

Toronto Private Hospital Position Description

VOLUNTEER

Aim:

The Volunteer Program's aim is to provide the highest possible care and comfort for Toronto Private Hospital patients, by supplementing the activities of the regular staff.

Reports:

Applications / Roster: Executive Assistant or Quality, Risk & Educator.
Start of Each Shift: Nurse Unit Manager (NUM)

Roster:

On your available day, we will roster you on for 2-3 hour shifts between the hours of 9:30 to 14:30 and 16:00 to 18:00, where the NUM will advise you of your duties for the day.

Responsibilities:

- Abide by Hospital policies
- Assist in improving public relations
- Abide by confidentiality clause
- Work within a team structure
- Be dependable
- Be aware of limitations and when in doubt, ask a staff member or Manager of the department
- Check with Manager in charge of each ward regarding patients needing assistance and volunteer services.

Duties:
Assisting with fund raisers
Patient Orientation

- Card with room phone numbers
- Room Orientation
- Public / Private Toilets
- Family Rooms
- Drink / Coffee / Snack Machines
- Tissues & Water Jug
- Patient Brochures / Handbook

Patient Assistance / Sitters

- Flower Freshening
- Cleaning bedside tables
- Diversional Therapy e.g. activities / games
- Reading
- Company with patient and relatives
- Assist to complete menu
- Assist pack belongings
- Hand massages

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Assisting with meals

- Opening meal packing
- Assist feeding
- Prompting

Uniform:

- A polo shirt is issued to each new volunteer and is to be worn
- Enclosed shoes are required
- Long hair to be pulled back
- Minimal jewellery

Meetings / Refreshments:

- Bi-monthly Volunteer meetings are held and attendance is encouraged. A 15 minute education session is conducted during the meeting which will assist in your day to day duties as a Volunteer. Morning tea is provided. This is **not** mandatory.
- Morning tea is provided daily in the hospital lunch rooms.

Volunteer Name:

Signature: Date:

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