

Volunteer Handbook

DEPARTMENT OF VOLUNTEER SERVICES AND
STUDENT REGISTRATION



Welcome to Windsor Regional Hospital

Windsor Regional Hospital welcomes your interest to serve as a member of our Volunteer Programs and look forward to having you join our team of enthusiastic and devoted Volunteers, Students and Staff Members.

Windsor Regional Hospital strives to be patient-centered in every service we provide. Your skills and services will help us in our efforts to provide quality care and service to our patients and their families. Our organization would not be able to do as good a job without the commitment of Volunteers like you. We hope that you will find your experience here both meaningful and rewarding.

This handbook will help introduce you to the expectations of the Volunteer Program at Windsor Regional Hospital.

Together, we will share in the responsibility of meeting the needs of our patients and demonstrate our commitment to excellence by providing a safe and friendly environment for those entrusted to our care.

We hope you will be proud of your contribution of time, skill and talents to the patients and staff at Windsor Regional Hospital.

Sincerely,
Volunteer Services & Student Registration Team



OUR VISION OUTSTANDING CARE – NO EXCEPTIONS!

OUR MISSION DELIVER AN OUTSTANDING PATIENT CARE EXPERIENCE DRIVEN BY A PASSIONATE COMMITMENT TO EXCELLENCE

OUR VALUES

C – COMPASSIONATE	A – ACCOUNTABLE	R – RESPECTFUL	E – EXCEPTIONAL
<ul style="list-style-type: none">• keeping the patient at the centre of all we do;• demonstrating compassion for patients and their families;• supporting staff, professional staff, and volunteers so they are able to care for patients and each other; and• operating as a team, both within WRH and with our partners, to provide exemplary care.	<ul style="list-style-type: none">• striving for accountability and transparency to those we serve and to ourselves;• driving fiscal responsibility;• stimulating effective two-way communication at all levels; and• facilitating timely access to care and service.	<ul style="list-style-type: none">• treating those we serve and each other with empathy, sensitivity and honesty;• upholding trust, confidentiality and teamwork;• communicating effectively; and• welcoming individuality, creativity and diversity.	<ul style="list-style-type: none">• promoting a culture of quality and safety;• embracing change, innovation, and evidence-based practice;• encouraging learning, discovery, and knowledge sharing; and• fostering dynamic partnerships.

David Mark Musyj
President and CEO

Robert Renaud
Board Chair

WINDSOR REGIONAL HOSPITAL
OUTSTANDING CARE – NO EXCEPTIONS! 519-254-5577 • www.wrh.on.ca

COMPASSION is our PASSION

ACCREDITED WITH COMPASSION 2015-2019 ACCREDITATION REAFFIRMED

Volunteer Inquiries

Met Campus 1995 Lens Avenue, RM# ME-1413, Windsor, ON, N8W 1L9 (519) 254-5577 Ext. 52343
Ouellette Campus 1030 Ouellette Avenue, RM# 1-504, Windsor, ON, N9A 1E1 (519) 254-5577 Ext. 33673

Campus Programs

MET CAMPUS



- Allied Health Services
- Ambulatory Care & Outpatient Clinics
- Emergency Services
- Family Birthing Centre
- ICU/CCU/Cardiology
- Medicine/Oncology/Surgery
- OR/PACU/Day Surgery
- Paediatrics/NICU

CANCER CENTRE



- Chemotherapy
- Clinical Trials/Research
- Lab Services
- Prevention Programs
- Radiation/Oncology
- Screening
- Systemic Oncology

OUELLETTE CAMPUS



- Acute Care Services
- Allied Health Services
- Cardiology/Cath Lab
- Day Surgery
- Diagnostic Imaging
- Emergency Services
- ICU
- Lab Services
- Mental Health
- Neurology/Neuro Surgery
- Outpatient Clinics
- Renal Dialysis

