



Sunnybrook
VOLUNTEER RESOURCES

VOLUNTEER HANDBOOK

Your Guide to Volunteering



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Welcome to Sunnybrook Health Sciences Centre!

A. SUNNYBOOK MISSION, VISION, VALUES & PROGRAMS

Sunnybrook.ca

[Sunnybrook Mission, Vision and Values](#)

Mission

We care for our patients and their families when it matters most. In partnership with the University of Toronto and health system providers. Sunnybrook leads by discovery, innovation, teaching & learning.

Vision

Sunnybrook is inventing the future of healthcare.

Values (Excellence in C.A.R.E.)

Excellence: We will exceed the expectations of our patients and their families by anticipating their needs, improving access to care, and ensuring the quality and safety of care.

Collaboration: We value partnering with others to achieve our mission and vision.

Accountability: “My decisions impact the lives of others. I will assume responsibility for the commitments I make to our colleagues, patients, healthcare partners and communities. I am the face of Sunnybrook and my actions will improve the hospital.”

Respect: There is strength in our differences. By embracing how we are each unique and how every person’s perspective is of value, Sunnybrook can be a leader in healthcare.

Engagement: We are all active members of the Sunnybrook team and therefore integral to the hospital’s success. By engaging others and being invested in our work, we all contribute to achieving our mission and vision.

Sunnybrook’s Programs

- DAN Women & Babies
- Holland Bone and Joint Program
- Hurvitz Brain Sciences
- Integrated Community Program
- Odette Cancer Centre
- Precision Diagnostics and Therapeutics Program
- Schulich Heart Centre
- St. John’s Rehab
- Tory Trauma Program
- Veterans Program

Volunteer Resources Mission, Vision and Roles

[Volunteer Resources Home Page](#)

Mission

Volunteer Resources engages people to create a positive and supportive Sunnybrook experience for all.

Vision

Every patient experience is enriched through the contributions of volunteers.

Role of Volunteer Resources

Volunteer Resources staff are employed by the hospital and, in collaboration with other hospital staff, are responsible for:

- Volunteer program/role risk assessment and development
- Volunteer Recruitment and promotion of programs
- Interviewing/screening, and placement of volunteers
- Orientation and training
- Supervision, monitoring volunteer performance, and program evaluation
- Volunteer recognition and retention

B. VOLUNTEER ROLE & EXPECTATIONS

Expectations:

Volunteers are assigned to roles and activities that enrich and improve the patient experience.

You are expected to:

- Create a caring and safe atmosphere for patients, residents, families and staff
- Support the mission, vision and values of Sunnybrook
- Abide by all hospital policies and procedures

Key Competencies and Accountabilities:

- Teamwork & Collaboration
- Communication
- Operational Ability (ability to carry out an assigned role and follow hospital policies)
- Professional Behavior & Emotional Self-Awareness
- Accept & Support Change
- Handle and resolve any disagreements or conflicts appropriately

Be Helpful but Know Your Limits:

While volunteers want to be as helpful as possible, there are activities which are inappropriate or beyond the scope of a volunteer's role.

Only perform duties that are part of your role and for which you have been trained. Politely decline, even if asked by staff or patient to assist. Please DO NOT:

Provide Patient Care:

- Feed patients/residents – even if requested by patient /family member or staff.
- Buy food or drink for patients unless you have checked with staff first
- Provide any clinical care (e.g., give medication, take vital signs, weigh patients)
- Lift patients, or provide physical assistance to support their mobility (e.g. walking, transferring in/out of bed, etc.)
- Provide medical advice that could be perceived to be recommending treatments, of healthcare professionals, etc.
- Discuss/compare personal ailments, treatments or medical history; either yours or the patient's
- Perform duties where you would come into contact with bodily substances (e.g., blood, urine)
- Translate for clinical care

Represent the Hospital:

- Do not use your affiliation with the hospital for personal financial gain or to promote your own services, sell products, etc.
- Requests from any media must be referred to the Communications & Stakeholder Relations team. Do not speak, make statements, or enter into agreements on behalf of the hospital, or reproduce/create material or use hospital branding/logo

Personal & Professional Relationships:

