

DELTA HOSPITAL VOLUNTEER RESOURCES/AUXILIARY PROGRAM INFORMATION

As a support service, our Mission is to assist other hospital departments in meeting the needs of patients, residents, their families, visitors, and staff in a complementary or supplementary role.

We believe volunteers:

- Can enhance the quality of the life for patients, residents, staff and visitors who utilize hospital services.
- Can be committed to service and confidentiality, and be responsible and accountable as members of the health care team.

The following is a list of current Volunteer Programs:

Program	Description/Responsibilities	Days, Times, Locations
Residential Care Programs		
Activities	Assist residents with a variety of leisure based activities under the direction of Therapeutic Recreation staff.	Monday – Sunday Various times
Bingo	Facilitate an adaptive bingo game with residents.	Monday/Thursday 2:30 - 4:30 pm
Bowling	Assist residents with an adaptive bowling program, complete with actual bowling pin set-up.	Monday 1:30 - 3:30 pm
Craft Program	Assist residents create decorative craft items.	Thursday 10 am - 12 noon
Floral Program	Create/maintain fresh floral arrangements for all common areas in the hospital.	Monday/Thursday 8:30 - 10 am
Pet Visitors	Appropriately screened and trained animals and handlers visit and socialize with residents.	Monday – Sunday Various times
Hair Care	Assist the ECU hair stylists by escorting residents to the on-site salon as well as related duties.	Weekday mornings
Special Friends	Assist residents 1-1 with leisure based activities, provide companionship, and opportunities for social interaction.	Monday – Friday 10:00 am – 4:00 pm
Bus Outings/Escorts	Weekly excursions accompanying residents to various local and lower Mainland attractions	As required Various times
Tea, Coffee & Conversation	Socialize with residents while serving refreshments.	Monday – Sunday - Twice daily 10:30 am or 2:30 pm
Youth Program		
Junior Volunteers	High school students aged 15 and older, assist residents with leisure activities under the direction of Therapeutic Recreation or Unit staff.	Monday – Friday 4:00 pm – 6:00 pm *Various times during the summer

Acute Care Programs		
Tea Time	Socialize with patients while serving refreshments	Weekly, various times during day
Triage Emergency	Provides information and support to patients/visitors, acts as liaison between staff and patients/visitors, assist with general inquiries and way finding in Emergency Department	Monday – Sunday 9:00 am – 9:00 pm 3 - 4 hour shifts
Information Desk	Provide information to visitors, and others regarding room locations, directions and general hospital inquiries.	Monday - Friday 8:00 am – 4:00 pm
Surgical Day Care	Provide information and assistance to patients and visitors to the Surgical Day Care department.	Monday – Friday 8 - 12 noon
Screening Mammography	Assist patients during their mammography appointments	Monday - Friday Various daytime hours
Spiritual Care Programs	Support the spiritual needs of residents/patients through various programs.	Various day shifts available
Community Programs		
Public Health	Provide information and assistance to patients and visitors to the Public Health department such as Child Health Clinics	As requested Various times
Auxiliary Programs		
Gift Shop	Assist with the daily operations of the Gift Shop including, opening and closing of shop, sales, and restocking of items.	Monday – Sunday 10:00 – 7:30 pm
LifeLine	Assist with assessment, installation, visiting and phone calls to subscribers to this emergency response service.	For more information please contact
Thift Shop	Assist with the daily operations of the offsite Shop, including sales, sorting, and pricing of items.	Monday – Sunday Various day/evening shifts