Volunteer Services and Student Registration Team

Met Campus

1995 Lens Avenue, RM# ME1413
Windsor, Ontario, N8W 1L9
Office Hours: 8:30 a.m. to 4:30 p.m.

Connie Tomalty, Student Registrar
(519) 254-5577 ext. 52563

**Olivia McGuire, Volunteer Services
Administrative Assistant**
(519) 254-5577 ext. 52343

Fax: (519) 985-2616

Ouellette Campus

1030 Ouellette Avenue, RM# 1-504
Windsor, Ontario, N9A 1E1
Office Hours: 8:00 a.m. to 4:30 p.m.

Renée Hopes, Manager
(519) 254-5577 ext. 33184

Carolyn Brown, Administrative Assistant
(519) 254-5577 ext. 33673

Fax: (519) 255-2126

Becoming a Volunteer



Definition of a “Volunteer”

The term “VOLUNTEER” refers to an individual who enters a service of his/her own free will and without monetary remuneration.

This includes those carrying out tasks and responsibilities under the guidance and direction of hospital staff such as registered in-service volunteers, co-op and clinical student placements (persons serving in a volunteer role for a pre-determined amount of time to apply towards school/course credit) that are considered non-clinical students. Any exception to this “goal” definition is noted in the Volunteer Handbook.

Statement of Purpose

The purpose of the Department of Volunteer Services and Student Registration is to:

- Provide an effective and humanistic volunteer staff, which offers an extra dimension of care and services to patients, families, visitors, and supportive services in various hospital programs.
- Ensure that volunteers and students are properly registered and screened for assignments in the hospital.
- Provide an opportunity for volunteers to give meaningful service, experience skill development, career exploration, and personal growth.
- Assist in creating and promoting community interest and understanding about the hospital and its services.

Sign-in Records

Met and Ouellette Volunteers will use the touch screen to document their hours. Volunteers participating in other buildings/services operated by Windsor Regional Hospital will have an individual time record sheet on which to record his/her service hours and fax it in to the designated Volunteer Office the first week of each month.

Volunteers are expected to sign-in/out each time they volunteer. Additional blank sign-in record sheets are available upon request from the Volunteer Services & Student Registration Department.

It is important that volunteers maintain accurate records of service hours for liability and emergency situations. Everyone must sign in before starting their shift in order to identify who is in the building in case of emergencies. Service hours are presented to the Hospital Administration and Ministry of Health monthly and to the Board of Directors annually.

Record of Volunteer Participation Hours and Reference Letters/Forms

A request must be made to the Volunteer Services Administrative Assistant in order to obtain a record of your volunteer participation hours and/or a reference letter/form.

Record of Participation Hours

The Volunteer Services & Student Registration Department is pleased to provide you with a record of your volunteer participation time. The record indicates the shifts you attended; daily hours served with each department assigned and total hours to date. Letters confirming intent to volunteer and/or intent to serve a minimum number of hours not yet performed will not be provided.

Reference Letters/Forms

Due to the detail and depth of the information required in a reference letter / form, **volunteers need to complete the following:**

- A minimum of 80 hours
- A minimum participation of 6 months must be started and completed within a 12 month period
- Your volunteer experience with Windsor Regional Hospital has to be a positive one.
- Please allow two to four weeks advance notice to ensure timely completion of a reference letter. **Written authorization for release of your volunteer information to another person, agency or school is required.** It is in your best interest to request a letter of reference within 30 days of leaving your volunteer assignment. Windsor Regional Hospital is not obligated to complete a reference letter.

Staff Supervision

Direct supervision of the volunteer is the responsibility of the staff member to whom the volunteer is assigned. The Volunteer Services and Student Registration Department plays a supervisory role in maintaining the administrative responsibilities of the Volunteer Program at Windsor Regional Hospital.

Evaluation of Assignment by Volunteer

Each volunteer will have an opportunity to evaluate his/her service assignment. This will provide an opportunity for the Volunteer Services and Student Registration Department to review with the Volunteer his/her duties, responsibilities, and satisfaction with the service assignment.

