

VOLUNTEER RESOURCES DEPARTMENT

Royal Jubilee Hospital

UPDATED: APRIL 2019 by C.Stewart

Volunteer Opportunities at RJH *ADULT APPLICANTS (Aged 18+)*

Special Notes: ☒

Volunteers commit to a weekly shift in one or two programs.

Shifts are from 2 to 4 hours long, and cannot exceed 4 hours.

The volunteer commitment is a minimum of 60 hours (usually 6 months of volunteer service)

Youth may participate in some Adult volunteer programs on a case-by-case basis

- **Adult Volunteers do also take part in assignments that Youth Volunteers do (however in separate shift times), and participate in the Youth Program as Leaders**

Step Up Youth Program Assignments: (again, these are also Adult Roles; Step Up Program is overarching these roles for Youth)

Administration Support Levels 1 & 2

Discharge Program & Ambassador Volunteer Program

Patient Mobile Library Cart

Musical Entertainment

PCC Information Desk

Social Support & Special Events

See Step Up Youth Program details on the Volunteer Opportunities section of the website at:

<https://www.islandhealth.ca/volunteer-resources/volunteer-opportunities/volunteer-royal-jubilee-hospital>

| Number | Assignments | Program (Blank if None) | Description | Shifts Available |
|--------|---|-------------------------|---|---|
| 1 | Research Volunteers Research & Capacity Building | RCB Research Support | Gain firsthand experience in research conducted in a laboratory, clinical or administrative setting - conduct guided literature searches, assist in preparation of submissions, reports, publications, and presentations, assist in research related scheduling. | Varies; Please contact IslandHealthResearch@VIHA.CA |
| 2 | Step Up Youth Program | Step Up Youth Program | Step Up and C.A.RE.E., Step Up and Learn, Step Up and Lead! Learn valuable skills and gain experience in the hospital environment! The Step Up Youth Program is Volunteer Resources' official program for youth at Island Health. Volunteers commit to a shift each week, where they attend shifts with a team of people, and are led by a Youth Advisor. The program has roles in: Musical Entertainment, Social Support, Patient Mobile Library Cart, Admin Support, Discharge Program, PCC Information Desk. | Program runs during school, from first Tuesday of September second Sunday of April; Must commit for the school year, with option to continue in the summer months ; IN ALL PROGRAMS LISTED BELOW: Shifts are once per weekly; Shifts Run: M-F 4 p.m. to 6:p.m. or Sat & Sun 11: 00 a.m. to 1:00 p.m. |
| 3 | Aboriginal Health - Aboriginal Patient Visitor | In-Patient Units | Volunteers of aboriginal ancestry provide patient support to aboriginal patients and their families. | OPPORTUNITIES AVAILABLE shift may depend on family or patient requests |
| 4 | Administrative Support Level 1 - Kidney Care Clinic | Administration Support | Prepare Information Packages for those who take part in the Kidney Care Clinic. | POSITION IS CURRENTLY FILLED One shift per week, 2-3 hours in length; weekdays preferred |
| 5 | Administrative Support Level 1 - Pulmonary Function Helper | Administration Support | Prepare COPD Information and Education Binders for the group sessions held regularly. | POSITION IS CURRENTLY FILLED |
| 6 | Administrative Support Level 1 - VR Office | Administration Support | Assist the Manager of Volunteer Resources in the Volunteer Resources office with administrative tasks. | POSITION IS CURRENTLY FILLED One shift per week, 2-3 hours in length; weekdays preferred |
| 7 | Administrative Support Level 1 - MS Clinic | Administration Support | | POSITION IS CURRENTLY FILLED One shift per week, 3-4 hours in length; weekdays preferred |
| 8 | Administrative Support Level 2 - Database Specialist / VR Office | Administration Support | Data Entry into volunteer profiles into an information database; must have excellent keyboarding skills with a typing speed of 50 wpm or more; suitable for those who can work on their own, be reliable, and take initiative. | OPPORTUNITIES AVAILABLE One shift per week, 3 hours in length; weekdays preferred |
| 9 | Administrative Support Level 2 - Statistics & Reporting volunteer | Administration Support | Compile statistics from major volunteer programs, and provide reports from template on a monthly, quarterly, and annual basis. Great for people who have strong analytical skills. | POSITION IS CURRENTLY FILLED One shift per week, 3-4 hours in length; weekdays preferred |
| 10 | Administrative Assistant Level 3 Volunteer - Recruitment Support | Administration Support | Assist the VR Manager by maintaining the list of opportunities on the Island Health website, and Volunteer Victoria website; requires ability to take initiative and planning. | POSITION IS CURRENTLY FILLED One shift per week, 3-4 hours in length; weekdays preferred |

