



Volunteer Handbook

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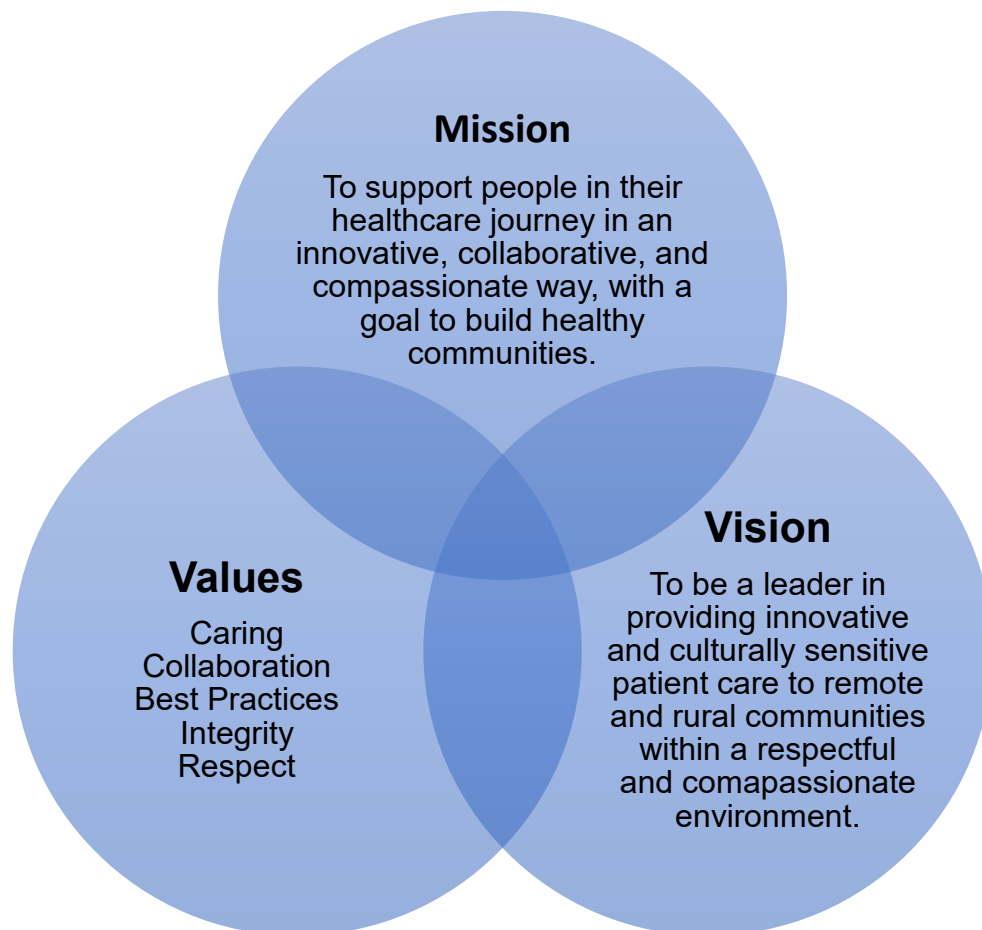
Welcome to the Lake of the Woods District Hospital

About LWDH

Lake of the Woods District Hospital (LWDH) is an acute care hospital located in Kenora, Ontario, staffed by an incredibly dedicated team. LWDH's goal is to provide high quality patient-centered care to residents of the City of Kenora, surrounding communities and the large seasonal population. LWDH is a fully accredited hospital under the national standards of Accreditation Canada.

Volunteers play an essential role in the workings of LWDH by enhancing the services offered and assisting staff in providing exceptional patient and family-centered care. Volunteering at Lake of the Woods District Hospital can give one insight into the complex workings of the hospital and can be beneficial in building experience towards future careers in healthcare or towards any career as volunteering with LWDH provides working experience in a professional environment and work-related references.

LWDH's Mission, Vision, and Values



Volunteer Programs and Opportunities

LWDH's volunteer opportunities are available to community members over the age of 16 who have a passion for giving back to the community. These volunteers are an essential part of enhancing the services offered by LWDH. Volunteer positions are available for students working towards their 40-hour volunteer requirement, one-off volunteers, Kenora's seasonal population, and members of the community who want to give back. These volunteers are an essential part of enhancing the services offered by the LWDH. The volunteer program is a great chance for individuals to meet new people, give back to the community, help others, learn new skills, and gain exposure to different career options.

Programs and Opportunities

Admitting Greeter & Guide

Act as a volunteer escort for visitors, answer visitor and patient enquiries, act as an advocate for those in waiting areas.

