a spare to fill in shifts as needed*

### **BROCK VIEW CAFÉ**

Gain experience in the operation of a small cafe, customer service, operating the cash register, stocking supplies, cleaning tables & public relations.  
*Flexible 1.5-2 hour weekday shifts between 8:30am-4:30pm*

### **SNACK CART**

Provide a convenient & much needed service to patients & staff by travelling throughout the hospital to sell coffee, juice & snack items  
*Weekday mornings 9am-11:30am and afternoon 1:00-3:30*

### **FUNDRAISING EVENTS**

Helping at theatre nights, bake sales, etc.  
*Time commitment is flexible.*

### **KNITTING/SEWING**

Donations of handmade baby clothes are appreciated in the Brock Boutique.

### **LEADERSHIP ROLES**

The Board of Directors which operates the above businesses/ services welcomes applications for committee, Board Members and other leadership roles.  
*Time commitment is flexible.*



## LIAISON AND INFORMATION

Volunteers in these roles support patients, family members and visitors by providing directions and helping them access the information they need.

### **ADMINISTRATIVE SUPPORT**

Preparing information packages for patients, delivering mail or printing, stocking waiting rooms with magazines.  
*Flexible 1.5-2 hour weekday shifts between 8:00am-4:00pm*

### **APPOINTMENT REMINDER CALLS**

Calling patients to remind them of their appointment and answering general questions they may have about getting to the hospital/clinic.  
*Flexible 1.5-3 hour weekday shifts between 8:30am-4:00pm*

### **INFORMATION DESK AMBASSADOR**

Greet everyone and provide directions and wheelchairs as needed at the main entrance of Hotel Dieu Hospital.  
*Monday to Friday 8:00am-11:00am, 11am-2:00pm & 2:00-5:00pm*





## **DIRECT PATIENT CARE**

**Direct patient care volunteers offer companionship, diversion and comfort items to patients.**

### **CARDIAC REHABILITATION**

Volunteers encourage patients who have had a heart attack as they progress through a series of exercises under medical supervision.

*Monday to Thursday 8:00-9:20am, 9:20-11am or 11am-12:30pm*

### **CHILDREN'S OUT-PATIENT CENTRE PLAYROOM**

Volunteers provide diversion to children waiting for treatment through colouring, crafts, movies, reading and conversation.

*Monday to Friday, 9-11am, 11-1pm, 1-3pm*

### **DETOX CENTRE – Rec & Leisure Facilitator**

Volunteers lead structured groups that focus on positive activities that alleviate stress and anxiety, promote self-care and encourage residents to continue using positive coping strategies after discharge.

*By Arrangement with Centre staff (shifts are about 60-90 minutes)*

### **ENDOSCOPY**

Volunteers greet patients, liaise with nursing staff, assist with making beds and reconnect patients with family members following their procedure.

*Weekdays 9-11am*

### **SURGICAL RECOVERY (EPACU, PACU, Phase 2)**

Volunteers in these areas provide direction to patients/family members, liaise with nursing staff, provide comfort measures, reconnect families following procedures.

*PACU Tuesday or Thursday 9-11am; EPACU Monday, Tuesday or Wednesday 4:30-6:30pm; Phase 2 Tuesday to Friday 8-10am*

### **THERAPY DOG VISITS**

Offers patients and families in clinic waiting areas and the lobby, the opportunity visit with a St. John Ambulance certified dog, accompanied by their owner/handler.

*Monday to Friday 1.5-2 hour shifts between 9am-3pm Day & Time Arranged with Volunteer Services staff*

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## **Kingston Health Sciences Centre** Department of Volunteer Services

Main Office/Reception: Kingston General Hospital Site ♦ Connell 1 ♦ 76 Stuart Street, Kingston ON K7L 2V7

HDH Site Office: Centenary 2 - by appointment ♦ 166 Brock Street ♦ Kingston ON K7L 5G2

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To view volunteer opportunities at the Kingston General Hospital site of KHSC, visit the KHSC website.