



**Hotel Dieu**  
HOSPITAL



**DEPARTMENT OF VOLUNTEER RESOURCES &  
VOLUNTEER SERVICES TO HOTEL DIEU HOSPITAL INC.**

***Leading Care ... Changing Lives***

**Do you care about your community? Do you like to help out? Do you have a little time?  
Try volunteering with us!**

Volunteering at Hotel Dieu Hospital is an excellent chance to belong to a caring community where you can share your talents, network, meet new friends and develop new skills.

As a valued member of the Hotel Dieu Team, volunteers play a vital role in creating a friendly and warm environment for patients, visitors and staff. Every year, more than 200 volunteers generously donate their time and skills in over 20 areas of the hospital and help raise funds towards the Auxiliary's financial commitment to purchase much needed hospital equipment.

Volunteer Resources functions as the 'human resources' department for hospital volunteers. We are responsible for developing, promoting, recruiting, screening, training, supervision and recognition of volunteers and volunteer programs.

Otherwise known as the hospital auxiliary, Volunteer Service to Hotel Dieu Hospital Inc. invites all volunteers to join the organization. Funds raised in the Brockview Cafe, Snack Cart, Gift Shop, Lottery Booth and special fundraising events contribute annually to the purchase of needed hospital equipment and patient comforts. The auxiliary gives tremendous support to volunteer activities through leadership, recognition, and recruitment. As an affiliate of the Hospitals Auxiliaries Association of Ontario, Volunteer Services to Hotel Dieu Hospital Inc. shares in their mission as advocates of community partnerships in the support of health care in Ontario through education, fundraising opportunities and the promotion of volunteer services to people.


**BENEFITS OF VOLUNTEERING**

**A good volunteer experience will stay with you forever. You will feel satisfied that you have contributed to your community. We offer volunteer appreciation and recognition opportunities and provide refreshment chits, travel chits and parking reimbursement for volunteer related activities.**

**Volunteers are normally required to commit to one shift per week.  
Project-based, home-based and leadership opportunities are available as well.**

Visiting patients \* Helping families \* Raising funds \* Leading teams \* Serving tea and coffee \*  
Way-finding \* Providing information \* Serving customers \* Distributing magazines \* Making quilts \* Knitting \* Playing with children \* Assisting staff \* Assembling packages \* Fundraising \* Mentorship \* Committees

*Volunteers are placed according to: > service vacancy > interests of prospective volunteer > skills & suitability of volunteer*

Services marked with this symbol  are programs supported by Volunteer Service to Hotel Dieu Hospital Inc. & generate funds that are donated back to the hospital to purchase medical equipment and to support patient care programs.

 **BROCKVIEW CAFÉ**

Gain experience in the operation of a small business, customer service, and public relations. The popular café offers light meals & snacks to patients, visitors and staff.

*Monday-Friday, shifts vary from 7:15a.m. -7:00p.m.*

**CARDIAC REHAB**

Support and assist individual patients with special needs through prescribed exercise programs.

*Monday-Thursday 9:30 a.m.- 12:30 p.m. & 1:00p.m. -3:30p.m. (no shifts Tuesday/Thursday p.m.)*

**CHILDREN'S OUTPATIENT CENTRE ~ COPC**

Supervise and provide activities for children of all ages in the playroom. The playroom is open mornings and afternoons to support children and families waiting for appointments

*Monday – Friday 9:00a.m. -12:00p.m., 12:00p.m. -3:00p.m & 3:00p.m. -4:35p.m*

**DAY SURGERY UNIT (DSU), OPERATING ROOM (OR) & POST-ANESTHETIC CARE UNIT (PACU)**

Assist nursing staff and help provide comfort to patient's pre & post operatively. In a caring and compassionate atmosphere we support patients & therefore staff are further enabled to perform primary nursing care.

*Monday – Friday 10:00a.m. -12:00p.m, 12:00p.m. -2:00p.m.*

**ENDOSCOPY**

Create a supportive and friendly environment to help reduce patient anxiety and make them as comfortable as possible.

*Monday & Friday 9:00a.m. -11:00p.m. & 10:00a.m. -12:00p.m.*



 **GIFT SHOP**

Serve customers and maintain good public relations in a busy retail environment. Gift shop sells cards, jewelry, candles, glassware, candy, drinks and other gift items.

*Monday-Friday 9:00a.m. -12:30p.m. & 12:30p.m. - 4:00p.m*

**GREETER – SELF CHECK IN KIOSKS**

Greet and assist patients in locating and using the Self Check-in Kiosks in various clinics.

*Monday-Friday 8:00a.m.-10:00a.m. & 12:30p.m.-2:30p.m.*

**INFORMATION DESK**

A vital component of the hospital's public relations function volunteers assist the visitors with general information, directions, escorts etc. as required.

*Monday-Friday 8:00a.m. -11:00a.m., 11:00a.m. -2:00p.m., 2:00p.m-5:00p.m, 4:30p.m-7:30p.m.*

**LEISURE & RECREATION PROGRAM – ADULT PSYCHIATRIC UNIT**

Provide companionship and support to patients. Help reduce anxiety and boredom by implementing, organizing and introducing recreational/leisure activities to patients and their visitors.

*Monday-Friday evenings 6:00p.m. - 9:00p.m.*

 **LOTTERY BOOTH**

Located in the hub of the Jeanne Mance lobby, the Booth offers magazines, stamps, newspapers and lottery tickets to visitors of the hospital.

*Monday-Friday 9:00a.m. - 12:00p.m. & 12:00p.m. - 4:00p.m.*

**MAGAZINE SERVICE**

Sort magazines and deliver them to the busy patient waiting rooms and clinics.

*Monday-Friday mornings, afternoons or evenings*

**PRE-SURGICAL PACKAGE ASSEMBLY**

Assist with package assembly to meet the weekly demands of both pre-surgical and non-surgical registration process.

*Monday-Friday mornings & afternoons*

 **SNACK CART**

The cart travels throughout the hospital to sell tea, coffee, juice, sandwiches, fruit, muffins and snack items to patients in waiting areas.

*Monday-Friday 9:00a.m. -11:50a.m. & 1:00p.m. -4:00p.m.*

**URGENT CARE CENTRE**

Assist nursing staff and help provide comfort to patients.

*Daily 9:30a.m. -12:30p.m. & 3:30p.m. -6:30p.m.*

**LEADERSHIP OPPORTUNITIES – COMMUNITY VOLUNTEERS**

Volunteer Services to Hotel Dieu Hospital Inc. are a group of leadership volunteers who donate their time to raise funds for the hospital. Leadership opportunities in the form of committee work, convenorship of our busy programs and services, regular volunteer shifts in fundraising programs and executive positions are available and we encourage you to inquire to see how your skills and abilities can contribute to our mission.

**LEADERSHIP OPPORTUNITIES – STUDENT VOLUNTEERS**

Student Volunteers also have opportunities to join a student branch of Volunteer Services Inc., the Hotel Dieu Hospital Student Auxiliary, exist to support both the mission of Volunteer Services Inc. and to provide mentorship and leadership within Volunteer Resources to other student volunteers. Inquire with Volunteer Resources for more information on how to become involved.

**SPECIAL PROJECTS**

Opportunities to assist with special projects such as: fundraising, knitting, sewing, crafts and special events are always available.

**SUMMER STUDENT PROGRAM**

This unique program combines leadership training and volunteer experience to help secondary school student gain insight into various aspects of health care, future career considerations and public relations/communication skills. Students volunteer in many areas of the hospital during time in the program.

*Yearly, application deadline early June, program runs July & August*