



WILLIAM
OSLER
HEALTH
SYSTEM

**Volunteering at William Osler Health System
Volunteer and Community Resources Department
Information for Prospective Volunteer Applicants**

Our Program

The William Osler Health System currently has over 1200 active volunteers. Our volunteer programs consist of an Adult volunteer program, a University/ College student program and a High school student program.

What do our volunteers do at Osler? In all of our volunteer service areas, the emphasis is on providing excellent customer service and support for our patients, visitors and their families.

All our volunteers are involved in customer service roles in many different ways throughout the hospital:

- They greet and direct visitors in the main entrances
- Assist patients undergoing procedures in ambulatory treatment areas
- Visit with patients and provide support on inpatient units
- Offer support to patient's families and visitors
- Help raise money for fundraising endeavours

***Volunteer work does not involve opportunities for learning placements, mentorship by medical staff, or observing/ assisting in the work of any of the hospital staff.

Our Criteria/ Qualifications

- In order to be a volunteer in the adult or university/ college program, we require daytime availability once per week for 3-4 hours. Evening/weekend shifts are limited to the student program.
- The high school student program accepts applications several times a year for students 15 years of age and older.
- There is a 60 hour minimum requirement which takes approximately 6-8 months to complete.
- Volunteers must be able to communicate fluently in English, including speaking, reading and writing, additional languages are an asset.
- Volunteers must be able to work with minimal supervision and be self directed in all tasks or duties.
- We require volunteers with superior customer service skills, strong people interaction abilities, pleasant, co-operative and supportive attitude.

All volunteer programs are subject to closure depending on volumes of applications and vacancy rates of volunteer services. Please call the volunteer office and listen to volunteer program vacancies.

Volunteer Applicant Requirements

Our application process consists of the following steps:

- Prospective applicants will be provided with information outlining the requirements and commitment as a volunteer candidate at Osler.
- Successful completion of the volunteer application (**see process listed below under application form) will be followed by a telephone interview to further discuss requirements such as availability, volunteers interests, skill sets and commitment.
- Following a successful telephone interview, applicants will be invited to a group interview/orientation session to asses fit and suitability, ensuring a rewarding volunteer experience.

Application Form

**All applicants must complete an application form that consists of 2 references to be completed by someone who knows the applicant well (no references by family members) An updated immunization record is to be completed by a doctor. Immunizations include a two part Tuberculosis test, Measles, Mumps, Rubella, Diphtheria, Tetanus, Polio and Varicella.

All parts of the application are to be completed before a volunteer application is processed. Due to the large volume of applications submitted, there is a waiting period of several months before applicants are called.

Proof of Volunteer Work

The volunteer department provides a record / certificate of volunteer hours for those who have completed the minimum requirement of volunteer hours (60 hours) upon request.

All requests for reference letters must be submitted and discussed with volunteer department staff.

Documented proof of volunteer work can only be provided once during a volunteer's time at Osler.

Verbal references can be provided as needed upon request and are limited to basic verification of volunteer commitment.

The Volunteer and Community Resources department is not responsible for finding employment opportunities for volunteers at Osler.

Volunteer Association

In becoming a volunteer of Osler, if you are 18 years or older, you are automatically a member of the Osler Volunteer Association.

Volunteer and Community Resources Department
Hours of Operation: Monday–Friday 9:00 am- 4:30pm
Brampton Civic Hospital (905) 494-2120 ext. 58333
Etobicoke General Hospital (416) 747-2120 ext. 32411