Evaluation of Volunteer

The performance of volunteers is evaluated regularly to ensure that the needs of the department/service are being met, and that the duties, as outlined in the volunteer's service assignment are being carried out satisfactorily.

Those with evaluation forms from schools are responsible for notifying the supervisor/department head in their placement area. Be sure to allow staff sufficient time to complete evaluations in a timely manner. It is recommended that volunteers inform their supervisor within the first week of their placement.

Transfer of Volunteer Assignments

Volunteers who are not satisfied with their placement and desire a transfer to another area/department are to contact the Volunteer Services Administrative Assistant.

Terminations

The Volunteer Services and Student Registration Department reserves the right to discipline and/or terminate a volunteer as a result of:

- Failure to comply with hospital policies, rules, and procedures
- Problematic attendance
- Negative or inappropriate comments and/or conduct
- Failure to maintain a clean and professional dress code
- Any other circumstances, in the judgment of the Volunteer Services and Student Registration Department, where continued service as a volunteer is in conflict with the best interests of the hospital and its clients

Disciplinary actions such as verbal and written warnings and suspension from volunteer duties may be enforced in those situations that present less severe consequences to the safe and effective management of volunteers within a hospital setting.

In the event that a volunteer chooses to discontinue his/her volunteer participation, you are required to notify the Department of Volunteer Services and Student Registration and speak with the Volunteer Services Administrative Assistant as well as your WRH shift supervisor within the placement area assigned.

Drink Allowance

Volunteers are offered one free drink from Tim Horton's when they volunteer for their shift.

"Volunteers" include all active and registered WRH Volunteers and Auxiliaries (High School Co-op exempt).

To receive this benefit, Volunteers are required to present their WRH Volunteer Badge to the Tim Horton's staff and sign their name on the Volunteer Sign up Sheet.

Volunteers may select any type or size of beverage.



Volunteer Uniforms

Uniforms serve to distinguish volunteers in a professional light to visitors, patients and staff as well as attest to our commitment to provide a safe environment. Thus, while volunteering in the hospital, volunteers are required to wear the uniform issued by the Volunteer Services and Student Registration Department.



A deposit is requested for vests and will be fully refunded upon return of the vest *in good condition* at the end of your placement.



You may purchase a navy volunteer golf shirt (non-refundable).

Due to health regulations and in accordance with proper hygiene practices, uniforms are to be clean – please wash your uniform regularly.

Navy fleece jackets are also available at a cost to you. If you are interested in making a purchase, please see the Manager of Volunteer Services or the Volunteer Services Administrative Assistant for additional information regarding the uniform options.

Volunteer Lockers

Volunteer Locker Rooms are available at both sites. It is recommended that you bring your own lock to secure your belongings during your shift and remove your lock at the end of your scheduled shift.

Please Note:

It is your responsibility to ensure that personal belongings are in a secure area. Windsor Regional Hospital is not responsible for missing or damaged items.

Parking

Free parking is available along neighboring streets; please watch for designated parking signs.

Volunteers are **NOT TO PARK IN VISITOR PARKING LOTS DURING THE WEEK.**

The following parking options are also available:

Met Campus / Cancer Centre:

- Volunteers are to park at the SWT parking lot (free of charge) located on Kildare Road due to limited space in the main visitors parking area.
- This is a City of Windsor parking lot - See Volunteer Services for assistance to register your license plate to avoid being ticketed.
 - A shuttle bus will pick you up from the shuttle stop and drop you off at the main hospital entrance.
 - Upon leaving, the shuttle will pick you up at the front entrance and drop you off at the designated lot.
 - The shuttle is available Monday-Friday, 5:30 a.m. to Midnight.
- Volunteers who are scheduled for weekend shifts may park in the Lens Avenue Patient/Visitor Parking Lot. You must show your Windsor Regional Hospital Volunteer ID badge to exit.

