

Key Contacts:

Questions about your on-site volunteer role:

Site Consultant

Relevant contact information will be provided based on volunteer location

General questions about the Step Up Youth Program:

Youth Program Team

(Contact re: scheduling, role changes, concerns, reference letter, parking, craft supply requests, project suggestions)
StepUpYouth@islandhealth.ca
 250-589-7957

MyImpact app/webpage:

Your *MyImpact* profile is accessible by app or [webpage](#). You will find the following information there:

- Your schedule(s)
- Your profile (which you can update at any time)
- Your hours submissions
- Your eLearning modules
- Updates and documents

Purpose of this Volunteer Role:

Step Up Youth volunteers provide compassionate support to patients, residents, visitors, and hospital staff. Youth volunteers create a positive and comforting environment through their presence and contributions. Volunteers have the opportunity to gain valuable experience in healthcare, develop essential skills, and make a meaningful difference in the lives of others.

Volunteer Duties and Responsibilities:

The role of the Step Up Youth Volunteer may include any or all of the following:

Communication:



- Check in with your Volunteer Team Leader (VTL) or key staff contact, or their designate, at start of shift. If you're unable to attend your shift, please communicate with your team in advance.
- Read the safety communication board(s).
 - Observe for any communication regarding violence prevention, precautions (e.g. communicable illness), or environmental hazards / risks (e.g. toilet blocked, water spill).
 - Ask staff for clarification if there are any flags (e.g. purple dot) associated with patients / residents / clients with whom you may interact.
- Notify staff if you notice a safety hazard, something out of the ordinary / concerning, or if you feel unsafe; safety is a top priority.
- Check in again at end of shift if appropriate. Post-shift huddles are a great time to debrief and talk through challenges or triumphs from your shift. Refer to Youth Program Team/Consultant if there were any concerning experiences that happened while on shift. If an accident or incident (involving you or something you have witnessed) happens while you are volunteering please see your nearest staff member for support. It is important to let staff know, even if you aren't sure.
 - Volunteers are responsible for logging their own volunteer hours in My Impact.
- Please reach out for support, there are no silly questions!
- Monitor your email for communications from the Step Up Youth Program staff and **respond to emails when required**.

Patient & Resident Engagement:



- Engage in friendly interactions with volunteers, visitors, staff and patients and residents such as visiting, playing games or cards, reading, or simply listening.
- Meet with patients and residents in common rooms or areas, or if necessary and with staff guidance – volunteers may meet in the patient's or resident's room.
 - For safety reasons, when in a patient's or resident's room always leave yourself a clear path to the exit (the bed or other furniture should not be between you and the door).
 - Ask staff for clarification if there are any flags associated with patients or residents with whom you may interact (i.e. Purple Dot). Do not visit with any patients or residents on contact precautions.



OUR C.A.R.E VALUES:

Courage: to do the right thing, to change, innovate and grow.

Aspire: to the highest degree of quality and safety.

Respect: to value each individual and bring trust to every relationship.

Empathy: to give the kind of care we would want for our loved ones.

OUR VISION:

Excellent health and care for everyone, everywhere, every time.

Goal of Volunteer Programs at Island Health:

Volunteers support Island Health’s vision of ‘excellent health and care for everyone, everywhere, every time’ by enriching the experience of patients, residents, clients, visitors, and staff through the gifts of time, experience, and compassion.

- Follow safe wheelchair handling procedures.
- Gently redirect toward positive conversation when required and politely exit conversation when ready.
- When possible, engage by asking for input or assistance on a project or activity that you will be assisting them with during the visit (e.g., what card game would you like to play today, or which story shall we read...)
- Tidy the area when the visit is complete.
- Report any data for statistical purposes.

Meal Service:



- Volunteers do not deliver food or drink to anyone unless specifically instructed to do so by a responsible staff member. Often people have special dietary restrictions, so if a patient or resident says they are thirsty or hungry, check with staff.
- Assist patients or residents with accessing meals upon meal delivery by staff (e.g., opening meal container lids, getting napkins).
- Provide companionship and encourage patients or residents to eat during mealtime.
- Volunteers must not assist with feeding as this is a specialized skill and a staff duty.

Specialized Assignments:



- Based on your skills, interests, and the needs of the site, you may have the opportunity to undertake specialized assignments, such as musical entertainment (playing or listening to music).
- If supporting projects – check with your VTL first. For example, support patients or residents by creating cards or art projects to share or decorating for special events and holidays. Refer to the Team Projects document in the files section on MyImpact for examples of projects.

Additional Duties & Responsibilities:



- If supporting exercise: support patients or residents by going with them on walks (either by accompanying an ambulatory patient or pushing patient in wheelchair with permission from patient care staff). Volunteers must remain within the grounds of the site.
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Education:



- Attend guest speaker series and educational events as scheduled. Please arrive prepared to engage with the speaker by demonstrating active listening (use camera in Zoom) and asking questions. Confirm your attendance at education events by RSVPing in MyImpact.

Limits and Boundaries of the Volunteer Role:

Respectful Workplace:

Volunteers have equal rights to a respectful workplace. Learn more:
[Respectful Workplace Policy](#)
[Respectful Workplace Procedure](#)

Screening:



- Volunteers do not engage in direct screening of patients, residents, or visitors or others for illness, including COVID-19. For example: volunteers may not ask questions such as “Do you have any of the following symptoms...”

Staff Only (these actions require special training and are the responsibility of staff):



- Volunteers do not lift, transfer, or position patients or residents in or out of beds, wheelchairs or vehicles.
- Volunteers do not bathe, toilet, or help dress.
- Unless it is specifically listed in this Assignment Description (or Assignment Manual) volunteers do not stock supplies, perform housekeeping / cleaning duties (e.g.: cleaning spills / bodily fluids).
- If someone requires medical attention while on your shift, please notify staff immediately. Press a call button (if available), walk to the nearest staff member, or verbally call for help.
- Volunteers may not support paperwork processes as performed by unit clerks.

Bedside Equipment:



- Volunteers must not operate any bed’s mechanical operating system (up / down / sitting / flat) or adjust the bedside railings. If adjustment is needed, please let staff know.
- Volunteers are not permitted to porter patients in beds or stretchers.

Boundaries:



- Volunteers must not enter a patient’s or resident’s room if Infection Prevention Precautions are posted.
- Please do not share personal information (i.e., personal phone number or email address etc.).
- Please avoid use of personal electronic devices while volunteering, unless there is a specific, volunteer role related reason for use.
- Volunteers must not become personally involved in a patient or resident’s care, give professional advice, or offer counselling, medical, financial, religious / spiritual, or legal advice.
- At least two volunteers should be present for a shift to proceed. Volunteers should not attend a shift on their own unless they’ve received permission from Consultant or the Youth Program Team.
- Volunteers must not sign any documents (legal or other) for patients or residents.
- Respect limits and boundaries of your teammates’ preferences for communication via group chat. Use the chat and related phone numbers appropriately and for volunteer purposes only.

Tobacco, Vape, & Cannabis Use:



- Volunteers do not take patients outside to designated smoking areas or support patients to use tobacco, cannabis, vaping, or other products.

Important Site Information:



- Volunteer lounge/locker/access instructions will be provided during orientation. Please bring your own removable lock.

Remember your training: Adhere to strict confidentiality guidelines, infection prevention – including frequent hand hygiene, and safe wheelchair handling. Respect the privacy and dignity of all patients and residents and their visitors as well as staff and fellow volunteers.