
KHSC volunteers contribute 85,000 hours a year in 80 programs, services, departments and units and help raise close to ¾ 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.



KINGSTON GENERAL HOSPITAL AUXILIARY (KGHA) RETAIL SERVICES

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

CAFÉ CUSTOMER SERVICE

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

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

COFFEE CART

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

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

GIFT SHOP

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

Monday-Friday 9:00am-12:00, 12:00-3:00 & 3:00-6:00pm

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

HAIR CARE

A program Convenor with the KGH Auxiliary supports the professional hair stylist by promoting the Salon to patients, staff, visitors and volunteers, booking appointments, ensuring supplies are available, budgeting, etc. Volunteers in this role need to be/become a member of the KGH Auxiliary.

Wait Listed. Salon open Thursday and Friday

LOTTERY BOOTH

Sell Ontario Lottery Corporation tickets and manage daily activity reports.

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

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

LEADERSHIP, COMMITTEE & SPECIAL EVENT POSITIONS

Opportunities available for those that want to support KGH on a project or event-related basis in connection with the auxiliary's half-million-dollar-a-year business. Ask about operational strategic and succession planning opportunities or support fundraising activities through a variety of initiatives including the annual Teddy Bear Campaign.

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



LIAISON AND INFORMATION

Liaison and Information volunteers support patients and families by assisting with directions, answering questions, accessing information, making reminder calls as well as facilitating patient visits in the ER, OR cardiac and critical care areas.

ARMSTRONG PATIENT CENTRE VOLUNTEER

Make reminder calls to out-patients for clinic appointments.

Wait Listed. Monday-Friday 10:00am-1:00pm

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 Armstrong 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

CRITICAL CARE - INTENSIVE CARE UNIT - 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.

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

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

INFORMATION DESK - Abramsky Lobby at the Stuart Street entrance

Assist the public with general information, directions, escorts etc. as required. Deliver flowers and patient mail.

Monday-Friday 7:00-9:00am, 9:00-12:30, 8:00-12:00, 12:00-4:00, 4:00-6:00pm; Sat-Sun 10:00-1:00

INFORMATION DESK – Auxiliary Lobby 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

PRE-NATAL TOURS

Conduct tours of maternity unit for expectant parents and families.

Tuesday 5:30- 6:30 p.m., Thursday 6:00-7:00 p.m.

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 8:00am-10:00am, 10:00 – 1:00, 1:00-3:00, 3:00-5:00



DIRECT PATIENT CARE

Direct patient care volunteers offer companionship and diversion, comfort items, mealtime assistance, a listening ear and in some cases, they share lived-experience in a peer support role.

ARTISTIC OUTREACH ~ ‘ART ON A CART’

Through this KGHA service, volunteers offer visual and emotional diversion to patients through the use of art. Patients have an opportunity to personalize their rooms with artwork of their choice.

Wait Listed. Weekly or Bi-Weekly by arrangement

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.

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

CANCER CENTRE OF SOUTHEASTERN ONTARIO, continued

- **CLINIC VOLUNTEERS:** Provide assistance to patients and their families during cancer clinic appointments including support with completing the computerized symptom assessment tool. Volunteers also process book loans and assist with online resource searches for patients and families looking for information on cancer. They escort patients throughout the cancer centre and hospital if needed and distribute patient files to communication rooms as necessary.
Monday to Friday 8:30am-12:00pm & 12:00pm-3:30pm
- **LARYNGECTOMY - HELPING VOICES (peer support):** Helping Voices volunteers provide pre and post-operative peer support to laryngectomy patients and their families.
Shifts times by arrangement
- **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.
Wait Listed. Tuesdays 8:30 – 10:30, 9:30 – 11:30
- **RADIATION REVIEW:** Escort patients from the Radiation Review Waiting Area to examination rooms according to daily appointment schedule. Assist patients with the computerized symptom assessment tool. 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

CARDIAC ‘HELPING HEARTS’ PROGRAM (peer support)

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

Monday to Friday approximately 2 hour shifts – start times vary between 9:30 – 11:00. Evening & Weekend shifts- flexible

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, critical care and in the ER.

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

GENETICS ASSISTANT

Provide 3rd or 4th year honours-accepted undergraduate students with exposure to and experience in the daily activities of a medical genetics office while providing assistance to administrators, Genetic Counselors, and Geneticists. Students must be in a related field of study (e.g. genetics, life sciences, biology, psychology) with interest in the field of medical genetics and genetic counseling in particular.

Wait Listed. Shifts determined by arrangement with the Genetics department staff.

HUGS (Helping Us Grow Strong)

Through this KGHA service, volunteers make up gift bags that contain useful items for new babies. These are either donated or solicited, under the supervision of a KGHA member, through visits to groups to recruit and receive donations. Manage a supply of small blankets and hats for the Neonatal Intensive Care Unit (NICU) and Labour and Delivery. Put together bereavement quilts and envelopes as required and supply lap blankets, slippers for long term stay patients and hats and blankets for the Cancer Centre. Volunteers in this role need to be/become a member of the KGH Auxiliary.

Wait Listed.

LIBRARY CART

In this KGHA service, volunteers categorize book and magazine donations in the patient library and distribute resources to sun-rooms on patient care floors and in waiting areas.

Wait Listed. Monday 9:00am-12:30pm

MENTAL HEALTH

Provide structured and unstructured recreational activities to patients including music, Tai Chi, yoga, crafts, games, movies, etc. 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, Mon-Sun 2:30-4:00, Sat & Sun 10:30am-12:00*
- Child & Adolescent Unit Diversion Activities: *5:30-7:00 Mon-Thurs*
- *Therapeutic Activities by arrangement (e.g. yoga, tai chi, art, music, etc.)*

MUSIC

Volunteers share their musical talent with patients by playing the piano, guitar, flute, violin, harp or other instrument that provides a soothing sound. At-the bedside or in the family room on Connell 3
Scheduled by arrangement

NICU CUDDLERS

Volunteers give premature babies comfort to support development, while giving their parents some much-needed help when they can't be with their children.
Wait Listed.

NICU VETERAN FAMILIES *(peer support)*

As members of the "Family Integrated Care Research Study" team, veteran parents support parents with babies currently in the Neonatal Intensive Care Unit. The goal is to enhance parent-infant attachment and bonding and promote parental competency.
Shifts times by arrangement

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

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

SPECIAL CARE VOLUNTEERS *(Palliative Care)*

Through this KGHA service, volunteers 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 following 30 hour training session

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

THERAPY DOG VISITS

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

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
Website: www.kingstonhsc.ca Email: volunteer@kingstonhsc.ca Phone: (613) 548-2359

To view volunteer opportunities at the Hotel Dieu Hospital site of KHSC, visit the KHSC website.