

MAKING A DIFFERENCE IN THE LIVES
OF CHILDREN, YOUTH AND FAMILIES



Volunteer Resources

Information Booklet 2018

Who we are

Volunteer Resources is a team of two Coordinators responsible for the overall management of the volunteer program. The Coordinators carry out recruitment, screening, selection, placement, orientation and recognition of CHEO-OCTC's volunteers while advising and supporting staff who engage with volunteers.

One Team Culture

Every employee, physician, trainee, volunteer and partner feels part of a single team that is equipped, empowered, educated and engaged; united with purpose on a single vision:

To help children, youth and families be their healthiest.

It is important that our volunteers feel part of the One Team culture that makes CHEO-OCTC so successful.

CHEO-OCTC patients and clients range from newborn to 18 years old. They can come to CHEO-OCTC from anywhere, however we primarily serve Eastern Ontario, Western Quebec, Northern Ontario and Iqaluit.

Program Notes:

- CHEO-OCTC currently has over 400+ volunteers
- They range from students to seniors
- Role assignments are based primarily on availabilities, vacancies and experience

Programming

Volunteer Resources offers year-round programming.

A shift can range anywhere from 2 to 4 hours depending on the role. Volunteers who are accepted will be given a fixed schedule (i.e. Monday from 9:00 a.m. to 12:00 p.m. as a Playroom Monitor).

As the majority of our programming happens on weekdays, there is a greater need for daytime volunteers. There are limited opportunities to volunteer on weekends.

Matching Needs

Our selection and assignment of volunteers aims to meet the needs of clients and patients. As such, we consider the following factors during the selection and assignment process:

- Availability of candidate/current vacancies
- Commitment level
- Interests and experience
- Skills and talents
- Additional languages are an asset (indicate any additional languages on your application)

Commitment

Volunteer Resources is looking for a commitment to the program. For example, volunteers are expected to participate a minimum of once a week on a fixed schedule.

For continuity of programs, extended absences of more than two months (eight weeks or more), would impact our programming, where we could not guarantee an assignment.

Volunteers are Ambassadors of CHEO-OCTC:

- All employees and volunteers will abide by the values of the organization.
- Respect for children, families, co-workers and general public.
- Volunteers will have compassion for the clients, patients and families they support.
- Position of trust: confidentiality and privacy.
- Personal boundaries include keeping patients, clients and their families separate and distinct from a volunteer's personal and social life.
- Volunteers are to comply with CHEO-OCTC dress code: wearing a designated vest and ID badge.

Infection, Prevention and Control:

- CHEO-OCTC's environment requires staff, volunteers, and visitors to practice good hand hygiene to help prevent the spread of infection.
- Flu Vaccine is highly recommended.
- Stay home when ill.

Application Requirements:

- Tuberculosis Skin testing: 2 injections + 2 Readings = 4 visits for the 2-step process.
- Proof of vaccination dates or immunity by a blood test, to Mumps, Measles, Rubella and Chicken Pox
- Vulnerable Sector Check
- Two professional References

Next Steps:

- Complete the online application form.
- Selected applicants will be contacted for an interview.