It may seem natural for a patient/resident and volunteer to possibly become friends. However, because the relationship began as a professional (e.g., the volunteer was assigned by the hospital to carry out a role or provide a service to a patient, and is accountable to the hospital), this is not appropriate. Patients/residents may want to establish a friendship that goes beyond your volunteer role. As difficult as it may be, you **must** decline this request and ensure that you are not engaging in any behaviours that would lead the patient/resident to expect more of you, than your volunteer role. Some examples of what would be inappropriate for a volunteer to do:

- Give your personal information to patients/families (e.g., phone number, personal email, or mailing address)
- Spend time or interacting with patients, outside of your regularly scheduled volunteer assignment
- Ask patients, family members or staff personal questions about the patients circumstance
- Complete personal errands for the patient/resident (e.g., go to the bank, purchase things for the resident with their or your money)
- Take patients or their family members to appointments or events off-site, and/or outside of your regularly scheduled assignment (e.g., church, concerts)
- Respond to special requests from a patient's/resident's family (e.g., extra visits or errands, emailing family with updates, accepting gifts or money from family for providing extra to support patient)
- Accept any form of payment for your services as a volunteer
- Maintain contact with patients/families post discharge
- When in doubt, always check with Volunteer Resources staff for guidance and direction
- Never have others (friends or family) accompany or visit you
- Provide religious guidance

Commitment:

Minimum commitment is typically one half-day shift (3-4 hours) weekly for a minimum of six months to one year. However, this will be determined with Volunteer Resources (VR) at the time of enrollment and may vary.

For those who wish to do more, generally, no more than three shifts per week will be permitted and only after volunteer has demonstrated the ability to carry out the role, and reliably fill one shift per week.

Attendance and Absences:

[Volunteer Attendance Policy](#)

Reliability is an important part of a successful volunteer program.

Absences impede the hospital's ability to provide services to patients, compromise safety, delay important tasks, create additional workload for others and negatively impact morale, as well as the reputation of volunteers and the hospital.

Please make your volunteer role a priority and honour the commitment you have made.

You are required to:

- Provide a minimum of 2 weeks' notice regarding any known absences, including vacations, and may also be required to arrange a replacement with another
- Be punctual – start your shift at the scheduled time, and stay for the entire duration, as agreed upon
- Resignations - If you are unable to continue volunteering, notify VR staff; provide as much notice as possible (minimum 2-4 weeks). Ensure you return your uniform and photo ID

Signing In/Out – Volunteer Computer Kiosk:

You will be given a Personal Identification Number (P.I.N.) to sign in and out for each shift. Signing in and out is required for contact tracing and emergencies.

Accountability for Staying Informed:

Engage and stay informed; it will improve the safety and quality of your experience and increase the value of your contributions as a volunteer.

This includes:

- Check/read, and respond to emails and other messages
- Read notices and signage
- Participate in training

If you have Feedback for us:

Your experience matters and we welcome your feedback. If you have questions, concerns or suggestions, please share them with either VR staff or the appropriate staff contact where you volunteer.

Dress Code & Photo ID:

You are required to wear a clean volunteer uniform (e.g., vest, T-shirt) and Photo ID badge while on duty. This is to identify you and your role, and provide you with access to secure areas, and parking. Please keep them safe and do not leave them in locker rooms, or at the hospital. A lost or missing uniform or photo ID presents a security risk; there is a \$25.00 fee to replace a Photo ID.

- Ensure your clothing is appropriate for your role in representing the hospital. No short shorts, ripped jeans, hats, etc.
- Clothing should make it easy to move and operate equipment, such as wheelchairs, safely. Avoid wearing loose or flowing garments i.e. scarves
- Shoes must be flat, closed-toed with treads
- Practice good personal hygiene
- Sunnybrook has a **Fragrance-Free policy**. Do not wear any scented products (e.g., cologne, deodorants, lotions etc.) when coming in to volunteer
- Refrain from wearing unnecessary jewelry while volunteering. Rings, bracelets, watches, etc. compromise the ability to keep hands clean; they may also accidentally injure the patients you assist

Lockers/Personal Belongings:

Lockers are available for use on a day/shift basis, not overnight; please provide your own lock. We strongly advise that you NOT bring valuables with you. Report any incidents of theft to Security/VR staff immediately.

