

Kelowna General Hospital Volunteer Services Programs

4 A/B:

Volunteers provide information, support, and assistance to families, staff, and patients on this post-surgical Respiratory, Oncology and General Surgical unit.

Shifts: 7 days/week, 10 am-2 pm, 3:00-7:00pm

4 West:

Volunteers provide information, support and assistance to patients, families, and staff on this post-surgical Orthopedic, Neurological and Urology Unit.

Shifts: 7 days/week, 8-12, 12-4 pm, 4-8 pm

Ambulatory Care:

Volunteers greet patients and help them through the department processes. They also assist staff as requested.

Shifts: Monday to Fridays 8 am-12:00pm, 12:00-4:00 pm

Cardiac Outpatient Dept.:

Volunteers will meet and greet patients and public reporting to the Unit (“Red Heart”) and direct them to the appointed area(s) and assist staff with any extra duties.

Shifts: Monday to Friday, 7-12 noon or 12-3 pm.

Caring Clowns of The Central Okanagan (CCOCO):

Members of this independent organization, who are all “graduates” of clown training programs, visit various wards, and circulate throughout the general areas of the hospital, dispensing their very special form of light-hearted cheer.

(Various weekdays and times)

Coffee/tea Service:

A team of two Volunteers serves refreshments to patients in designated units.

(Monday to Friday, approximately 1:30 pm-4:30 pm)

Critical Care ICU Unit:

Volunteers greet family and friends of patients in these two units and assist accessing the care unit as requested. Volunteers provide social support and basic comfort measures for waiting families when possible

Shifts: 7 days/week, 9:00am-1:00pm, 1:00-5:00pm, 5:00-9:00pm

Diagnostic Imaging (X-ray):

Volunteers will meet and greet patients reporting to the Diagnostic Imaging (X-Ray) department, direct them to the appointed area(s) within this very large department, and provide some comfort measures when appropriate (e.g. warm blankets, housecoats, reading material, etc.)

Shifts: Monday to Friday: 7:30am-11:30pm, 11:30-3:30pm

Emergency Dept.:

Volunteers greet patients and family members etc. as they enter the Emergency Department. They escort patients and companions etc. to designated areas; reassure and socialize to reduce stress, and provide comfort measures such as warm blankets (when requested). There are 3 volunteers that assist in the Front entrance (Triage) and inside the Department on a rotation basis.

Shifts: 7 days/week, 8am-12pm, 12-4pm, 4pm-8pm, 8pm-11pm.

Extra Duties:

Examples include assisting with mail-outs, special events, i.e. Foundation media events.
(Various days and hours)

Hairdresser/Barber:

Volunteer Services provides patients and families with mobile Barbering/Hairdressing Services.

Magazine Clean Up:

Volunteers collect, sort and catalogue all donated books and magazines. Keep library shelves and carts stocked with updated magazines and books.

(Monday to Fridays, 10 am)

Mail Delivery:

Volunteers sort and deliver mail to patients, various departments and units.

(Mon-Fri, 8:30-11:30am)

Mercantile (Gift Shop):

This KGH Foundation managed business generates significant funds that are used exclusively for purchase of patient related equipment. Services include:

- **Crafts** – creation and construction of all manner of crafts for sale. Creating items to be sold at the KGH Christmas Bazaar and other care facilities. (Monday mornings)
- **Engraving Services** – commercial endeavor available to KGH and outside organizations (mostly name plate and room ID plaques). (Various days/hours)
- **Flower Arrangement Teams** – floral design and arranging as well as tropical plant display done in KGH for sale at the Mercantile. (Thursday and Friday mornings)
- **Mercantile** – retail sales of giftware, sundries, & confection. Located in Centennial lobby. (7 days/week, various shifts from:8:30am-8:00pm)
- **Gift Cart** – cart of wares from the Mercantile, taken to various units. (7 days/week, 2:45-4:30pm)
- **Knitters** – home knitting of items sold in the Mercantile.
- **Magazines and Books** – receiving and entering into POS system of these items for sale. (Wednesday afternoons, various hours)

Notice Board Caretaker:

A Volunteer is responsible for all the public notice boards, ensuring the notices are appropriate, dated and removed when outdated.

Palliative Care/Vigil Care:

Volunteers in this service must have successfully completed the Central Okanagan Hospice Training Program. These Volunteers are highly skilled in offering emotional support to patients and their significant others. As well as general supportive visitation, they also provide Vigil Services for terminal patients. All volunteers will be dispatched from the Hospice House.