**The Lens Parking lot is for WEEKEND USE ONLY
as it is needed for patient and visitors during regular business hours.**

Ouellette Campus:

- Parking is available in the hospital parking garage. The entrance is off of Erie Street. A proximity card will be issued to registered Volunteers and **PARKING IS FREE.**
- A public parking lot located off of Ouellette Avenue is also available which is pay and display for **FREE PARKING** with the use of your Volunteer proximity card.
- Volunteers can park on the residential streets that surround the hospital as well but watch the designated parking signs; this can be difficult at times.

Windsor Regional Hospital is not liable for any loss or damage to any vehicle while parked on Windsor Regional Hospital property.

Parking privileges may be revoked in the event that Volunteers use their ID badge for personal visits outside of their scheduled shift.

Change of Address/Phone or Emergency Contact

Report any change in address and/or phone number(s) to the Volunteer Services and Student Registration Department to keep your records up-to-date. Also, please notify the Volunteer Services and Student Registration Department if there is any change to your emergency contact information.

Statutory / Observed Holidays

Volunteers whose service day falls on a statutory/observed holiday are responsible for checking with their service area as to the changes/requirements of that day. Other Holidays recognized by the Hospital include the third Monday in February, Family Day. Volunteers should ask staff in their service area about any service shutdowns during the winter holidays, summertime and Spring Break. Volunteers will also find a calendar of Hospital Holidays posted on the bulletin board in the volunteer locker room and in the communication binders.

Conduct / Ethical Guidelines

When you are on duty, your attitude and actions reflect on Windsor Regional Hospital. The following should guide you in your voluntary service.

Your responsibilities to the Volunteer Services and Student Registration Department

- Direct any problems, comments or suggestions to the Volunteer Services and Student Registration Department.
- Notify the Volunteer Services and Student Registration Department as well as your department supervisor when you are unable to make your assigned shift and/or require a change (department or shift/time change), a leave of absence, a change of address/phone number and/or you wish to resign.
- **Sign in and out for each day of each shift.**
- Report for your shift "in uniform" with your ID badge clearly visible.
- Evaluate your volunteer assignment as requested.
- Follow through on promises and commitments including your assigned shift schedule.
- Cooperate with staff and fellow volunteers/students.
- Follow the service assignment including duties, training and orientation.
- Abide by the policies and procedures of the Hospital and of the Volunteer Services and Student Registration Department as described in this Volunteer Handbook.



Volunteer Kiosk locations to sign in/out at the Met Campus are located by the main elevators by the Gift Shop and at the Cancer Centre (1st Floor beside the Casino Cares Room AT-1008).

Volunteer Kiosk locations to sign in/out at the Ouellette Campus are located on the Mezzanine level, by the Gift Shop located beside the main elevators facing Ouellette Avenue, and in the Renal Clinic.

General Rules of Conduct

- Conduct yourself with dignity and professionalism and be sensitive to the needs and concerns of others. Take the initiative - if unable to help directly, find someone who can.
- Ask nursing or medical staff before giving client something to eat or drink (including water, juice, candy or food).
- Eat/drink within designated areas (i.e. cafeteria, outdoor tables) after your assigned shift--not on the program areas/floors. Chewing gum is not appropriate while on duty.
- Cell phones, tablets or laptops should not be visible to the public while on duty. Phones should be turned off or in silent mode during your scheduled shift. **NO TEXTING WHILE ON DUTY.** Personal calls and text messages can be completed in the cafeteria area during your scheduled break time. A Volunteer Locker Room is available for you to keep your phone in a locker during your shift.
- ***NO TAKING PHOTOS WITH YOUR CELL PHONE while on duty. This MAY BE considered a breach of confidentiality.***
- Demonstrate and promote a positive attitude.
- Do not enter rooms marked with a butterfly, heart or dove.
- For any precaution or isolation signs, please speak to a nurse or staff before entering the room.
- Leave personal problems at home - you are needed to help others.
- Shouting, gossiping, coarse or obscene language, provoking or instigating a fight on Hospital property and/or a behaviour disturbing or offensive to our patients, visitors, staff or volunteers, shall be subject to disciplinary action up to and including discharge.