Sunnybrook is not responsible for lost or stolen personal belongings or valuables.

Parking:

[Parking Guidelines](#)

[Main Campus Parking Map](#)

[St. John's Parking Map](#)

Volunteers receive complimentary parking in a designated lot. Parking is only to be used for volunteer activities.

- Parking access can be added to your Photo ID by Parking Services with a refundable deposit
- Parking guidelines and a site specific map will be provided

Security:

If you feel unsafe you may call Sunnybrook Security (e.g. If your shift ends after dark or takes place at night and you do not feel comfortable walking to your car or the bus stop).

Orientation & Training:

- A general hospital orientation and site/role specific training is mandatory for all volunteers
- Volunteers may be required to participate in additional training sessions. This includes legislated mandatory training, (e.g., Health & Safety) as well as other educational opportunities that will enhance your volunteer role

C. HOSPITAL POLICIES & LEGISLATED REQUIREMENTS

Confidentiality & Privacy:

[Sunnybrook Volunteer Confidentiality Agreement](#)

[Sunnybrook Privacy and Confidentiality Policy](#)

Any information that you have access to or learn about patients is private, confidential, and must not be shared or repeated. Follow Sunnybrook's policies and procedures for ensuring all patient information is kept confidential as outlined in the agreement you signed and in Sunnybrook's corporate policy on Privacy and Security of Personal Health Information. **This means:**

- **Do not reference inside or outside the hospital to a patient's identity, diagnosis, or treatment**
- Demonstrate discretion during public conversations. Even if you are not referencing a specific patient, you never know who may be listening
- Do not request or seek information that you do not need in order to perform your role. If you are uncertain please check with staff
- Do not take photos of patients or staff, even if asked to do so; do not mention patient names or include their photographs in email communications, or on social media
- Ensure any documents with patient information on them are disposed of in confidential waste receptacles
- Do not share, repeat or post information about any other staff member, volunteer, physician or student

Volunteer Resources respects your right to privacy. Your contact information may be given to another volunteer/staff for the sole purpose of scheduling and covering shifts. We will not share your personal information with any other party, including the Sunnybrook Foundation.

Use of Social Media:

[Social Media Commenting Policy](#)

Do not mention or publish any patient/resident/staff information, (including photos) on any social media sites. (e.g., Instagram, Twitter, Facebook, LinkedIn)

- If you identify your affiliation as a volunteer at Sunnybrook (on Facebook, LinkedIn) it must always be clear that you are speaking for yourself and never on behalf of the hospital. Always use the first person and make it clear you are expressing your own opinions
- *Do not use the hospital logo on any social media sites*
- Sunnybrook monitors any mention of the hospital on the web and on social media sites. Inappropriate use of social media may result in disciplinary action, up to and including termination

Diversity and Inclusion & Respect

Diversity:

- We value the diversity of all our stakeholders, patients, visitors, staff and volunteers. Diversity includes but is not limited to: cultural background, race, age, ability, religion, gender, education, sexual orientation, family status etc.

Inclusion:

- Inclusion is a priority. Simply recognizing diversity does not equal inclusion
- Inclusion means being valued, invited, and aware of barriers
- Inclusion creates a climate that fosters belonging, respect, and value for all and encourages engagement and connection throughout the organization

Respect

Sunnybrook's Corporate Respect Policy requires all staff and volunteers to respect:

- The diversity of our staff & volunteers and their cultural backgrounds
- How we communicate and how we listen to each other
- Our differences: in opinion, lifestyle and lifestyle choices, the needs of different generations
- The value of each and every job and role at Sunnybrook
- The vast array of different personalities that we encounter
- That good working relationships build good work environments
- That good, respectful behaviour does make a difference

President's Anti-Racism Taskforce (PART)

[President's Anti-Racism Taskforce \(PART\)](#)

[Sunnybrook's Commitment to Dismantling Racism](#)

Racism in health care is a large, complex and systemic problem. To address the issues that exist, Sunnybrook's CEO and President established a taskforce to begin the work to focus on producing tangible and visible results to ensure Sunnybrook is an inclusive organization for our Black, Indigenous and racialized patients/clients within the diverse communities we serve, as well as for our staff, volunteers and partners.

