



University Health Network

Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital

Volunteer Handbook

Department of Volunteer Resources

*“Helping to achieve patient and staff satisfaction by
supporting excellence in patient care.”*

www.uhn.ca

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Dear Volunteers:

Coming to UHN for the first time can be a daunting experience for our patients. In most cases our reputation "preceeds" the visit and patients are happy to get care at a hospital with our international reputation. However, I have also heard from my patients that they worried about going to a "specialty" academic hospital. In many cases the presence of our volunteer staff offers a friendly and welcoming face to our hospital that helps to defuse these anxieties. The fact that many of our volunteers are also UHN patients also helps our new patients to understand that we want to offer the best solutions in a patient centered fashion.

When patients come back to UHN after that initial contact, they will often meet up with the same volunteer staff, creating the continuity in caring is that is so important in offering a patient centered environment. Many volunteers work in supporting our staff without direct patient contact. These people help us provide the support services that are so necessary for effective treatment programs. UHN is serious about improving our performance in providing patient centered care and the importance of volunteers in offering the best care to our patients cannot be overstated.

Thanks for volunteering your time to come to UHN. Our organization is better because of your commitment to our patients and staff.

Dr. Robert Bell
President and Chief Executive Officer, University Health Network

Dear Volunteers:

Volunteers are integral members of our care teams and they bring a special dimension to UHN – providing the much-needed supportive services and programs for patients, families, staff and friends of UHN.

Our volunteers come from diverse cultural and social backgrounds and are men and woman of all ages and life stages. What the more than 1000 volunteers have in common is their enthusiasm and commitment to contributing to, and supporting the excellence of work and care at UHN.

Volunteers at UHN are treated with respect and are provided with training and guidance to enhance their skills and personal growth. There are a wide variety of volunteer opportunities at UHN. Over 150 placement areas throughout the three hospitals, allows us to offer volunteers placements that best meet their needs and interests.

Emma Pavlov

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University Health Network (UHN)

As one of Canada's largest acute-care teaching organizations with approximately 1,000 beds, the University Health Network (UHN) is comprised of three hospitals located in downtown Toronto: Toronto General Hospital (TGH), Toronto Western Hospital (TWH), Princess Margaret Hospital (PMH). Each hospital retains its identity and name within the Network.

With a long-standing tradition of patient care, education and research, UHN has provided care to the community for more than 200 years and ranks among the world's leading providers of exemplary patient care and innovative research and teaching. UHN is committed to delivering high quality services to our patients and community through strategic investments in our staff, priority programs, buildings, and information systems and technology.

Our hospitals share a tradition of great outcomes and medical firsts. These traditions will be built upon as we follow our vision of achieving global impact.

- Vision** *Achieving global impact*
- Mission** *We are a caring, creative and accountable academic hospital, transforming healthcare for our patients, our community and the world.*
- Values** *Caring
Excellence
Teamwork
Innovation
Integrity
Leadership
Respect*

At University Health Network, our programs and services are among the most advanced in the world. To better serve our patients, we have grouped our staff, physicians and resources into Program Groupings and Core Clinical Services.

1. Surgical and Critical Care, *Advanced organ-based diseases*
2. Medical and Community Care, *Groups with emerging health needs*
3. Peter Munk Cardiac Program, *Heart and circulation conditions*
4. Musculoskeletal Health & Arthritis, *Structure and function of bones muscles and skin*
5. Krembil Neuroscience Program, *The nervous system and its sensory and motor output*
6. Oncology & Blood Disorders, *Cancer and blood disorder service*
7. Transplantation, *Organ failure*

Our Community Partnerships

Toronto District School Board

The purpose of Cooperative & Career Education is to assist secondary school students in developing knowledge, skill and attitudes essential in today's society by combining classroom instruction with experiences in the work world. The Co-op experience helps the student to make decisions regarding his / her future education and career. The student is partnered with one or more regular staff members who are interested in working with a student. The staff contributes to the student's education by helping the student to develop good work habits, increased self-confidence and by facilitating the student's adjustment to the

world of work. Students are placed in areas that are related to their future educational and career goals.

The Cooperative & Career Education Partnership between the Department of Volunteer Resources, UHN and the Toronto District School Board is a national model for a community partnership between Health Care and Education. The Co-op and Career Education Partnership was created in 1994 and has grown each year. An On-Site Educator coordinates the program, and the Partnership is hosted by the Department of Volunteer Resources. Each year over 120 students participate in the Partnership.

