

VOLUNTEER RESOURCES DEPARTMENT

Royal Jubilee Hospital

UPDATED: APRIL 2019 by C.Stewart

Step Up Youth Program At RJH:

Special Notes:

- Volunteers commit to a weekly shift in one program
- Shifts are from 2 hours long ; Shifts Run: M-F 4 p.m. to 6:p.m. or Sat & Sun 11: 00 a.m. to 1:00 p.m.
- The volunteer commitment is for almost the full school year. It is a weekly shift, from second Tuesday of September to Second Sunday of April
- 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 & Amassador Volunteer Program
 Mobile Patient 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>

Assignments	Program (Blank if None)	Description	Shifts Available
Step Up Youth Program	Step Up Youth Program	<p>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!</p> <p>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.</p> <p>The program has roles in: Musical Entertainment, Social Support, Patient Mobile Library Cart, Admin Support, Discharge Program, PCC Information Desk.</p>	<p>Program runs during school, from first Tuesday of September second Sunday of April; Must commit for the shool year, with option to continue in the summer months ;</p> <p>IN ALL PROGRAMS LISTED BELOW: Shifts are once per weekly;</p> <p>Shifts Run: M-F 4 p.m. to 6:p.m. or Sat & Sun 11: 00 a.m. to 1:00 p.m.</p>
Administrative Support Level 1 - VR Office	Administration Support	Assist the Manager of Volunteer Resources in the Volunteer Resources office with administrative tasks.	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
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.	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
Ambassador Volunteer/ Discharge Program (Shared Role - see Discharge Program)	In-Patient Units	Ambassador Volunteers greet newly admitted patients, and give them the information that they need regarding their hospital stay. Ambassadors aim to 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.	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
Discharge Program Assistant / Ambassador Volunteer (Shared Role - see Ambassador Volunteer)	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.	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
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).	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE

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Library Quarterly Book Sales	In-Patient Units	Be a part of the quarterly book sales. Proceeds help to support the RJH patient library, and the Volunteer Resources Program.	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
Patient Mobile Library Cart	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.	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
Musical Entertainment (Piano, flute, guitar, etc)	In-Patient Units	Provide musical entertainment for patients on units in a group setting.	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
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	One shift per week, 2 hours in length SEE SHIFT DETAILS IN PROGRAM DESCRIPTION AT TOP OF PAGE
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.	Commitment varies
Youth Advisor (Step UP Youth Program) <i>Adult Volunteers (usually previous participants of the program are in this role)</i>	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.