While PART will lead the anti-racism work, it's important we all strive to make Sunnybrook a safe, equitable and actively anti-racist institution.

For more information:

Harassment, Discrimination and Violence Policy:

[Workplace Violence and Harassment Policies](#)

In compliance with the Human Rights Code and the Occupational Health and Safety Act, as well as our Respect program, Sunnybrook is committed to providing a work environment that is free from discrimination, and all forms of harassment, including sexual, and violence.

Respect the dignity, values and opinions of every individual (patients, staff, volunteers, visitors). All staff, physicians and volunteers are responsible for ensuring their behavior is respectful and promotes a positive work environment.

Any form of harassment, discrimination or violence is considered extremely serious misconduct that may result in disciplinary action, up to and including termination and should be reported to Volunteer Resources or other hospital staff.

Accessibility

[Sunnybrook Accessibility Policy](#)

AODA-Accessibility for Ontarians with Disabilities Act – The Law:

One in seven people in Ontario has a disability - this number is expected to rise as the population ages. Not all disabilities can be seen (disabilities include, but are not limited to: mobility, sight, and hearing).

Preventing, identifying and removing barriers which impede a person's access to care and services or, to working and volunteering at the hospital, is the law. This includes barriers that are: physical, informational, technological, attitudinal, and those related to policy or practice. Sunnybrook supports individuals with disabilities by providing tools and services to improve accessibility. If you think someone could benefit from your assistance, offer to help, however, also allow them the right to refuse. Maintaining dignity and independence can be very important. If a patient accepts your help, allow them to direct the assistance. You may offer suggestions, but please respect the patient's wishes whenever possible.

Use of Smart Phones/ Electronic Devices:

Unless using your phone to help access information in order to provide assistance do not use it during your shift as this interferes with your ability to be helpful and responsive to safety and the needs of patients/visitors. If you need to check your phone for personal messages, please do so while on break in a lounge, locker room or cafeteria. Do not use your phone while walking. Stop and move away from high traffic areas to avoid pedestrian collision or congestion.

D. HEALTH AND INFECTION PREVENTION & CONTROL (IPAC)

A number of policies and requirements are in place to help ensure the health and safety of all patients, visitors, staff and volunteers.

Health & Immunization Requirements:

Documentation of the following must be submitted to Volunteer Resources:

- [Medical Form TB Test/Proof of Immunization](#) -Volunteers must complete the mandatory Volunteer Medical Form which includes a 2-step TB Skin test and immunization status
- COVID-19 Vaccine - Volunteers must be fully vaccinated for COVID-19, with a Canadian approved vaccine
- Seasonal Influenza (Flu) Vaccine - During Flu Season (usually late fall to early spring) all staff, physicians and volunteers are strongly encouraged, to have their flu vaccine. It may be mandatory for some sites/roles and, requirements may change dependent upon seasonal flu activity in the community and/or outbreaks at the hospital. Information about compliance and vaccine clinics will be shared annually

Reporting Illness:

If you have any symptoms of illness, please do not volunteer.

- Notify VR staff of your absence due to illness
- If you become ill while on duty, do not complete your shift; advise the supervisor in your area and VR staff. If it is serious and requires immediate attention, please go to the Sunnybrook Emergency Department if you are at Bayview site; if at other sites, seek medical attention with your doctor or the closest emergency department
- If you have a minor injury and first aid is required (e.g., bandage) please go to Volunteer Resources or Occupational Health and Safety

Hand Hygiene:

Proper and frequent hand-washing is the single most effective way to prevent the spread of infection. All volunteers must be able to use hospital-provided alcohol- based hand sanitizer.

Clean your hands often with hand sanitizer (when hands are not visibly soiled):

- When entering and leaving the hospital, a patient care unit, or treatment room
- Before entering and leaving a patient room and between each patient contact (i.e. hands must be cleaned when moving between patient spaces in multi-bed rooms if contact has been made with the patient or the environment)
- Before and after eating and preparing food
- After using the bathroom
- After touching high contact areas: keyboard, door handles, and elevator buttons

If your hands are visibly soiled, you must use soap and warm water to clean them. Whether you are using sanitizer or soap and water, ensure that you clean all areas of your hands properly.

