



# Volunteer Assignment Description

## Step Up Youth Program

**Your main contact for the program:**  
[StepUpYouth@islandhealth.ca](mailto:StepUpYouth@islandhealth.ca)

### The purpose of this volunteer role:

As a Step Up Youth program volunteer, your primary objective is to provide compassionate support to patients, residents, visitors and hospital staff. Your presence and contributions will help create a positive and comforting environment. You will have the opportunity to gain valuable experience in healthcare, develop essential skills, and make a meaningful difference in the lives of others.

### Your volunteer experience may include:

- **Social Engagement:** Such as visiting, playing board games or cards, reading or simply listening.
- **Mealtime Support:** Assisting patients or residents with non-medical tasks, such as helping them during mealtime (i.e. taking lids off soup, delivering water).
- **Exercise:** Accompanying an ambulatory patient/resident on a short walk or pushing patient/resident in a wheelchair with permission from patient care staff. Volunteers must remain within the grounds of the site.
- **Creativity:** Creating cards or art projects to share with the patients/residents or decorating for special events and holidays.
- **Musical Entertainment:** Playing or listening to music.
- **Site Support:** Additional duties as required, site dependent.

### Limits and boundaries to your role:

- Volunteers must not enter a patient/resident room if Infection Prevention Precautions are posted.
- Volunteers must not deliver food or drinks to anyone unless specifically instructed to do so by a responsible staff member. *Often people have special dietary restrictions, so if a resident/patient says they are thirsty or hungry, check with staff prior to offering food or drinks.*
- Volunteers must not assist with feeding as this is a specialized skill & staff duty.
- Volunteers must not lift, transfer, or position residents/patients in and out of beds, wheelchairs or vehicles. Volunteers also must not bathe, toilet, or help a resident/patient dress. All those actions require special training and are the responsibility of staff.
- 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 do not stock supplies, perform housekeeping duties, or support any clerical duties.
- Volunteers must not become personally involved in a patient/resident's care, give professional advice, or offer counselling, medical, financial or legal advice. Volunteers must not sign any legal documents for patients/residents.
- Practice good boundaries, including: not accepting or giving gifts or money; not sharing personal information (i.e. personal phone number or email address).
- Volunteers do not take patients outside to designated smoking areas or support patients to use tobacco products.

## Volunteer Duties & Responsibilities:

- Always respect the confidentiality of all patients/residents clients, staff and visitors.
- Follow hand hygiene procedures (when arriving, throughout your shift, and when leaving) and use any other Personal Protective Equipment (PPE) such as masks as directed.
- Wear uniform and Island Health Volunteer Photo ID on the provided red lanyard during your shift.
- At start of shift, check in with your volunteer team and/or Volunteer Team Leader (VTL), and key site staff contact if applicable.

## Volunteer Hours & Attendance:

- Please notify your team if you cannot attend a shift.
- Attendance on stat holidays is not expected, but welcomed. Check in with your team if you would like to attend on a holiday.
- Please ensure the hours you spend volunteering in-person and online are recorded on MyImpact, allowing us to recognize your time.
- Official hours reports can be downloaded directly from your MyImpact profile at any time. Please reach out to the Specialist, Youth Engagement if you would like to request a reference letter (requirements & details can be found in the volunteer handbook).



**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. If for any reason staff were not notified, please reach out to Erin as soon as you are able.**

**Please reach out to  
[StepUpYouth@islandhealth.ca](mailto:StepUpYouth@islandhealth.ca)  
with any questions or concerns**