UHN Volunteer Resources Department

Volunteers are valued and visible participants within UHN's interdisciplinary teams. More than 1,800 volunteers contribute approximately 151,000 hours of service to UHN each year by providing patient and staff focused activities that improve the satisfaction of patients/families and staff.

The goal, vision, and mission statements of the Department of Volunteer Resources at University Health Network (UHN) are:

Goal To build the volunteer place of choice for volunteers

Vision To achieve patient and staff satisfaction by supporting excellence in patient care.

Mission Through excellence in volunteer management we will increase the profile of volunteering and the understanding of what we do and what we can

do and why.

We will foster partnerships among diverse communities internally and externally through marketing, education and action that balance the aspirations and needs of patients, staff and volunteers.

At each site, there is a Manager and a Coordinator. These dynamic teams coordinate and facilitate all volunteer activities within their hospital to meet patient, family, visitor and staff needs, and they develop training programs for volunteers. They also provide support to corporate initiatives that span all three hospitals.

Volunteer Opportunities are in the following four categories:

- Patient Support
- Staff Support
- Special Events
- Leadership Roles

Volunteer Placement Opportunities:

- In-patient Units
- Clinics/Unit Support
- Administrative Offices
- Waiting Rooms
- Medical Imaging/Radiation
- Information Desks

UHN Volunteer Policies & Procedures

Office Hours

All hospital Volunteer Resources' offices are open Monday to Friday, 8:30 a.m. to 4:30 p.m. (except for TGH which is open from 8:00 am to 4:00 pm.) It is recommended that you book an appointment if you have any issues, questions, or concerns you would like to discuss.

Volunteer Code of Ethics

All Volunteers are bound by a code of ethics and a signed confidentiality agreement. Breach of this agreement shall result in dismissal from the UHN Volunteer Resources program. The agreement stipulates that all medical and personal information relating to a patient, their family or a UHN employee is strictly confidential. This includes all that is seen, overheard, related, all written information (labels, lists, files and reports) and telephone conversations.

Volunteers will:

- Stay home if you have a flu or infection.
- Wear their uniform and hospital identification while volunteering.
- Be punctual.
- Commit to volunteer schedule.
- Notify placement area supervisor and Volunteer Resources staff if absent or late.

- Follow dress code guidelines.
- Keep any open cut/wound covered with a bandage while at the hospital.
- Sign in and out using VIC.
- Knock and announce themselves before entering a patient's room.
- Inform staff moving a patient from the nursing unit.
- Keep confidential any medical or personal information relating to patients and/or family members.
- Report any observed vandalism or breach of security.
- Redirect a patient's request/concern/question to a staff person and/or to UHN's Patient Relations at 416.340.4907.

Volunteers will not:

- Give advice on a patient's condition or treatment.
- Offer opinion of medical procedures or hospital staff.
- Express personal, religious or political beliefs.
- Speak on behalf of the organization or mention any affiliation with the hospital to the press or other public groups.
- Sign as a witness on any legal documentation.
- Feed patients.
- Handle blood products.
- Perform the duties of unionized personnel.
- Dispense medication.
- Accept any monetary rewards from patients or families.
- Bring friends or relatives with you while you volunteer.
- Report for duty if under the influence of alcohol and/or illegal substances nor partake of same while in uniform.

- Receive or make personal telephone calls at your placement, except in the event of an emergency.

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- Carry a cell phone or pager while on duty. They must be turned off and left in your locker.
- Promote personal or business affiliations while on duty.

Volunteers are obligated to . . .

Sign In / Out

Volunteers are required to sign in when they arrive and sign out upon completion of their shift using VIC.

Why? In the event of a . . .

- hospital emergency, we know who is in the building
- family emergency we can contact you if you are in the building
- confirmation of hours contributed to volunteer service

Absence

- All volunteers are expected to report for duty on time each day they are scheduled, unless they have provided prior notice of absence to their Placement Supervisor and their Coordinator, Volunteer Resources (i.e. sickness, leave of absence, vacation, emergency).
- When unexpectedly unable to report for duty or be on time, volunteers are to contact *both* the Placement Supervisor *and* the Coordinator, Volunteer Resources. It is the responsibility of the volunteer to make arrangements or

leave instructions with their Placement Supervisor as to coverage of necessary responsibilities for their shift.