Other Hand Hygiene Tips:

- Avoid wearing rings and wrist jewelry (e.g., watches, bracelets) as they impede proper hand hygiene and harbour germs that you may bring home with you or pass along to others
- Glove use is only advised when using hospital-provided disinfectant wipes (Cavi or VIROX Wipes) to clean equipment or surfaces. Gloves should not be worn otherwise

Clean and Disinfect Equipment:

All equipment and surfaces must be regularly cleaned and disinfected. For example, wheelchairs should be wiped down using disinfectant wipes provided before/after each use.

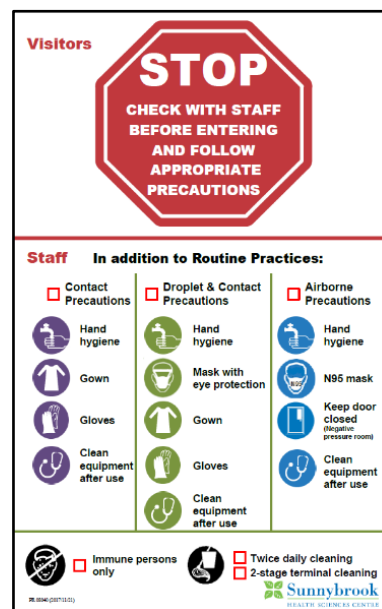
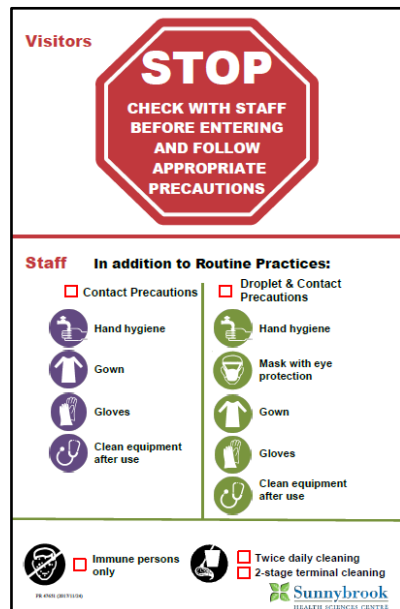
Routine Practices/ Personal Protective Equipment (PPE):

Each volunteer role is assessed by the Infection Prevention and Control (IPAC) team to determine which PPE (e.g. masks, face shield) is required. You will be provided with appropriate PPE and training for how to properly use it.

In roles where physical distancing (2 meters/6 feet) is not feasible, wearing required PPE will protect you.

Additional Precautions/ Patients on Isolation:

If there is a **STOP** sign on the door of a room, please do not go in. Read the sign carefully and check with nursing staff.



Outbreaks:

An outbreak means that 2 or more patients on the same unit have been diagnosed with the same virus, infection. Volunteers are not permitted on units where an outbreak has been declared. Outbreak signs are posted at the entrance to affected units. Volunteer Resources will inform you via email, sign-in kiosk, or by phone when an outbreak is declared on a unit that impacts your volunteer role. During an outbreak you may be temporarily assigned to another unit/role and Volunteer Resources will notify you when the outbreak is over.

Designated Safe Eating & Drinking Areas:

For infection control purposes, and to ensure a professional image, eating/drinking is only permitted in designated areas.

Smoke-Free Policy:

Sunnybrook is a **smoke-free** hospital. Smoking is not permitted anywhere on the hospital grounds.

E. SAFETY, EMERGENCIES & SECURITY

Patient Identifiers and Double Identifiers:

In order to ensure that you are assisting the correct patient, please use the following identifiers:

- Ask the patient his/her name
- Check the ID wrist band (for inpatients and residents)
- Confirm with staff

Some roles may require that you use 2 identifiers each time; if this applies to your role, this will be covered during your training.

Safety Reports/Reporting Incidents:

Any incidents (or potential incidents), that compromise the safety of patients, staff or volunteers, must be reported to VR staff, and/or staff in your department so that an Safety Report can be completed.