Big Brother/Sister

Provide a positive role model to youth.

Book Trolley Volunteer

Stock the book trolley with current books and magazines and distribute them to patients.

Challenge Club Craft Assistant

Act as a greeter and help entertain persons who drop by Challenge Club. Assist with crafts.

Children's Dental Surgery Assistant

Accompany children and their families as they wait for dental surgery.

Clothes Closet Organizer

Responsible for inventorying, sorting, and displaying used clothing the hospital has available for those in need.

Diagnostic Imaging Volunteer

Act as a guide to patients while in the department and within the hospital.

Outpatient Clinic Visitor

Provide companionship and social stimulation to assigned patients.

Education Assistant

Tutor clients of Youth Addiction as they improve their education.

ER Reception

Act as a greeter and advocate to ER patients & their companions while in the ER waiting room.

Friendly Visitor

Provide companionship and social stimulation to assigned patients.

Hairdressing Volunteer

With the direction of the Unit Manager, assist any patients that request the service.

Moving on After Stroke Program Telehealth Volunteer

Assist stroke survivors and their care partner in the delivery of a telehealth education and exercise program.

Patient Activities Volunteer

Assist staff in planning and implementing activities for patients.

Patient Safety Survey Volunteer

Survey admitted patients, enquiring about the patient's knowledge of LWDH patient safety initiatives.

Patient Survey Volunteer

Assist at various departments conducting surveys.

Pediatric Patient Visitor

Provide play and social opportunities to children in the pediatric unit.

Pet Therapy Volunteer

Coordinate and support the Pet Therapy program.

Professional Recruitment Assistant

Be a local friendly face and contact for visiting professional healthcare learners.

Staff Education Seminar Assistant

Organize general interest events for staff.

Staff Recognition Assistant

Assist in organizing the Annual Staff Recognition Event.

Simulation and Standardized Patient Volunteer

Simulation and Standardized Patient volunteers are carefully coached individuals, who simulate real patient scenarios, including comprehensive patient history, physical findings, and emotional characteristics in order to support training and assessment opportunities for medical learner education. Simulation and Standardized Patient volunteers play a crucial role in teaching and evaluating medical students' interviewing skills, physical exams and interpersonal communication abilities.

Surgical Services Volunteer

Ensure the flow of patients to the Surgical Services area and within the department. Assist with patients and their families while they are in the department.

Volunteer Recognition Assistant

Assist Administration in organizing recognition events for LWDH Volunteers.

Committee Roles for Volunteers

Committee roles are available to community members over the age of 16 who have a passion for giving back to the community. These volunteers are an essential part of enhancing the services offered by LWDH. Some positions require a commitment of 1 or more years as well as attendance at monthly committee meetings; however, committee members are able to step down from their position at any time should there be any complications. Alternatively, some positions may require a commitment of 2 to 4 hours of service weekly, or bi-weekly minimum.

LWDH Committees

Applications for all Committee positions must be submitted to LWDH Administration for submission to the Board or appropriate Committee for review consideration.

Accessibility Committee

The Accessibility Committee is responsible for setting priorities and developing strategies to identify, remove, and prevent barriers to people with disabilities at all LWDH facilities. Responsibilities also include writing, approving, endorsing, submitting, publishing, communicating, reviewing, and monitoring a comprehensive Accessibility Plan. Applications for Accessibility Committee positions can be submitted to LWDH Administration for consideration.

Board of Directors

The purpose of the Board of Directors, on behalf of the community, is to determine what benefits the Hospital should provide, for which people, at what cost; to ensure those benefits are provided, and to ensure that unacceptable actions and situations are avoided. Board of Directors positions are volunteer positions which are filled on an annual basis. Applications for Board of Directors positions can be submitted to LWDH Administration for consideration.

Indigenous Advisory Council

Members of the Indigenous Advisory Council are expected to share their experience as a LWDH patient to inform quality improvement, attend and actively participate in regular meetings, advise and provide guidance to LWDH for the development of programs and services, promote and share how LWDH serves the patients from our communities, connect clients to services, and connect LWDH to First Nation values, protocols, customs, and traditions. Applications for Indigenous Advisory Council positions can be submitted to LWDH Administration for consideration.

Ladies' Auxiliary

LWDH has a strong Ladies' Auxiliary team. These volunteers continue to operate the gift shop and engage in various events for the hospital throughout the year. Applications for Ladies' Auxiliary positions can be submitted to LWDH Administration for consideration.

