



## Adult Volunteer Programs at Capital Health

### Clinical Services in Healthcare

**Way Finder** - Provide directions to patients and guests and escort them to their desired location. Volunteers greet and direct outpatients throughout the hospital to testing sites, doctor appointments and surgical sites. We support the Front desk at both locations and the Surgical Centre and Medical Office Building at Hopewell.

**Art Program** - The Healing Hands Mobile Art Cart visits patients in their rooms, providing patients and caregivers an opportunity to use art as a means of comfort and expression to assist with their healing.

**Tea Cart Program** - Volunteers deliver tea and coffee to patients and families in the inpatient rooms and waiting areas. Offer a cup of beverage and a friendly visit.

**Auxiliary Mobile Library Program** - Volunteers visits patients in their rooms with a book cart, providing patients and caregivers an opportunity to choose a variety of books to read and take home.

**NICU Support** – Help our amazing Neonatal Intensive Care Unit staff with daily tasks as needed. Tasks include laundry, desk support, organizing, and also working with babies to feed & change as and when required.

**Nurse Unit Volunteer** - Report to charge nurse and provide support to staff and patients through answering call bells, talking to patients and families, show patients how to use TV, order meals through the Dine program, and verify items are close to patient (call button, tray table, etc.).

**Patient Tower Liaison** – Volunteers will be stationed at the Patient Tower Information Desk on every floor. Volunteer assists visitors and patients with navigating to various locations on the floor and within the hospital.

**Pastoral Care Visitor** – Volunteers will work with the Pastoral Care Departments at either Regional or Hopewell and will report directly to them. The role will involve visiting assigned patients to help address their emotional and spiritual needs, recording information related to each visit, and then reporting back to the department manager. Each volunteer must participate in additional training provided by Pastoral Care.

## Non Clinical Services in Healthcare

**Art Program** - If visiting patients in their rooms is not your thing you can help with various art projects for the Healing Art Team like preparing activity kits for the Art Cart, helping with Art Shows, working on creating the Art database.

**Gift Shop** – Volunteers assist with stocking, organizing and customer service interactions with patients, visitors and staff who are shopping in the Gift Shop. This is great if you looking at experience in the retail business.

**Capital Thrift Store** - There are a range of positions available from being on the sales floor to helping behind the scenes. This gives you all the opportunity to see and help out with tasks like tagging, organizing, sorting.

**Musicians** – Perform for patients, staff and visitors either on our in-house piano or your own instrument (violin or guitar).

**Office Assistant** – You can help handle organizational and clerical support tasks. This may include organizing files, helping with data entry and data analysis, helping with stuffing discharge packets and more.

**Materials Management** – Assists as needed through the Materials Management Department and hospital. Maintains patient/client confidentiality, sorts and assembles materials, label items appropriately, labels items appropriately.

**Mailroom Support** – Volunteer assists with sorting mail from Post Office, RMC and Offsite facilities as it comes in. Once sorted, deliver mail throughout hospital, pick-up all outgoing mail and interoffice mail from offices throughout the hospital. Separate and prepare outgoing mail for postage.