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|--------|---|---|---|---|
| 11 | Administrative Assistant Level 3 Volunteer - Volunteer Intake Assistant | Administration Support | Assist the VR Manager in the Intake System Steps process, with the onboarding of new volunteers. A team of 4 - 5 volunteers make up the Admin Support team. | POSITION IS CURRENTLY FILLED One shift per week, 3-4 hours in length; weekdays preferred |
| 12 | Administrative Assistant Level 3 Volunteer - VR Office Volunteer Team Leader | Administration Support | Lead the Admin Support volunteer team; train new volunteers, and assist the Volunteer Resources Manager to assist in the smooth functioning of the volunteer team. | POSITION IS CURRENTLY FILLED One shift per week, 3-4 hours in length; weekdays preferred |
| 13 | Adult Surgical Daycare | Day Clinic Programs | Volunteers heighten each patient's experience and care provided after patient procedures. Volunteers provide assistance in escorting patients by wheelchair to either the Discharge Lounge, or the Main Entrance. Furthermore, volunteers provide support to the nurses by maintaining sufficient stock in certain supplies and keeping units with all the necessary articles for future patient arrivals. | Monday 4:00-6:00pm, Thursday 4:00-6:00pm |
| 14 | Ambassador Volunteer/ Discharge Program <i>(Shared Role - see Discharge Program)</i> | Patient Care Centre (PCC) In-Patient Units | Volunteer Ambassadors greet newly admitted patients, and give them the information that they need regarding their hospital stay. Volunteer Ambassadors enhance the Patient Experience for each of our patients that we meet, to provide information, and to promote the use of amenities and services (for them and their family) that Island Health has to offer. | Aligns with Discharge Program Shifts |
| 15 | Art Play Facilitator - Alternative Level of Care Unit | Patient Care Centre (PCC) In-Patient Units | A group of approved patients are gathered by the staff to attend an Art Play session with you. All activities are focused on fun and positive activities | OPPORTUNITIES AVAILABLE One shift per week, 2-3 hours in length; Session is only one hour; set-up & clean-up/ take down included in shift time; weekdays preferred |
| 16 | Burn Unit Support | Patient Care Centre (PCC) In-Patient Units | Volunteers visit burn patients and hold friendly visits with them and their loved ones. | OPPORTUNITIES AVAILABLE One shift per week, 2 hours in length; on-call support may be available |
| 17 | CARE Orientation Assistant | Administration Support | Volunteers will assist in conducting the island wide meeting Leaders Forum, which occur every two months. Volunteers will be required to take on a "Host" role where they support and help conduct these meetings by turning on the video conference equipment, making sure the volume is turned up, be facilitators for the conversations – leading the conversation, asking the questions and taking notes. | POSTPONED UNTIL FURTHER NOTICE |
| 18 | Clinic 6 - Surgical Ophthalmology | Day Clinic Programs | Volunteers support patients pre-and-post surgery by waiting with them, to help alleviate anxiety before surgery; post-surgery and once discharged - serve juice and cookies and escort them down to the Discharge Lounge for pickup | ON HOLD |
| 19 | Colposcopy Clinic Greeter & Assistant | Day Clinic Programs | Volunteers orientate patients to the rooms and pre-procedure process. Volunteers support the patients and give them information. | Tuesday 8:00-12:00noon |
| 20 | Cystoscopy Clinic Greeter & Assistant | Day Clinic Programs | Volunteers orientate patients to the rooms and pre-procedure process. Volunteers support the patients and give them information. | Thursdays 12:30 - 4:30 p.m. |
| 21 | Discharge Program Assistant | Discharge Program | Provide a smooth, comfortable, and safe transition of discharged patients from clinical care to the Discharge Lounge, while they wait for their ride home, thus enhancing a patient's experience in their transition back into their community. | Monday 1:00 - 4:00 p.m Tuesday 12:00 - 4:00p.m Wednesday 12:00 - 4:00p.m. Thursday: 12:00 -4:00 p.m. Friday: 12:00 - 4:00 p.m. |
| 22 | Echocardiography Clinic Attendant | Day Clinic Programs | Greet patients and out patients, and escort them to their sonogram appointments in the Echocardiography unit. | DEACTIVATED |
| 23 | Emergency Department Triage & Ambulatory Support | Emergency Department Programs | Volunteers greet and provide information and reassurance, support, and resources for patients, families/friends of patient, and enhance guest relations for the Emergency Department. Volunteers will act as a liaison between families/visitors and the Emergency Department. | Monday 10:00 a.m -1:00p.m, Mon 4:00 - 7:00 p.m, Mon 7:00 -10:00pm(2) Saturday - FULL SUNDAY 1pm --4pm |