Patient & Family Advisory Committee (PFAC)

The Patient & Family Advisory Committee includes individuals representing Kenora and the surrounding area who have had a recent experience as a patient or as a family member of a patient who has received care at the LWDH. These members will partner with LWDH staff and physicians to provide direct input into policies, programs and practices which affect LWDH patient care and services. Applications for Patient & Family Advisory Committee positions can be submitted to LWDH Administration for consideration.

Volunteer Role & Expectations

Expectations

Volunteers are expected to:

- Be a minimum of 16 years of age at the time of application, if applicable
- Be willing and able to commit to the level of responsibility required by their role
- Respect the Mission, Vision, and Values of the Lake of the Woods District Hospital
- Be able to abide by confidentiality policies
- Be willing to complete LWDH Volunteer Screening, Orientation, and Training before beginning an assignment
- Abide by all hospital policies and procedures
- Comply with hospital vaccination policies, including vaccination for COVID-19, and health screening equivalent to staff requirements
- Be willing to complete a Criminal Record Check with a vulnerable sector search or equivalent before starting any volunteer capacity
- Demonstrate a willingness to wear any required Personal Protective Equipment, and wear a badge identifying themselves as a visitor while on site

Disclaimer

The volunteer role has certain boundaries, and no volunteer role will include any tasks that can legally be performed only by a healthcare professional, or employee of LWDH (physician, pharmacist, physiotherapist, laboratory technician, nurse, housekeeping aide, janitor, etc.). There are no placements that are specifically designed for medical and/or hospital administration students or graduates to practice their skills.

Criminal Record Check

Criminal Record Check

All volunteers 16 years of age or older are required to complete a Criminal Record Check with a vulnerable sector search before volunteering at the Lake of the Woods District Hospital. This is a precautionary measure designed to ascertain whether volunteers interacting with patients have a record of criminal convictions for those crimes that would make them unsuitable for positions of trust. Such checks assist in

attempting to ensure the safety and well-being of those for whom the hospital has the responsibility to provide or ensure proper care.

[Dress Code](#)

[Dress Code](#)

All volunteers are expected to present a professional appearance while on duty. All volunteers must wear a badge identifying themselves as a volunteer while on site. Where uniforms are not required, attire may include Street Clothes/Business Clothes. Styles must be suitable for the work situation in accordance with the LWDH dress code policy.

Additional guidelines may be implemented in specific areas.

[Orientation & Training](#)

[Employee Orientation Program](#)

We believe that an efficient orientation program provides the knowledge, skills, and direction necessary to adjust to new roles and responsibilities and helps to establish attitudes conducive to the maintenance of high-quality patient care. A general volunteer orientation & training is mandatory for all volunteers and additional orientation and training may be required for specific roles.

[Signing In/Out](#)

[Volunteer Sign-in Sheet](#)

Volunteers will be provided with a Volunteer Sign-in Sheet, where they can track their hours if necessary.

[Code of Conduct](#)

[Code of Conduct](#)

All volunteers are expected to be consistent with and fully comply with the Lake of the Woods District Hospital's Code of Conduct, which outlines the fundamental principles that guide our behavior.

Hospital Policies & Guidelines

Employer Commitment

Employer Commitment

The LWDH is committed to providing a healthy and safe environment that supports all volunteers in achieving physical and psychosocial health and wellness.

An ongoing commitment to health and safety forms an integral part of our organization. This includes the promotion and development of the following principles:

- Maintain safe working conditions in all work areas through proper maintenance of equipment and of the premises
- Develop and maintain an accident prevention program
- Provide instruction and training as required in safe work practices and programs
- Develop, implement, monitor, evaluate and revise health and safety policies to promote wellness and ensure compliance with legislation
- Establish responsibility and accountability of all volunteers for implementing and complying with safe work practices and legislation
- Establish a health and safety committee whose representatives will work together towards improving and promoting health and safety, will identify health and safety problems, will promote awareness, advise, and recommend to management appropriate health and safety policies, procedures, and practices

Accessibility

Accessibility: Customer Service Standards

Accessibility: General Requirements

The Lake of the Woods District Hospital is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation.

LWDH will provide its goods and services in a way that respects the dignity and independence of people with disabilities. We will give people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way to other clients.

Confidentiality & Privacy

Confidentiality and Privacy Policy

Confidentiality and Privacy Agreement

All volunteers are responsible for protecting the confidentiality of all information concerning hospital patients and the hospital's operations and activities that they have access to or learn through their affiliation with LWDH.

Volunteers will not access, use, or disclose any confidential and/or personal health information that they learn of or possess because of their affiliation with LWDH. Under no circumstances may confidential and/or personal health information be communicated either within or outside of LWDH except to other persons who are authorized by LWDH to receive such information.