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- After one unexplained absence, volunteers will be contacted by their Coordinator, Volunteer Resources and reminded of the need to inform their Placement Supervisor and their Coordinator, Volunteer Resources, of any absence.
- After two unexplained absences, the Coordinator, Volunteer Resources will remind them of the need to inform and warn them that one more unexplained absence will result in termination. A letter will be given to the volunteer and a copy will be stored in the volunteer's file. The incident will also be documented in the Volunteer Information Centre (VIC).
- After a third unexplained absence within 6 months, the Coordinator, Volunteer Resources will have a one on one meeting with the volunteer to discuss the dismissal. The Manager, Volunteer Resources and Coordinator will both be present during the dismissal of a volunteer.
- Only if there are extenuating and unusual circumstances surrounding the unexplained absence, may the volunteer be able to remain in the volunteer program.

Vacation and/or Leave of Absence



- Notify the Department of Volunteer Resources, in writing by completing a “Change of Information Status” form, available from Volunteer Resources.

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- In the case of extended vacation or illness, consideration will be given the volunteer on their return for reinstatement into their original service or to be assigned to an equally suitable service.

Transfer between Activities and/or Hospitals

- Volunteers are asked to remain in their volunteer placement for a minimum of three months before requesting a transfer to another activity and/or hospital. Discuss your request with your Volunteer Resources Coordinator.

Dress Code

As a volunteer representing UHN it is expected that you will maintain a professional appearance at all times. It is the volunteer’s responsibility to keep the uniform clean and neat at all times. All shirts and blouses must have a sleeve (i.e. no tank tops or muscle shirts are allowed).

We ask that you refrain from chewing gum and wearing a baseball cap while on duty. **No jeans** are allowed. Walking shorts (at knee level) are allowed during the summer.

Uniform

Uniforms are the property of University Health Network, and therefore must not be altered in any way. Uniforms are to be

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worn at all times while volunteering. There is an option of a jacket or vest.

The volunteer *uniform*. . .

- Maintenance and cleaning is the responsibility of the volunteer.
- The uniform shall only be worn when volunteering at UHN.
- For storage instructions please see the Program Coordinator.
- Not to be worn to and from the hospital.
- Can be worn open or closed, and must be worn over street clothes.
- Must be worn with photo identification visible on the right side of the uniform
- Volunteer Service Award Pins can be worn on the right side of the uniform.
- Will return the uniform along with ID badge upon completion of volunteer service. A replacement fee will be charged if there is failure to do so.

Identification Badge

- All volunteers are required to get a UHN photo identification badge. The Department of Volunteer Resources will provide you with a signed ID Badge Request form prior to or on your first day of volunteering.

- The ID Badge must be returned to the Department of Volunteer Resources upon completion of your volunteer service.
- A replacement fee will be charged if lost or stolen.

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Foot Wear



It is highly recommended that you wear comfortable rubber-soled shoes while volunteering for your comfort and health, (i.e. relatively quiet when walking and secure on your feet). Open toe shoes or sandals are not permitted.

Perfume / Cologne

Volunteers are asked not to wear perfume/cologne. Some scents may be upsetting or nauseating to patients who are undergoing various treatments or upset those patients and staff who have allergies.

Jewelry

For safety and infection control purposes, volunteers are asked to limit jewelry (facial and other).

Ask for approval from your manager before wearing another organization's insignia (e.g. Canadian Cancer Society, Heart and Stroke, etc.).

Volunteer Lounge

Each hospital has a volunteer lounge for volunteers to utilize. Complimentary tea, coffee, water and cookies are available. Lounges are a great place to sit and relax, eat your lunch, or enjoy a break from your volunteer activity.

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Volunteer Information Centre – VIC computer

(VIC provides many functions for your convenience. It enables you to:

- Sign in and out.
- Receive e-mails from the Department of Volunteer Resources
- Check your volunteer hour contribution of service.
- Check and confirm your volunteer schedule

Mail Pick-up

Check beside the computer for any mail correspondence from staff or other volunteers. Mail is sorted by last name.

Lockers

- Volunteers are to provide their own lock.
- Lockers are available for volunteer use during their volunteer shift only. We have a limited number. All items

must be removed after a shift so that other volunteers can use the same lockers.

- Volunteers are advised not to bring valuables with them while volunteering.

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Resignation

It is expected that volunteers will give a minimum of a two week notice of their intent to resign, to the Department of Volunteer Resources at their respective site, and to their placement supervisor. The ID Badge and uniform must be returned upon resignation from the volunteer placement.

