

CHPIG - Patient Education

“We are a caring, creative and accountable academic hospital, transforming healthcare for our patients, our community and the world.”
- UHN Mission Statement

Core Values: Caring, Teamwork, Integrity, Respect, Innovation
Excellence, Leadership

www.uhn.ca/Volunteering.asp

Requirements:

- ✓ 16 years of age
- ✓ Advanced level of English
- ✓ 140 hours (over a one year period)
- ✓ One 3-4 hour shift per week

Caring

Coaching

Connecting

Process:

- ✓ Information Session (VR Office Provides Schedule)
- ✓ Health Records/Immunization
- ✓ Online Application – Cover letter and Resume
- ✓ Pre-screening Interviews (Done by an HR Intern) – site selection
- ✓ Health Clearance (TB Test complete)
- ✓ Orientation (VR Office Provides Schedule)
- ✓ Placement Meeting (Done by the Program Coordinator)
 - Sign off on Privacy documents
 - Confirm Placement
 - Confirm Schedule

Agenda for Info Session:

- ✓ UHN as an organization
- ✓ Commitment!
- ✓ Volunteer Programs and Opportunities
- ✓ What we are looking for
- ✓ Application Process
- ✓ Questions & Answers



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Agenda for Orientation:

- ✓ UHN Policies and Procedures
- ✓ People-Centred Care
- ✓ Volunteer Resources Policies and Procedures

What we are Looking For:

- ✓ Initiative
- ✓ Professional
- ✓ Reliable
- ✓ Committed
- ✓ Customer Service and Communication Skills

Training:

- ✓ Done at the placement level for individual volunteer roles
- ✓ PMH has Healing Beyond the Body Orientation/Training
- ✓ TWH has Elder Life Training
- ✓ PCC Training (Provided through the VR Office)
- ✓ Fire Safety Training (Provided through UHN)
- ✓ IPAC (Provided through UHN)
- ✓ CPR Training (Provided through a 3rd party)
- ✓ Mentoring Programs – Cardiac & Transplant

Support:

- ✓ Role descriptions (Collaboration between VR Office and Placement)
 - Helps identify placement needs
- ✓ Accurate scheduling (Retention and Accountability)
- ✓ Regular reporting (Retention and Accountability)
- ✓ Defined Placement Supervisors
 - Specific training, coaching, successful partnering

Recognition:

- ✓ Ensure opportunity is rewarding
- ✓ Provide training opportunities
- ✓ Coaching
- ✓ Provide References
- ✓ Volunteers are part of UHN Long Time Service
- ✓ National Volunteer Week

