



## **Alberta Children's Hospital Volunteer Resources**

### **Who Volunteers at Alberta Children's Hospital**

The Alberta Children's Hospital currently has over 500 volunteers helping in approximately 45 different program areas.

The Alberta Children's Hospital values diversity in its health-care team which includes volunteers. Alberta Children's Hospital volunteers extend and enhance the quality of care and service to our patients and families.

### **What is Required?**

All volunteers are asked to make a minimum commitment to the hospital of one year, working a set shift, once-a-week. Most placements are daytime hours, during the week and most shifts are three-to-four hours long. Please note the Alberta Children's Hospital has no positions available for under-18 volunteers at this time.

### **Volunteer Opportunities**

The energy and talent of volunteers are needed and appreciated by our patients, their families and the hospital staff. Volunteer opportunities at Alberta Children's Hospital fall into five categories:

#### **Direct Service**

Volunteers in these programs work directly with patients and their families - in the Units, in the playrooms, in Emergency and in a wide variety of other areas.

#### **Indirect Service**

Volunteers in these programs help in the library and in other areas supporting the hospital's clinical programs and staff.

#### **Revenue Generating**

Volunteers with sales, management and financial skills can be of help in the hospital's gift shop, Emily's Window.

#### **Community Based**

The Pet Access League Society; (PALS) volunteers offers their service to Alberta Children's Hospital patients.

### **Community Support**

Volunteers in these programs work off site making handcrafted items for the use of Alberta Children's Hospital patients.

### **Frequently Asked Questions**

#### **How often am I expected to volunteer?**

Most programs require volunteers to come in at the same time every week for a regular shift. Some programs have more flexible times. Volunteer shifts are generally daytime hours, during the week, and typically, a shift is 3-to-4 hours long. We require a minimum commitment of one year.

#### **How long does the process to become a volunteer normally take?**

Approximately 6 weeks. The process entails attending an interview, completing communicable disease screening, and criminal record's check, and attending a General Orientation Session.

#### **Why is the process so lengthy?**

Our organization provides services to vulnerable clients, so we have a moral, ethical and legal obligation to protect individuals in our care. And we want to ensure that you are fully prepared to take on the duties of your volunteer position.

#### **If my school timetable changes from term to term, is there flexibility in changing my volunteer placement?**

Yes, there may be flexibility in changing your volunteer placement depending on availability in other areas. Volunteers are asked to fulfil the commitment in their initial placement area of one year. Once that commitment is fulfilled, another placement may be arranged.

**Please note:** We receive a large number of inquiries from people interested in volunteering at Alberta Children's Hospital and unfortunately, we don't always have openings. Our ability to add new volunteers depends on current needs. Most current openings are for daytime hours only.

### **HOW TO BECOME A VOLUNTEER AT THE ALBERTA CHILDREN'S HOSPITAL**

For further information please visit our website at:

<http://www.calgaryhealthregion.ca/ACH/>

click on the main menu called **Ways to Help** and drag down to **Volunteer Resources**.

For further information on volunteering, please call Volunteer Resources at 403-955-7997.