Reference Letter



After the completion of a minimum of 70 volunteer hours, the Department of Volunteer Resources would be pleased to write a letter of reference to support a volunteer's educational and/or career goals. Please provide a week's notice for a letter to be produced.

Service Dedication Awards



Volunteer Resources Department recognizes volunteers with service pins after two years of service and in five year intervals from start date. UHN recognizes volunteers and staff with long service (in five year intervals of service from start date) by inviting them to a bi-yearly 'Tea' for recognition. An annual dinner is held to recognize volunteers and staff with 25+ years of long service.

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Educational Opportunities

Human Resources's offers educational opportunities through their '*Learning and Development Calendar*' for staff and registered volunteers. For further information please contact your Program Coordinator on course detail and registration process.

MSA Volunteer Educational Award

Each year, the Medical Staff Association (MSA) recognizes two UHN student volunteers with a Volunteer Educational Award of \$2500 towards tuition. Winners are announced during National Volunteer Week. For information about this award, please contact the Volunteer Resources Manager or Coordinator at your respective volunteer site.



Hospital Library

Volunteer have full access and privileges to our medical libraries at all sites. Volunteers are responsible for any charges incurred while using library resources (e.g. photocopy or late fees).

Parking



If you are in need of parking please speak to the Volunteer Resource Manager or Coordinator at your specific site.

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Employee Assistance Program (EAP)

As part of UHN's commitment to help improve the quality of life for staff and volunteers, UHN offers an *Employee Assistance Program* (E.A.P.). This program is a free and confidential one-to-one counseling and referral service. The contact number is: 1-800-387-4765

UHN Shuttle Bus

Shuttle bus service for UHN clients, staff and volunteers operates between the TGH and the TWH free of charge. Schedules are posted outside pick-up points, or ask Volunteer Resources staff for further information.

UHN Policies & Procedures

Workplace Ethics

Code of Workplace Ethics

Every day, UHN employees make ethical decisions. Organizational and professional ethics influence conduct, guide decisions and affect all aspects of daily working life. UHN is committed to the highest of ethical standards which surpass the letter of the law. UHN's *Code of Workplace Ethics* outlines the responsibilities and guidelines that describe the ethical standards expected of all team members at UHN.

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The Code of Workplace Ethics includes three major sections:

Ethics in Action - describes how our principles play out at work

Ethical Decision Making - provides decision-making tools

Ethical Reporting - outlines various options for reporting ethical issues

Ethics Defined

Ethics are a system of moral principals or rules of conduct. They help determine what is right and what is wrong. Ethics help define values such as respect, honesty, fairness and responsibility as well as the set of rules or standards by which we live.

Workplace Ethics is about applying ethical values to behaviour at work. Workplace ethics apply to all aspects of business conduct,

including employee relationships and accounting practices as well as managing relationships with suppliers and fulfilling job responsibilities. Workplace ethics also apply to the conduct of individuals at work and to the conduct of the organization as a whole.

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Ethical Principles

UHN's *Code of Workplace Ethics* is founded on six major principles:

1. Acting with Integrity - behaving as a responsible citizen of the organization and community; operating in an open and honest manner; and refraining from deceptive acts and practices.

2. Complying with Legislation - respecting the law and ensuring that organizational practices are carried out in a diligent and loyal manner.

3. Enhancing Workplace Environment - fostering a workplace that respects the dignity and worth of all people.

4. Protecting Hospital Assets - ensuring that UHN's physical, financial and intellectual property is used appropriately and remains safe.

5. Ensuring Privacy and Confidentiality - protecting the confidentiality, privacy and security of the personal

information of patients and employees.

6. Managing External Stakeholder Relationships - ensuring that the external people, businesses and governments are dealt with in an honest and ethical manner.

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Code of Conduct

Our Code of Conduct outlines the rights and responsibilities of all members of the UHN community. A multi-disciplinary task force developed the code following extensive consultation with staff and physicians at all sites.

UHN's "**Code of Conduct**" links to our values and states our commitment as an organization towards building a more respectful workplace.

As a volunteer, you have the right to . . .

- share your ideas, suggestions and concerns about your volunteer placement
- ask for and receive help from team members and others
- provide input into decisions about your work
- volunteer in a barrier-free environment
- receive supportive and equitable treatment

You have the responsibility to . . .