(Day or night, various hours)

Patient Library Cart:

Volunteers circulate throughout the various units with the portable library cart(s) offering magazines and paperback books to patients. In addition, they visit lobbies, sunrooms, out-patient and clinic areas, providing updated reading material.

(Monday to Friday 1 pm)

Patient Visitation – Specialty Programs:

Volunteers, who have had some personal “connection” with specific illnesses, conditions, visits and offers support to patients and family members in the following situations:

- Cardiac Patients (often those awaiting surgery)
- Friendly Visitor Program; Volunteers roam the hospital visiting a wide variety of patient wards such as: the Stroke ward, our 4 East Transition ward, the Rehab ward and several medical wards. If you like to talk and socialize, this is the position for you.
- Psychiatry Patients (Peer Support)
- Pediatric Support Program

Volunteers are often paired up with patients to provide “one on one” interaction. This could include visiting; diversion activities like games, cards and walks outside.

Perinatal Unit:

Volunteers provide information, support and assistance to patients, families, staff, and new born infants on this maternity unit.

Shifts: 7 days/week, 7-11, 11-3 pm, & 4-8 pm

Perking Lot:

This trendy service in the Centennial Lobby is another fundraising enterprise that is managed by the KGH Foundation. A team of Volunteers will make and serve specialty coffees/teas using “state of the art” barista equipment and offer some food products as well. Volunteers will be offered (periodically) an opportunity to take the “Food Safe” course while working in this area.(7 days a week 7:00am-8:30pm,)

Pets and People:

Pet owners whose dog has completed the screen process, training, and Vet check required by this independent organization, may apply to bring the pet into various areas of the Hospital for patient visitation (specifically Rehabilitation, 4 East, and Psychiatric units). (Varied hours/days).

Pre-Surgical Screening:

Volunteers greet incoming patients/visitors; provide information and assistance, shows/escorts patients to other departments. They also provide assistance to staff with paperwork, mail pick up, and various other duties. (Thu. 10 - 2pm)

Reception Desks:

Volunteer work at various “strategic” locations at KGH, so that they can offer pathfinder services to patients and families trying to find their way through KGH. They also provide information, and assistance, flower and item delivery, and will escort patients to their destinations.

- Centennial Desk (7 days/week 7 am-12, 12-4 pm, 4-8 pm, 8-11 pm)
- Cardiac Outpatient (Mon-Fri, 8 am-12 & 12-3 pm)
- Lab Info Desk (Mon-Fri, 8 am-12:00, 12-4 pm)
- Rehab Desk (Mon-Fri, 8am-12 & 12-3:45pm)
- Strathcona Desk (Mon-Fri, 8 am-12:00 and 12:00-4:00 pm)
- Rose Ave. Desk (Mon-Fri 8 am-12, 12-4 pm, 4-8 pm)
- Royal Desk (7 days/week 8 am-12, 12-4 pm, 6-8 pm)

Renal/Hemodialysis Unit:

Volunteers provide direction, support and assistance for patients and staff at the Renal reception area and on the Hemodialysis Unit.

(Mon-Fri 7-11 am, 11-3 pm, and 4-8 pm and Sat & Sun 11-3 pm)

Royal Bistro

This 50 seat café style eating establishment is situated in the Royal building lobby, managed by the KGH Foundation as another fundraising enterprise, and staffed with volunteers. Monies generated are directed toward the purchase of patient care equipment or related projects as governed by the Foundation. The Bistro provides a supplement to the hospital cafeteria, with a variety of lighter fare. All Volunteers are offered an opportunity to take the Food Safe course (periodically), while working in this area. Teams work each shift sharing a variety of duties.

(Seven days a week)

Spiritual Care:

Volunteers, under the direction of the Spiritual Care Department, assist with the Interdenominational Sunday Chapel Services. In addition, many Volunteers share their musical talents at the Chapel services.

(Sun 2-4 pm)

Surgical Daycare:

A Volunteer provides assistance, comfort, diversion and information to patients and families waiting in the preoperative (surgery) waiting area as well as assisting staff with folding.

(Tue & Thu 1-5 pm)

Youth Program:

Students age 12-18 may provide valuable services to patients and families, while experiencing the value of contributing to volunteerism in the community in The Royal Bistro, Perking Lot, Mercantile, Information Desks, or the Patient Library Cart.

(Variable shifts Mon-Fri 4:00-6:00 pm, 6:00-8:00pm, 4-8 pm and Sat & Sun and summer time as well!)