Ethical Guidelines

- Treat all persons with respect and compassion just as you would like to be treated.
- Keep in confidence the many things you see, hear or learn within the hospital. Respect the privacy of others.
- Knock upon closed or partially closed doors, allowing sufficient time for the patient/staff to respond. Do not enter a room when a physician, nurse or other staff member is seeing the patient.
- Respect the cultural and religious values of the patients and their families.
- Do not ask the staff /doctor for medical advice, medication or have a corridor consultation for your relatives, friends and/or yourself.
- Be aware of boundary issues and potential signs of abusive situations including: staff / volunteers / students spending extra time with one patient beyond his/her therapeutic needs with little documentation of interactions; changing patient assignments to provide preferential care to one patient; kissing/hugging patients, expressions of romantic interest in a patient; accepting gifts from patients; changes in patients comfort levels with a particular staff member or another patient. Report any concerns to your immediate supervisor and the Volunteer Services Manager or Volunteer Services Administrative Assistant.
- Do not sell or attempt to sell goods or services, request contributions, solicit any written business, or distribute political petitions on hospital premises.

Policies and Procedures

Attendance

- In the event of possible lateness or absence, volunteers are to immediately notify the supervisor within their area of service and the Volunteer Services Administrative Assistant or Manager of the Department. Several absences, problematic tardiness and/or leaving your shift early **are not acceptable** and will lead to the dismissal from your service assignment.
- In case of illness, the Volunteer **should not** come to the hospital.
- If illness occurs while at Windsor Regional Hospital, the Volunteer must notify his/her supervisor before leaving Windsor Regional Hospital.
- Inform the Volunteer Services Administrative Assistant or Manager of "planned absences" (i.e. holidays, etc.) **in advance**.
- If you are **absent for more than one scheduled shift, please notify the Volunteer Services & Student Registration Office**. Due to the need for consistent coverage and service, **volunteer positions vacant for more than 3 consecutive weeks may be re-assigned to another volunteer**. The same volunteer shift is not guaranteed upon your return; however, every effort will be made to find a suitable shift/position.

Immigration Status

For insurance and liability reasons, we ask that applicants provide documented proof that they have the necessary status to volunteer in Canada, if they are not a Canadian Citizen.

Dress Code Policy

Volunteers are expected to maintain a neat, clean and conservative appearance. Overall, your attire may be casual, yet **professional**. The dress code promotes the acceptance of Volunteers in a professional light by visitors, clients, and staff. As well, these guidelines are in accordance with standards for the health and safety of workers and our patients.



NOT ACCEPTABLE



NOT ACCEPTABLE



ACCEPTABLE

- Uniforms must be worn at all times. Volunteers may be asked to leave their placement if they are not wearing their uniform.
- Wear minimum jewelry (no large earrings or necklaces).
- Socks or hosiery may be required in certain departments, please consult your department supervisor/manager for further clarification.
- **No** shorts or short skirts/dresses, cut-offs, tight-fitting clothing, tank tops, sweats, shirts exposing the midriff (stomach).
- **No uniform scrubs.**
- Blue jeans are not appropriate attire unless otherwise specified (for example Community Garden Volunteers).
- Yoga pants are not appropriate attire. Tights are only appropriate if worn with a dress or long sweater/shirt/blouse past the hips that covers your bottom.
- Capri pants past the knee are acceptable in the summer months.
- Shoes are to be comfortable, low-heeled and closed toe and heel.
- Clean running shoes are acceptable. Sandals, clogs or the like are not permitted.

Fragrance and Scent Policy

Due to health concerns arising from exposure to scented products, you should limit strong perfumes, colognes, hand-lotions, soaps and hairspray while in the workplace. Please adhere to the **Scent Sensitive Alert and Scent Sensitive Environment signs which are posted in the identified areas**. The aim is to provide a healthy environment for all employees, patients, visitors, volunteers and students.

Identification Badge

All Volunteers are required to wear a Windsor Regional Hospital ID badge while on duty as a Volunteer. If not on duty, Volunteers should not wear their hospital issued ID badge.