- seek input and share your ideas, suggestions and concerns about your placement
- help your team members, patients, visitors and others
- actively participate in decisions about your work
- promote a supportive and inclusive environment
- live our values and treat everyone with respect and dignity

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Diversity



UHN is committed to achieving superior results through the creation of a work environment that values diversity and encourages people to contribute their personal best.

In valuing diversity, UHN strives to ensure that:

Employees, patients, families, volunteers and visitors are all respected and embraced. In providing patient-centered care, our workplace reflects and accommodates the diversity of the communities we serve. All employees regardless of their differences are provided with equitable opportunity to contribute to UHN's success to the best of their abilities and talents in a supportive environment, free from discrimination.

UHN is committed to creating an inclusive and supportive environment that embraces diversity by:

| |
|--|
| <u>Delivering initiatives to promote awareness.</u> |
| <u>Intervention where processes fail to live up to our commitment.</u> |
| <u>Vision, the inspiration to champion diversity initiatives.</u> |
| <u>Eliminating barriers in our environment.</u> |
| <u>Respecting diversity at UHN.</u> |
| <u>Supporting the enrichment of respect, equity and fairness within UHN.</u> |
| <u>Implementing strategies to harness the skills and talents within UHN.</u> |
| <u>To create an environment which includes</u> |
| <u>You</u> |

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Where an employee, volunteer or manager believes that an infraction of the "Fostering Respect in The Workplace" policy or the Ontario Human Rights Code has occurred, s/he may contact Diversity office, 416.340.4800 x4715. All inquiries are treated in an objective and confidential manner.

UHN Patient Centered Care

Why we have Patient Centered Care at UHN

- Continue to improve the Patient's Experience!
- UHN Strategic Directions 2011
- Culture shift at the bedside
- Provide a framework for all staff and volunteers
- Ontario wide patient satisfaction survey

"An approach that consciously adopts the patient's perspective ...about what matters" *Through the Patient's Eyes (Gerteis et al, 1993)*

About Patient-Centered Care

Patient-Centered Care (PCC) is about caring for patients by first finding out what their needs and values are – and then tailoring the care we provide to meet those expectations and enhance their experience while in our care.

At University Health Network, the PCC model we're using is known as the Picker Institute's Eight Dimensions of Patient-Centered Care (PCC). In this approach, everyone in our hospital community is a partner in caring for patients. Sometimes, it might be as simple as stopping to provide directions to family members. While at the bedside, it will mean taking the time to ask patients if they have any questions, concerns, fears or anxieties about their care.

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Each of us has a role to play and the power to make a difference in the experience that patients and families have at UHN.

The 8 Picker Dimensions of Patient Centered Care



1. Respect for Patients' Values, Beliefs and Concerns.
2. Coordination/Integration of Care.
3. Communication, Education, Information.
4. Promotion of Physical Comfort.
5. Promotion of Emotional/Spiritual Health.
6. Involvement of Family and Friends.
7. Transition and Continuity of Care.

8. Access to Care

Privacy Policy

On November 1, 2004, the *Personal Health Information Protection Act, 2004* came into force. This Act provides, among other things, rules governing the collection, use and disclosure of patient health information. As a volunteer, you are considered an "agent" of University Health Network under the Act. As an "agent", the Act provides some rules for you to follow. The following page contains a summary of guidelines. If you would like a more detailed version of the UHN Privacy Policy, please consult the Volunteer Resources Manager or Coordinator at your site.

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Guidelines- Summary

Avoid handling patient information if you can:

- Do not browse patient charts.
- Do not ask patients for more information than you need to know.
- If a patient is speaking with a doctor, nurse or other care provider, step out of earshot and return later.

If You Come into Contact with Patient Information:

- Do not discuss confidential information outside your area or with people not involved in the activity.
- Do not discuss confidential information in public areas (e.g. elevators, food courts, shuttle bus, hallways).
- Do not leave records unattended especially in public areas
- Keep all information on-site.

- Do not send personal health information through e-mail.
- Avoid accidentally exposing information (e.g. allowing a computer screen or paper file to be viewed by other patients or staff).
- Only collect, access and disclose as much information as you need to in order to be able to perform the task.
- To dispose of a paper record containing health or other confidential information, always bring documents to the Volunteer Resources office for shredding. Please don't re-cycle the paper record.