| Number | Assignments | Program (Blank if None) | Description | Shifts Available |
|--------|---|---|--|--|
| 24 | Information Desk Attendant - Patient Care Centre | Wayfinding Program | Volunteers provide guidance to both visitors and patients seeking various locations within the Royal Jubilee Hospital. For visitors looking for a patient, volunteers locate the appropriate room number and unit, and will escort the visitor as required. The assistance from the PCC volunteers decreases the stress of navigating such a large hospital (for anyone that may require it). | Monday 7:00 -10:00am, 1:00 p.m. - 4:00 p.m. Tuesday 7:00am -10:00am, 1:00 - 4:00pm Thursday 7:00 a.m. -10: 00 a.m., 10:00 - 1:00p.m, 4:00 -6:00p.m Friday 7:00a.m -10:00a.m. Saturday 1:00 - 4:00pm. Sunday 8:00 -11:00am |
| 25 | Library Organizer (Librarian) | Patient Care Centre (PCC) In-Patient Units | Organize and maintain the library | POSITION IS CURRENTLY FILLED |
| 26 | Library Quarterly Book Sales | Patient Care Centre (PCC) Atrium | Be a part of the quarterly book sales. Proceeds help to support the RJH patient library, and the Volunteer Resources Program. | POSITION IS CURRENTLY FILLED |
| 27 | Medical Imaging Assistant | Medical Imaging Program | Assist in Medical Imaging department by greeting the public to ensure they are in the correct department. Prepare patients for their Xray if appropriate. Ensure all change and waiting rooms are tidy and well stocked. Help ease any anxiety patients may experience while waiting for procedures. | Wednesday 1:30 - 3:30p.m, Thursday 11:00a.m -2:00p.m Friday 11:00am -2:00pm. Friday |
| 28 | Musical Entertainment (Piano, flute, guitar, etc) | Patient Care Centre (PCC) In-Patient Units | Provide musical entertainment for patients on units in a group setting. | OPPORTUNITIES AVAILABLE Shifts are 1 -2 hours long |
| 29 | Pain Program - Art Cart | Pain Program | Assist the Occupational Health team with activities and classes for outpatients in the Pain Program at RJH | Contact the Pain Program at: Katalin.Piller@viha.ca |
| 30 | Pain Program - Meditation Group | Pain Program | Assist the Occupational Health team with activities and classes for outpatients in the Pain Program at RJH | Contact the Pain Program at: Katalin.Piller@viha.ca |
| 31 | Pain Program - Tai Chi/Or Yoga | Pain Program | Assist the Occupational Health team with activities and classes for outpatients in the Pain Program at RJH | Contact the Pain Program at: Katalin.Piller@viha.ca |
| 32 | Patient Mobile Library Cart | Patient Care Centre (PCC) In-Patient Units | Provide patients with books and magazines to make their stay more pleasant. Collect book and magazine donations. Organize our library and cart. | Monday 10:00 12:00 noon, Tuesday 10:00 -12:00p.m Wednesday 10:00 -2:00p.m Thursday 10:00a.m -12:00p.m. 4:00pm -6:00pm Friday 10:00a.m -12:00 p.m., Saturday 11:00am -1:00p.m |
| 33 | Patient Placement Assistant (Admitting Department) | Wayfinding Program | Volunteers participate in inpatient admissions by guiding patients and their paperwork to the appropriate waiting area elsewhere in the hospital. Volunteers shuttle between the admitting desk, clinics in the concourse, and upper levels of the hospital, including surgery. Involves walking for a majority of the shift | Mondays 11 a.m. to 3:00 p.m. Tuesdays 11 a.m. - 3:00 p.m. Wednesday 7:00am -11:00am Friday 7:00 -11:00am, 11:00 a.m -3:00 p.m. (2) |
| 34 | Renal Dialysis | Renal Dialysis Program | Patients have to have this life saving treatment for 4 hours, three times a week and can get bored! We are looking for volunteers who aim to interact with patients, spend time with them and engage in activities that will help to ease the boredom and may even provide an opportunity for patients (and volunteers) to learn new things. The volunteers in the unit also have an important role in guiding patients to weigh in and ensure they are comfortable and in the correct area for treatment. | Monday 12:00 - 2:00p.m, 4:30 -6:30pm Tuesday 7:30 - 9:30am, 12:00 -2:00pm Thursday 7:30 -9:30a.m, 12:00 -2:00pm. Friday, 7:30 -9:30am, 12:00 -2:00pm. Sunday 7:30 -9:30a.m |
| 35 | Social Support Volunteer (patient visiting, activities, and special requests) | In-Patient Units | Social Support volunteers visit patients and their families, and hold a friendly visit. Volunteers deliver cards and Well Wishes, from the Well Wishes program. Patients can be read to, taken out for walks on foot or wheelchair | Mondays 11:00 a.m. - 1:00 p.m. Wednesdays 11:00 a.m. - 1:00 p.m. Thursdays 11:00 a.m. - 1:00 p.m. |

