



**Children's Hospital of Eastern Ontario**  
**Centre hospitalier pour enfants de l'est de l'Ontario**  
401 Smyth Road, Ottawa K1H 8L1  
www.cheo.on.ca

## **Volunteer Resources ~ Full year Program ~ Fact Sheet ~**

**613. 737. 2279 Fax 613.738.4276**

### **CHEO seeks individuals who are:**

- 👉 Mature, reliable and responsible
- 👉 Independent and demonstrate initiative
- 👉 Personable with strong interpersonal and social skills
- 👉 Comfortable working within an active and diverse environment
- 👉 Able to comply with program rules and regulations
- 👉 Able to respect and maintain confidentiality
- 👉 Comfortable in a hospital setting
- 👉 Enthusiastic about interacting with children, youth and families

👉 Bilingualism, previous volunteer and employment experiences are assets.

### **When can I volunteer:**

- Full year programming runs September to June. Applications are accepted year-round.
- Summer programming runs May – August to allow student volunteers to become involved.
- A minimum once/week commitment is required, over a 10-month period.
- Daytime, afternoon and evening placements are possible.
- Shifts range from 2 to 4 hours, depending on the placement.

### **How do I apply:**

- Complete the enclosed application form and mail it to CHEO Volunteer Resources (address indicated on this fact sheet and the application form). Please review the enclosed placement descriptions to help you decide which areas that you would enjoy the most.
- Supply a résumé
- Applications will be kept on file for 6 months.
- Due to the overwhelming support from our community, not all applicants will be contacted for an interview. CHEO's Volunteer Resources will only acknowledge applicants who best match the requirements of our program needs. Participation in an interview does not guarantee acceptance to the program.

### **What's required:**

- Accepted candidates will be required to submit 2 references. They must have a personal and/or professional knowledge of you for 1 year (e.g.: employer, supervisor, volunteer supervisor, teacher). They must not be a family relative. Details will be provided during the interview.
- Accepted candidates will be required to submit a Police Records Check for Service with the Vulnerable Sector by the Ottawa Police Services. CHEO will accept an existing Police Records Check for Service with the Vulnerable Sector completed within the last two years. CHEO will provide a letter to accepted candidates in order to waive the fee. Details will be provided during the interview.
- Accepted candidates will be required to provide proof of immunity to: rubella, measles, mumps and chicken pox and documentation of a 2 step Tuberculosis screening. Hepatitis B vaccine status may also be required. Details will be provided during the interview. It is the applicants' responsibility to disburse for any expenses associated with these requirements.
- We do our best to assign candidates to their preferred area. Assignments will be discussed during the interview.
- Program and individual availability will be discussed at the interview.
- All new volunteers are required to attend an Orientation session.
- CHEO staff will provide training.
- Volunteers will participate in a review of their experience.



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## Placement Opportunities

**Note:** Bilingualism is an asset for most positions.  
Your availability determines what roles can be offered.

**Category: Customer Service**

- **Information Desk**

Greet members of the public and offer directional information while providing a high level of customer service in a compassionate and respectful manner to patients and families who present themselves at the Information Desk.

Qualities needed: Excellent communication and interpersonal skills, tact and diplomacy. Warm, friendly, polite, and outgoing personality. Essential languages: English and French.

**Category: Administration & Clerical Support**

- **Ambulatory Care Clinics**

Facilitate smooth service delivery to various ambulatory care clinics with specialised services. Provide administrative/clerical support, while assisting clinical staff.

Qualities needed: Strong initiative, independence, enthusiasm, attention to detail and comfort in a fast paced work environment.

- **Autism Intervention Program – Montreal Road site**

Facilitate the preparation and creation of instructional materials for the Autism Intervention Program.

Qualities needed: Familiarity with children with autism; independence, flexibility, organizational skills, creativity, and computer literacy is an asset.

- **Emergency Department**

Assist the Emergency Department's functioning by providing administrative support.

Qualities needed: Strong interpersonal/communication skills; initiative, independence, enthusiasm, attention to detail and comfort with a fast paced work environment.

- **Genetics**

- 1) Assist administrative / lab receiving staff with a variety of clerical tasks, special projects and Pedigree-drawing.

Qualities needed: Enrolment in related field of study. Computer literacy (Access, Cyrillic), team player, independence, strong initiative; excellent organisational skills and attention to detail.