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- It is important for volunteers who are taking notes or documenting in such areas as Waiting Rooms, Patient Visiting and Emergency to submit their notes or documentation for shredding.
- Never remove any paper records containing patient health information from the Hospital.
- If you are found to have breached any of these rules, your placement at University Health Network may be terminated.

Infection Control – We are all responsible for Infection Control

Protection

Learning and using good infection control practices protects staff, volunteers and patients from the spread of unnecessary infections. Please follow infection control protocols at all times during your volunteer shifts.

- Wash your hands prior to starting your volunteer shift, when entering/exiting the hospital, units and departments.
- Do not touch any body substances (blood, sputum, oral secretions (spit), emesis (vomit), cuts/wounds...all moist body substances).
- Read and obey all PRECAUTION signs.
- Ask your supervisor if you need to wear any protective clothing such as a mask, gloves, gown, or visor.
- If in doubt about what to do in any situation, always ask staff for guidance.

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Three routes of transmissions of micro-organisms



Hand Washing

Hands are the most common method of spreading germs and viruses. Good hand washing is the most important infection

control practice. Use soap and water if hands are visibly dirty, or waterless alcohol-based agents provided throughout the hospital.

Do it right!

- Remove jewelry.
- Wash long enough to sing Happy Birthday.
- Remember the commonly missed places: tips of fingers, in-between the fingers, back of hands and around the base of the thumb.
- Use paper towel to turn off the taps.
- Encourage patients and visitors to wash their hands.

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When do I do it?

- When you enter the hospital (alcohol-based agent available).
- Before and after each patient contact.
- Before and after breaks or meals.
- After using the washroom.
- When hands are dirty.

- After removing gloves

Emergency Codes

Codes Response

All UHN departments, units and services should have the Codes Response Manual which outlines what you need to know in order to respond to an emergency in a safe and effective way. Know your responsibilities in relation to that code and respond as required. Your response in an emergency situation could save someone's life.

In particular, there are a few important things to remember:









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- Listen carefully to a code on the Paging system.
- Dial 5555 if you encounter a dangerous situation.
- Describe where you are and what you have found to the Switchboard Operator.
- The Operator will page or dispatch the right team of people to respond to the emergency.

| | |
|-------------|-----------------------|
| Red | Fire |
| Dark Green | Horizontal Evacuation |
| Green | Vertical Evacuation |
| Light Green | Total Evacuation |
| Black | Bomb Threat |
| Yellow | Missing Patients |
| Brown | Hazardous Spill |
| White | Violent Person |
| Orange | External Disaster |
| Blue | Cardiac Arrest |
| Grey | Internal Disaster |

W.H.M.I.S.

Workplace Hazardous Materials Information System

| | | | |
|---|----------------------------------|---|----------------------------------|
|  | Compressed Gas |  | Biohazardous Infectious Material |
|  | Flammable & Combustible Material |  | Corrosive Material |
|  | Oxidizing Material |  | Dangerously Reactive Material |
|  | Toxic Material |  | Other Toxic Material |

Fire Safety

All volunteers at UHN must attend Fire Safety Training at their respective volunteer sites.

Fire Alarm

When you hear a fire alarm, listen for the accompanying “Code Red” location announcement on the overhead speaker system. If the Code Red location is in your building you must:

- Close the windows and doors.
- Remain in your area unless instructed to do so.
- Do not use the elevators as these are reserved for fire personnel.
- Await further instruction.

If you discover a fire

A fire can spread throughout a room in less than two minutes. Therefore, it is imperative that we act quickly in the event that a fire is discovered. Seconds count! If you are the first person on the scene of a fire, it is crucial that you REACT.

| |
|--------------------------------|
| <u>R</u> emove Occupants |
| <u>E</u> nclose Area |
| <u>A</u> ctivate Alarm |
| <u>C</u> all 5555 |
| <u>T</u> ry to Fight the Fire* |

* If you know what type of fire it is and which extinguisher to use. If you don't fight the fire, ensure that other steps of REACT are fulfilled

Volunteering at UHN - Next Steps

When can I start to volunteer?

Within five (5) working days upon completion of the Volunteer Orientation, the site Coordinator, Volunteer Resources where you have requested to volunteer will contact you to discuss the following:

- Confirmation of your day/time commitment.
- Placement area of interest.
- Provide you with a role description.

- Confirm your start date.
- Set up a training / buddy session schedule (if appropriate) in order to prepare you for your volunteer role.
- Provide you with a 'start package' or necessary volunteer documentation on your first day.
- Escort you to your placement area.