- ID badges are distributed through the Volunteer Services and Student Registration Department only, **NOT THROUGH THE SECURITY OFFICE**.
- ID badges are to be returned upon terminating your Volunteer commitment to the Volunteer Services & Student Registration Department at the Met or Ouellette Campus.



Proximity Cards

Proximity cards are to only be distributed by the Volunteer Services and Student Registration Office. Volunteers are responsible for returning the access card at the end of his/her commitment.

Personal Alarm Locator System - P.A.L.S.

Volunteers who have been issued a P.A.L.S. at either Campus, must return them to the respective Security Department once they end their volunteer commitment. An Ouellette volunteer is to return it to the Security Coordinator or the Security Guard at the Parking Deck.

A Met volunteer is to return it to the Security Coordinator.

Failure to return your alarm system will result in a \$100.00 replacement fee at a cost to you.

Patients in Bed

Some patients are positioned in bed for a specific reason. If they ask you to rearrange the pillows or raise/lower the bed, check with the nurse first.

Please do not sit on, lean against or joggle a patient's bed. Many patients that have incisions or dressings are positioned in a special way, or have equipment attached below or over the bed.

Volunteers should not transport patients with IV's unless they are supervised/assisting a nurse or other medical professional staff member.

- Grip the rear bottom of the pole to propel.
- Watch height when going through doorways.
- If blood backs-up into the tube, call a nurse.

Additional Patient Safety Factors

- Food and drink become very important in the hospital. Measurements of intake and output are essential for diagnostic study. **Never give a patient anything to eat or drink without permission from the nurse.** Do not accept the patient's word.
- **NEVER GIVE ANY SORT OF MEDICATION TO A PATIENT.**
- Never leave a patient unattended when off of the unit; check with the nursing staff when in doubt.
- Never leave a Paediatric (child) patient unsupervised if he or she is involved with materials that could be dangerous. Check with the nursing staff if in doubt.
- NICU/pediatric staff will direct you on whether or not you are permitted to lift or carry a child.
- **DO NOT enter a patient's room marked with a precaution sign on the door without proper PPE.** Please seek advice from the nurses' station regarding these signs.
- Always ask questions when in doubt. Never assume. You learn by asking questions.
- **Call when help is needed.** If in the room, push the patient's call button. If you cannot reach the call button, and it is an emergency situation, call out loud for "HELP!"
- Volunteers **ARE NOT TO LIFT PATIENTS.**



**Call When Help
Is Needed**



**Always Be Aware of
Caution Signs**



**Learn By
Asking Questions**

Wheelchair Safety Instructions

- Inspect the chair thoroughly before getting the patient; inspect the wheels, brakes, back, seat, footrest, etc.. **Put brakes on** before assisting a patient from the wheelchair.
- Ask the manager/supervisor/training delegate for a demonstration of how to use the standard and Staxi wheelchairs before operating the wheelchair to ensure the safety of the patient. (See next page for instructions on how to use the Staxi Wheelchairs).
- **Move foot rests out of the way** before a patient gets into or out of a wheelchair.
- Ensure tubing/IV pole is free of pull.
- After the patient is seated, put footrests down and make the patient comfortable. If there is only one footrest on the chair, properly position the patient's foot and cross the other leg over the resting foot.
- **Unlock both brakes and announce to the patient that you are beginning to move.**
- Ensure that the pathway is clear of obstacles, approaching intersections, doors, and corners. Be cautious and maintain a safe speed.
- Keep your body erect and close to the chair and keep both hands on the wheelchair handles.
- **Always back down a ramp**, turning slightly to the side, putting one foot behind the other as a supportive brace.
- **Wheelchairs are to be backed into elevators and backed through closed doors** so as to not injure the patient's legs.
- When getting the patient out of the chair, put on brakes and put up the foot pedals.
- Be sure the patient's elbows are out of the way so they are not bumped.
- **Never leave a patient alone.**
- Report any physical distress of patient to the Charge Nurse.
- After a patient has used the wheelchair, remember to use wipes and rubber gloves to **sanitize the wheelchair** by wiping down the arms, seat and the back of the chair for the next patient.
- A Hospital Transporter should be called for any patient that requires an over-sized wheelchair.