- 2) Laboratory assistant with a variety of tasks based on level of education and technical skills. Documentation and slide filing, data archiving, and special projects/research.

Qualities needed: Enrolment in related field of study. Computer literacy, team player, independence, initiative, excellent organisation skills and attention to detail.

- **Library Services**

Assist Library staff in maintaining the collection and service areas: Shelve books; retrieve monographs, journals and audio-visual items; scan journal articles for interlibrary loans; enter patron registrations, circulate books and journals, generate overdue notices; process and label new books; update journal lists; redirect inquiries to Library staff; assist with special projects as needed.

Qualities needed: Ability to work independently and demonstrate initiative; Accuracy; Flexibility; Computer literacy, basic keyboarding skills an asset

- **Occupational Health and Safety**

Provide administrative / clerical support . Assist with sorting, filing, photocopying, Shredding; prepare educational / instructional materials; Assist with Influenza vaccine Clinics (October – January)

Qualities needed: Experience in office administration an asset; Strong interpersonal / communication skills; Positive attitude, willingness to learn; Independence, flexibility and strong initiative; Comfort working in a very active environment. Role requires mobility and ability to kneel/crouch; Ability to work in restricted work area

- **Pharmacy**  
Assist the Pharmacy administrative assistant and team members with administrative duties and graphic design projects.

Qualities needed: Accuracy, autonomy, flexibility, interpersonal/ communication and graphic design skills.

- **Speech Language Pathology**  
Assist with the general clerical / administrative upkeep of the speech clinic. Greet patients, families, and direct visitors.

Qualities needed: Strong interpersonal, social and communication skills, independence, flexibility, attention to detail, organisational skills. Computer literacy is an asset.

<p><b>Category: Child, Youth and Family Support</b></p>
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- **Infectious Diseases Clinic**  
Promote socialization and creativity within the Infectious Diseases Clinic. Help decrease stress and provide diversion to patients and their families awaiting clinic appointments. Plan and execute activities/crafts for children.

Qualities needed: Experience with creative ideas for crafts/activities. Knowledge of age appropriate activities.

- **Computer Program Assistant**  
Participate in a therapeutic play program by planning, preparing and adapting recreational activities and projects for patients (0 - 18) with computers. Set up, orient and help access the use of computers ( Internet, Email), to facilitate communication with family and friends. Engage patients in recreational play activities through computer software games, crafts and projects. Assist parents/guardians with project requests.

Qualities needed: Must be computer literate / strong usage of technology. Studies in Computers, Visual Arts, Arts, Media/ Audio-visual are assets. Abilities with: Power Point, Microsoft Publisher, Email/MSN" usage, Photo journaling, scrap-booking, gaming, Play Station/Xbox, Webmastering, operating a camcorder / digital Camera. Bilingualism essential: Strong communication / interpersonal skills. Initiative, independence essential: Ability to work with minimal supervision.

- **Education Centre**

Support patient's education while admitted to the Rehabilitation unit and/or the Psychiatry Program. Engage patients in educational and therapeutic activities. Prepare materials for various lessons and projects. Assist patients with school lessons and homework. Assist with special events and decoration.

Qualities needed: Strong interpersonal, social and communication skills. Initiative, enthusiasm and creativity. Able to assist with math skills: up to grade 8 / 9 academic level. Able to assist with science skills: up to grade 8 / 9 academic level. Desire to work with elementary age students: kindergarden – grade 8 (primarily grades 4, 5, 6).

- **Greeter – Project Linus**

Welcome newly admitted patients and their families. Offer handmade comfort blankets and activity kits. Provide information on the various hospital services. Promote positive public relations on behalf of the hospital.

Qualities needed: Strong interpersonal, social and communication skills. Ability to stand / walk while managing a cart for a prolonged period of time. Preferred languages: English and French.

- **Critical Care**

Support and assist parents within the Neonatal and Paediatric Intensive Care units during their hospital experience.

Qualities needed: Adult volunteers. Commitment of one (1) year. Strong interpersonal, social and communication skills and be comfortable in a critical care setting. Comfort in observing anxious, stressed patients and families in times of crisis. The position requires mobility / walking and an ability to stand on feet for extended periods of time.

- **Operating Room**

Accompany parents through their children's anaesthetic induction. Escort parents in and out of the OR with their children to waiting area. Attend to parents who wish to remain with their children while undergoing anaesthetic induction in the operating room.

