



Thunder Bay Regional
Health Sciences
Centre

Volunteer Services Interim Report April 1, 2023 – December 31, 2023

Prepared by

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Volunteers perform a vital role at the Thunder Bay Regional Health Sciences Centre. They support the Hospital's realization of its mission and strategic goals. They enhance the programs and services we offer and assist staff in providing exceptional Patient and Family Centred Care (PFCC). Volunteers provide services to patients, family members, caregivers, and staff in a number of different areas including patient care, reception, greeting, administration, and retail sales.

Program Summary

Staffing

Volunteer Services is comprised of one full-time Manager (Donna Jeanpierre) and one full-time Volunteer Coordinator (Megan Valente). We also work very closely with the Hospital Elder Life Program (HELP) Coordinator, Marielle Dysievick.

The Volunteer Advisory Committee (VAC) includes volunteer team leaders and staff from Hospital programs and services where volunteers are active. Members provide advice and feedback on all aspects of the Hospital's Volunteer Program from a Volunteer's perspective to help improve the quality of the program and the quality of the Hospital volunteer experience.

Services

Volunteer Services staff support volunteers in many of the same ways Human Resources supports Hospital staff. All volunteers at the Hospital complete an application, interview, provide two references, submit a Police Records Check (Police Vulnerable Sector Check or Criminal Record and Judicial Matters Check, depending on the volunteer role) and undergo Health Assessment screening by Occupational Health and Safety. They participate in a general Volunteer Services Orientation, and receive further site-specific training from either a staff supervisor or volunteer team lead.

Volunteer roles include direct support of patients (e.g., Hospital Elder Life Program (HELP) Volunteers, Goodnight Visitors, and Friendly Visitors) as well as administrative, clerical, reception and greeting, and retail roles.



Partnerships

Hospital Elder Life Program (HELP)

From April 1 to December 31 2023:

- HELP served just under 300 patients
- spent over 50,000 minutes seeing patients and provided more than 5000 visits
- Volunteer Services and HELP retained 30 HELP volunteers
- provided education opportunities to support volunteers working with older adults
- created initiatives to raise awareness about the HELP Volunteers' role on the units: ie. poster with photos of each HELP volunteer

Look Good Feel Better

After being on pause since March 2020, the Look Good Feel Better (LGFB) program resumed its services for patients of Regional Cancer Care Northwest in October 2023. The heart of the program is the free monthly 2-hour workshop where participants learn tips on make-up, skincare, hygiene and hair alternatives and go home with a complimentary kit of cosmetics and personal care products.

St. John Ambulance – Dog Therapy

Our team of Dog Therapy Volunteers for patient visits grew to 7 volunteers, plus their dogs. In addition to this well established program for patients, Volunteer Services, in partnership with Prevention and Screening, piloted a Dog Therapy program targeted at staff to improve staff well-being. The pilot was so successful that it was extended and will continue to be offered by these much-needed four-legged volunteers.

Volunteer Association

The Volunteer Association had a successful year so far, thanks in large part to the Hospital community's support of Seasons Gift Shop.

Hospital staff also supported the Volunteer Association through donations of new and gently used clothing for the Patient Clothing Cupboard, as well as monetary donations, including a gift of \$580 from the IT/IS team.

They received another \$800 from the Marathon Bridge program, coordinated by Jane Chapman.

They were able to make the following contributions back to the Hospital:

- Commercial fridge for residents staying at Tamarack House (\$3,590.68)
- Laparoscope for the OR (\$5395.08)
- \$1000 Nursing Award presented during National Nursing Week



- \$1000 Student Volunteer Award
- Contribution of \$19,000 to the Thunder Bay Regional Health Sciences Foundation's Family Care Grants program

A. Planning

Volunteer Services has developed an ambitious recruitment and retention plan taking us to the end of the 2026 Strategic Plan that also includes short-term goals and measures. This plan will build capacity among staff to effectively engage volunteers. Further planning will be informed by results of the 2023 standardized provincial volunteer satisfaction survey.

B. Screening & Selection

Develop more roles for high school students for recruiting high school students and providing information to teachers.

C. Orientation & Training

Revisions to orientation and training will be based on results of the 2023 standardized provincial volunteer satisfaction survey.

D. Supervision & Support

Develop an orientation and manual to support staff supervisors in their work with volunteers

E. Recognition & Retention

In partnership with Patient and Family Centre Care and the Thunder Bay Regional Health Sciences Foundation, we celebrated all Volunteers and Patient Family Advisors during 2023 National Volunteer Week, April 16-22 as well as hosting a dinner and awards ceremony to honour these volunteers on June 14, 2023 for the first time since 2019.

Volunteers have also expressed their appreciation for the Holiday Cards received in December.

In August, 5 adult volunteers and 3 youth volunteers were presented with the Ontario Volunteer Service awards from the Ministry of Citizenship and Multiculturalism.

One volunteer was nominated for the Hospital's iCare award under the Equity and Diversity category.



By the numbers:

- 189 active volunteers
- ages 16 to 90+
- 128 adults
- 46 university/college students
- 15 teenagers
- 66 people interviewed
- 42 new volunteers
- 18 in the process of completing on-boarding requirements
- 9853.84 hours of service (at \$25 per hour that would be the equivalent of \$197,076.80)

But more than that, these volunteers are carrying out tasks, whether administrative, wayfinding, patient visiting, providing patients with refreshments, a warm blanket or other comfort measures, which allows health care professionals and other staff to focus on patient care and the work they have specialized training for.