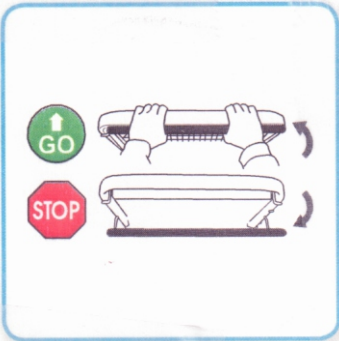
Staxi (Stackable) Wheelchairs

The Staxi is also available for transporting patients at Windsor Regional Hospital and they are available in the main lobbies of the Metropolitan, Cancer Centre and Ouellette Campus. Please refer to the following diagrams and safety tips before operating the Staxi and be sure to ask your manager, supervisor or most responsible person for a demonstration of how to use the Staxi before transporting a patient.

Getting into the Staxi



Moving the Staxi



Getting out of the Staxi Chair



Safety Tips

- Occupants must enter this chair from the side.
- Occupants must be able to sit upright unassisted and have upper truncal control.
- Attendant must stay with chair when occupied.
- Do not overload the chair, weight limit is 500 lbs.
- Avoid tip-overs and falls from the chair, only one occupant at a time. Do not attempt a 'U' turn or a 360 maneuver on a slope, ramp or incline.
- Always use seatbelts (if installed)
- Use caution when maneuvering the chair between walls or door edges. Watch the positioning of the occupant's feet.

AIDET and the Patient Experience

We are all patients and customers of healthcare. Sometimes, we forget what it's like to be a patient or visitor. When health care is viewed through the eyes of the patient and their family or caregivers, research shows that the quality of care rises, costs decrease, provider satisfaction increases and the overall patient care experience improves.

Every interaction IS a moment of truth for a patient, family member or even a co-worker. Patient/family interactions with Volunteers are a **Moment of Truth** and have the opportunity to decrease patient anxiety, increase patient compliance and improve patient satisfaction.

AIDET is a framework used when communicating with patients and their families as well as one another.

The AIDET acronym stands for:

A – Acknowledge

The “A” communicates “You are Important”

Acknowledging makes the person feel respected

e.g. Smiling, looking up as someone approaches, eye contact, a wave, handshake, head nod, undivided attention

I – Introduce

The “I” communicates “You are in Good Hands”

By introducing yourself, you decrease anxiety by explaining who you are and what your role is

e.g. Telling someone that you are a volunteer; asking “How can I help you?” or “Can I help you?”

D – Duration

The “D” communicates “I anticipate your concerns”

This increases compliance because they understand the plan, what to expect next, how long it will take and/or provides an opportunity for staff to apologize for a delay.

e.g. Informing someone of a wait time

E – Explanation

The “E” communicates “I want you to be informed and comfortable”

This increases quality by ensuring the correct steps are taken

e.g. Telling someone about the process of getting informed when their loved one is out of surgery; giving directions

T – Thank You

The “T” communicates “I appreciate the opportunity to help you”

This increases patient satisfaction due to consistently seeing polite and courteous/attentive employees

e.g. “My pleasure”, “Thanks for your patience”, “Thanks for your time”,

“Is there anything else I can do for you?”

Visit our website at www.wrh.on.ca or email us at volunteer@wrh.on.ca to recruit a family member or a friend to Volunteer for Windsor Regional Hospital.
Applicants must be a minimum of 16 years of age.

Click on “Programs and Services”, “All Departments”
Click on “V” for “Volunteer Services/Student Registration”
Click on “How to Apply” to obtain an “Application Form”

Contact the Met or Ouellette Campus for more information:

Met/Cancer Centre (519) 254-5577 Ext. 52343

Ouellette (519) 254-5577 Ext. 33673