Qualities needed: 1 year commitment. Strong interpersonal, social, and communication skills. Reliability, maturity, and responsibility. Comfort in O.R. medical setting. Manage parent's emotional needs. Position requires mobility/walking and an ability to stand for extended periods of time.

- **Playrooms**

Participate in a therapeutic play program for patients by planning, preparing and adapting recreational activities and projects for various age groups. Teach and assist various arts, crafts, skills and games.

Qualities needed: Strong interpersonal, social, and communication skills, initiative, reliability, enthusiasm and creativity.

- **Speech Language Pathology**

Assist with the Speech Language Pathologists in preparing group therapy sessions and participate in sessions.

Qualities needed: Enrolment in related field of study. Strong interpersonal, social and communication skills. Initiative, enthusiasm, creativity, and attention to detail. Computer literacy is an asset.

- **Spiritual Support Visitor**

To provide support, comfort and meet a diversity of spiritual needs for patients and families.

Qualities needed: Knowledge and experience in pastoral care. Strong interpersonal and communication skills. Caring, empathetic and effective team member.



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**Volunteer Resources    613-737-2279**  
**Fax:                            613-738-4276**

## **VOLUNTEER APPLICATION FORM**

All information is held in strictest confidence. Information will be used only to match an individual to a suitable placement and for statistical analysis purposes.

**AVAILABILITY**

**Full year program applicants:** We require a weekly commitment, over a 10 month period. Please indicate the days / times when you would be available for an assignment.

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Do you take extended vacations / leave? If so, at what time of year ? \_\_\_\_\_

\_\_\_\_\_

**For Summer program applicants:** A commitment of 4 consecutive weeks is required, in either month of July and /or August.

**Please indicate the session you are applying for:**

- Adult (Non-student): September to June
  - College / University student:
    - September to June
    - May to August
  - High School student (15 years +) July – August

## **APPLICATION REQUIREMENTS**

### **References:**

Accepted candidates will be required to submit two (2) references. They must have a personal and/or professional knowledge of you for 1 year (e.g.: employer, supervisor, volunteer supervisor, teacher). They must not be a family relative. Details will be provided during the interview.

Requests for letters of recommendation and/or to confirm the completion of 40 hours of community service will be issued upon the achievement of 60 volunteer hours.

### **Police Records Check:**

Accepted candidates will be required to submit a Police Records Check for Service with the Vulnerable Sector by the Ottawa Police Services. CHEO will accept an existing Police Records Check for Service with the Vulnerable Sector completed within the last two years. CHEO will provide a letter to accepted candidates in order to waive the fee. Details will be provided during the interview.

### **Immunization status:**

Accepted candidates will be required to provide proof of immunity to: rubella, measles, mumps and chicken pox and documentation of a 2 step Tuberculosis screening. Hepatitis B vaccine status may also be required. Details will be provided during the interview. It is the applicants' responsibility to disburse for any expenses associated with these requirements.



## EDUCATION , EMPLOYMENT AND VOLUNTEER HISTORY

**School:** \_\_\_\_\_ **Grade / year:** \_\_\_\_\_

**Program:** \_\_\_\_\_  Full time  Part time

**Employer:** \_\_\_\_\_ **Occupation:** \_\_\_\_\_

Full time  Part time

If retired, what was your former occupation: \_\_\_\_\_

### Community Engagement:

Please indicate your past and / or current volunteer commitments. Please provide a résumé.

Organization / program	Length of commitment

Have you previously applied to volunteer with CHEO? If yes, in what year: \_\_\_\_\_

Have you had a prior affiliation with CHEO?

- As a patient
- Parent / relative
- CHEO Volunteer
- Employee

## MOTIVATION AND INTERESTS

Describe your reasons why you'd like to become a CHEO volunteer:

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Based on the provided descriptions, which roles interest you the most?

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Describe your skills and experiences that relate to your interest in volunteering

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Describe your experience working with children and youth

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**AGREEMENT**

I certify that the statements made in this application are true and correct, and have been given freely.

I understand that not all applicants will be contacted for an interview. Applications will be kept on file for 6 months.

I understand that participation in an interview does not guarantee acceptance to the program.

I understand that I will not be paid for my services as a volunteer.

\_\_\_\_\_  
Applicant's signature

\_\_\_\_\_  
Date ( m / d / y )

\_\_\_\_\_  
Parent / Guardian's signature  
If applicant is 17 years and younger

\_\_\_\_\_  
Date ( m / d / y )