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| 36 | Volunteer Recognition Committee | Administration Support | Do you enjoy planning and organizing events? Are you creative and full of great ideas? Well if so you're in luck, spots have recently opened up in the Volunteer Recognition Committee and we want you to join our team! Some of our previous events have included the following: Volunteer Holiday Party, Volunteer Appreciation Bocce Ball Party, Midsummer Night's Bocce Ball Party and much more to come! Members of the committee usually spend 12-15 hours a week during the month of an upcoming event. This time is spent planning, preparing and completing any required action items for the event. If you're interested in joining the team, or if you have any questions please contact Helen.Mehari@VIHA.CA. | Varies; Please contact Ciara.Stewart@VIHA.CA |
| 37 | Volunteer Team Leader (VTL) Coach | Administration Support | This leadership role assists the Manager of VR with ensuring that all leadership volunteers are supported in their roles, ensures project and task completion; communication; prepares meeting agendas and minutes | FILLED Can be done remotely 4 hours per week |
| 38 | Volunteer Team Leader/Scheduler | Administration Support | Support the Manager of Volunteer Resources by leading a team of volunteers in one of the 35 programs at RJH. Maintain volunteer team communications, complete the monthly volunteer schedule, and coordinate/hold training shifts for new volunteers | 2 SPOTS AVAILABLE Minimum one year commitment. Majority of volunteer time can be performed from home. All training is on site. Shifts vary. |
| 39 | Way Finding, Information and Direction Volunteer | Wayfinding Program | Support Hospital Visitors and patients by escorting and guiding them to where they need to go in the hospital. Walking is required for this role. | Monday 11:00a.m -3:00p.m. Tuesday 11:00a.m. -3:00p.m. Wednesday 11:00am -3:00p.m. Thursday 7:00 -11:00a.m, 11:00am -3:00pm, Friday 11:00a.m -3:00p.m |
| 40 | Youth Advisor (Step UP Youth Program) | Step Up Youth Program | Youth Advisors lead their team of Youth on a set day each week, ensuring that they are learning, leading, and carrying out the C.A.R.E. values in all of their volunteer activities. This role is great for someone who enjoys working with youth, is encouraging, has leadership abilities, or would like to develop them further | SPOTS WILL BE OPEN FOR THE 2019 SCHOOL SEASON One shift per week, 2 hours in length; must attend quarterly team meetings: Weekdays: 3:45 p.m. to 6:00 p.m Weekends: 10:45 a.m. to 1:00 p.m. |
| Partner Programs: | | | | |
| 1 | St John's Ambulance: Animal Therapy Volunteer | Animal Therapy Program | Registered Dog Therapy Teams from the St. John Ambulance are approved to visit patients on select units | Please contact this Partner Group directly |
| 2 | First Open Heart Society: Cardiac Health Volunteer (Patient Visitor) | Cardiac Health Program | Volunteers from this Society have all previously had an open heart surgery and they visit and support patients after their first open heart procedure | Please contact this Partner Group directly Email: Info@FOHS.CA |
| 3 | Island Heart to Heart : Cardiac Health Volunteer (Patient Visitor) | Cardiac Health Program | Volunteers from this Society have all previously had an open heart surgery and they visit and support patients after their first open heart procedure | Please contact this Partner Group directly Email: islandhearttoheart@telus.net |
| 4 | Island Heart to Heart: Information Rack Attendant | Cardiac Health Program | Volunteers ensure that the Cardiac Resource and Education room, as well as Unit 3 North of the in-patient units is filled with the required information and education materials for heart patients | Please contact this Partner Group directly Email: islandhearttoheart@telus.net |
| 5 | Karma Support Society: Directory Maps Helper | Site Support | This role is dedicated to the Karma Support Society | Please contact this Partner Group directly |
| 6 | RJH Nurses' Alumni: Volunteer Gardeners program | Heritage Garden Program | No Information at this time | No information at this time |