



UHN

Toronto General
Toronto Western
Princess Margaret
Toronto Rehab
Michener Institute

Volunteer Information Session



Wondering what it takes to become a UHN volunteer?



Requirements

- ✓ Be 16 years of age or older
- ✓ Respect the mission and values of UHN
- ✓ Have an advanced level of English, both speaking and writing
- ✓ Be willing to commit to your placement for at least 6 - 12 months
- ✓ Must be able to contribute at least 2-4 hours once a week
- ✓ Be professional, reliable, punctual, team-oriented, customer-service oriented
- ✓ Must agree to a health screening that includes a two-step TB test
- ✓ Agree to wear a uniform and ID badge during every shift
- ✓ Abide by the confidentiality and volunteer agreements



Qualifications

- ✓ Excellent verbal and written communication skills in English
- ✓ Strong problem-solving and conflict-resolution skills
- ✓ Good interpersonal skills, caring and friendly, and able to interact with family and visitors when required
- ✓ Proactive and resourceful
- ✓ Pay attention to detail
- ✓ Must be able to take direction, but also to work independently
- ✓ Accountable, reliable and punctual



Getting to know UHN



PMH



TGH



TWH



TR

Learn more about our hospitals and specialties by visiting our website - www.uhn.ca

Screening & Intake Process



Online
Application

1



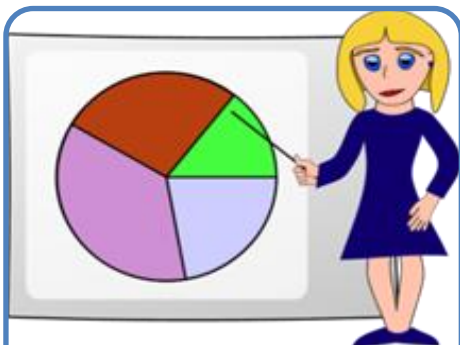
Interview &
References

2



Health
Screening

3



Orientation

4



Placement

5

Things to keep in mind...

6-8
WEEKS

to complete
the screening
process

- Submitting an application does not guarantee you a volunteer placement at UHN
- The process to become a volunteer has several steps (all of which are important) and may take some time. This intake process was developed in order to best serve the patients and staff, and potential volunteers of UHN.
- Volunteers are selected and placed according to the needs of the hospital. Interests, skills, availability and suitability are all taken into consideration. Evening and weekend opportunities are limited.
- Volunteers are here to enhance the patient experience. Volunteer roles have boundaries and do not include any tasks that can only be performed by trained healthcare professionals. Volunteering will not allow you the opportunity to practice or develop your clinical/technical skills, nor will you be able to observe medical treatments or procedures.
- There are areas of the hospital which do not offer volunteering opportunities. If you have a particular area/department in mind, please visit our 'Volunteer Opportunities' or contact our offices to inquire before applying.

What are the benefits?

- Providing volunteers with a space they can call their own. A Volunteer Lounge where they can come, have a coffee, meet other volunteers, and store their personal belongings while on shift
- All volunteers are invited to attend regular Lunch and Learns, Workshops and Educations Events
- Annual National Volunteer Week events
- The opportunity to apply for the Medical Staff Association (MSA) bursary award & the George Linton Music Bursary
- Access to low cost and promotional tickets for events and attractions
- 10% off UHN Gift shops – just show your volunteer ID badge
- Social and professional networking
- Letters of reference (after completing the minimum commitment)
- Acquire new skills, knowledge, and experience in a healthcare setting



Ready to Apply?



Application Password:
uhnvolunteer2017