Volunteers will not alter, destroy, copy, or interfere with this information, except with authorization and in accordance with the hospital's policies and procedures.

[Fit for Work](#)

[Fit for Work - Substance Use, Cognitive Impairment](#)

The LWDH is committed to providing a safe environment in which all individuals are treated with respect and dignity. Volunteers who are cognitively impaired and/or under the influence of substances while on duty can pose serious health and safety risks both to themselves, our patients, employees, and other volunteers. As such, there is zero tolerance for the possession, use, or to be under the influence of alcohol, cannabis, or other drugs in the workplace.

All volunteers are required to be fit for duty when they attend the workplace and to remain fit for duty throughout the day or shift.

[Workplace Violence and Harassment](#)

[Workplace Violence and Harassment Prevention Program](#)

[Workplace Violence and Harassment Prevention](#)

The Leadership Team of the Lake of the Woods District Hospital is committed to providing a safe environment in which all individuals are treated with respect and dignity. The Executive Team members are responsible for implementing and monitoring adherence to this policy. We will take whatever steps reasonable to prevent workplace violence or harassment from all sources. Everyone in the workplace must be dedicated to upholding this policy and will be held accountable by the Hospital.

[PPE and COVID-19 Immunization](#)

[COVID-19 Immunization Policy & Procedure](#)

[Donning Personal Protective Equipment \(PPE\)](#)

[PPE for All LWDH Employees](#)

Volunteers are expected to:

- Mask when required in patient care areas as indicated
- Comply with hospital vaccination policies, including vaccination for COVID-19
- Demonstrate a willingness to wear any required Personal Protective Equipment
- Report any symptoms of illness to a supervisor and refrain from volunteering while experiencing symptoms

Hand Hygiene

[Hand and Nail Hygiene - Policy](#)

[Hand Hygiene - Procedure](#)

Proper and frequent hand cleaning is one of the best ways of preventing the spread of infection. If your hands are visibly soiled, use soap and running water to clean them, in cases where they are not visibly soiled, you may use alcohol-based sanitizer. Whether you are using sanitizer or soap and water, ensure you are cleaning all areas of your hands properly.

Clean your hands often:

- Before and after eating
- After touching high contact areas
- After using the washroom
- After sneezing or coughing
- Before entering and after leaving the hospital or patient spaces

Use of Personal Wireless Communication Devices

[Use of Personal Wireless and Cellular Communication Devices](#)

[Social Media Conduct: Personal Use](#)

Personal wireless communication devices are to be stored with your personal belongings in a secure location and should not be in your possession while on duty unless directly related to your volunteer role.

It is accepted that volunteers may need to occasionally communicate with others regarding personal issues. Necessary personal communication should be done in a private location away from medical devices and patient care units. Cell phones may not be used in the ICU, the Operating Room, Post Anesthesia Recovery Room, or within one (1) meter of all electronic equipment in use.

Proper hand hygiene practices must be adhered to before and after the usage of any personal communication devices.

In order to provide clients and staff with respectful and confidential care, all volunteers are expected to use social media responsibly and appropriately, adhering to the hospital's Social Media Policy Guidelines.

Application Process

Why Apply

The Lake of the Woods District Hospital meets the immediate healthcare needs of the residents of the City of Kenora, as well as a large surrounding area, including several First Nations Communities. LWDH's goal is to provide high quality patient care within available resources as we work towards accessible and culturally safe health care across all sectors and services. In joining the team as a volunteer, you would be helping LWDH to reach this goal and shape the future of healthcare in Kenora.

Volunteering at the Lake of the Woods District Hospital is a great opportunity to:

- Give back to the community
- Learn and practice new skills
- Meet new people
- Build experience towards future careers in healthcare
- Build relationships that can result in work related references

What to expect

Because LWDH takes responsibility for patients very seriously, the team takes many factors into consideration before accepting volunteers at LWDH.

All potential volunteers are required to complete an application and will be screened thoroughly. If selected, volunteers will be contacted to arrange an interview, and will be asked to provide us with three professional references. If the interview is successful, your references will be contacted, and you will receive an offer.

All volunteers are required to complete a general volunteer orientation & training and may be required to complete additional orientation and training based on their specific role.

Please note that all offers of volunteer service roles at LWDH are conditional upon proof of full vaccination of all required vaccines, as well as a completed criminal record check.

Additional Resources and Contact Information

Contact Us

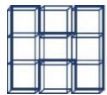
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**Lake of the Woods
District Hospital**

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