

# **VOLUNTEERING AT JOSEPH BRANT HOSPITAL**

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## **VOLUNTEER OPPORTUNITIES AND PROGRAMS**

Volunteers are integral to the hospital's commitment to provide exemplary health care and are valuable members of our Joseph Brant Hospital team. Volunteers are placed throughout the various programs and areas of the hospital. Hours of volunteering vary by program and are usually 3 – 4 hours in duration. Commitment to exceptional customer service and quality patient care are essential.

### **Information and Escort Desk**

Volunteers welcome patients and visitors to the hospital at the 3 Information Desks, provide directions, run various errands and transport discharged patients to the lobby. This role requires a lot of walking, the ability to push wheelchairs and good communication skills.

### **Direct Patient Contact**

Examples: Eating Matters (Assisted Dining), Hospital Elder Life Program (working with older patients to maintain their cognitive, physical, and emotional well-being and preventing delirium), friendly and spiritual care visiting, hairdressing, Allied Health (occupational and recreational and physical therapies, includes recreation programs in Rehabilitation & Mental Health).

The Eating Matters and Hospital Elder Life programs are very specialized and require specific training.

### **Family and Visitor Related Programs**

Examples: ICU, Surgical Information waiting area where volunteers are the liaison between the family and the unit.

### **Outpatient Clinic Support**

There are various clinics throughout the hospital where volunteers assist the patients and/or their families during their visit. Clinics include: fracture, breastfeeding, cancer, day surgery, endoscopy and eye as well as a greeter in Ambulatory Care unit. These clinics operate Monday to Friday.

### **Administrative Support**

Examples: Pre-Operative, Human Resources, Occupational Health, Laboratory, Pamphlet Inventory and Distribution and the Volunteer Resources/Auxiliary office.

Tasks may include: photocopying, filing, phone calls and errands

### **Wellness House (Upper Middle & Appleby Area)**

Volunteers assist with the social recreational programs in this rehabilitative day program that operates Monday through Friday.

### **Retail & Fundraising**

Volunteers assist in the Auxiliary Gift Shop, Break open ticket sales, knitting, event and committee support.