Reporting incidents is important:

- To learn from and prevent similar incidents from occurring in future
- Ensure proper documentation in case additional follow up is required (e.g. insurance claim, law suit)

Examples of incidents that must be reported:

- Patient, visitor, volunteer, is injured or has an accident (e.g., slip and fall) - even if you have not sustained an injury – please still report the incident as this could help address the cause, and prevent future similar incidents
- You experience verbal abuse or harassment, or physical aggression from a patient or visitor (e.g. yelling, threatening, or swearing)
- If you sustain serious injury while on duty, you may be seen in the Emergency Department at Bayview site (not at St. John's Rehab and Holland Centre, where an ambulance may have to be called). If the injury is not serious, minor first aid (e.g. bandage) is available in either Volunteer Resources or Occupational Health & Safety
- If you notice anything that is a potential safety concern, (e.g., broken equipment, spills or tripping hazards) please notify the appropriate staff

Suspicious Behaviour:

If you see anything that does not seem “normal” or individuals who may be trespassing or do not appear to have any business at the hospital, please contact Security so that they can follow up and investigate. Note: do NOT approach or engage such individuals in any way.

Slips and Falls:

It is the hospital's policy to ensure precautions are in place to minimize the risk of slips, trips and falls.

- Wear appropriate footwear for the weather conditions, work tasks, and areas
- Report any potential tripping hazards, such as, uneven carpet, slippery floor, inadequate lighting, etc. to staff so that they can be addressed promptly
- Report grounds maintenance concerns e.g. damage to sidewalks, damaged street lights, need for snow/ice removal, etc.
- Immediately clean up small spills (e.g. coffee) or block area if larger spill, and contact Environmental Services or let staff know
- Follow Environmental Service signage, barriers and instructions on safe areas to walk following a spill or during floor cleaning
- Keep work areas and corridors free from clutter
- Avoid distracted walking by not using cellphones, tablets etc. while walking
- Never carry, push or pull a load that blocks vision or is difficult to balance. Carry smaller loads or use a cart
- Minimize trip hazards due to cords by using ties to bundle computer/telephone cords, keeping cords away from walking surfaces or taping down/covering cords. The use of cordless devices is also encouraged
- Use established pedestrian routes rather than shortcut
- Exercise caution on stairs, use the handrails and slow down. If you are carrying an item with both hands, use the elevator rather than the stairs
- Only use proper ladders or step stools under the supervision of employees; do not stand on chairs, ladders or other equipment

Emergencies - Activating Emergency Codes:

Emergency Codes to initiate call 5555	
Code Red	Fire
Code Blue Code Blue Child (31days to 13 years)	Cardiopulmonary Arrest/Emergent Medical Intervention
Code White	Violent Person
Code Silver	Active Attacker
Code Pink (<30days)	Neonate Cardiopulmonary Arrest/ Emergent Medical Intervention
Code Yellow Code Yellow Baby	Missing Patient/ Infant Abduction
Code Brown	Flood/ Hazardous Spill
Code Green	Evacuation
Code Orange	Mass Casualty/ CBRN/Pandemic
Code Black	Bomb Threat/ Suspicious Package
Code Purple	Hostage Taking
Code Grey	Loss or Failure Essential Services/Air Exclusion
Emergency Assistance dial 5555	
Bayview Security dial 4589	
Holland Security dial 8685	
St. John's Security dial 7983 (after hours dial 6641 to announce overhead)	
*Dial 9-911 for immediate police assistance	

Codes and Phone Numbers are listed on the back of your ID badge.

Below are a key steps to ensure the appropriate response and help is given:

- **Call 5555** on a hospital phone for all code activations, updates and cancellations.
- If 5555 is not available or responsive (**9-911 from a hospital phone or 911 from a cell phone**)
- Be patient and stay on the line until the Operator confirms he/she has understood all of the necessary information
- Be prepared to provide specific location information (building, wing, floor, room, bed number and phone extension)
- **Be aware of locations for:** phones, wall mounted fire alarm pull stations, exits and stairwells (Note: do NOT use elevators to escape emergency situations),
A safe hiding location for a Code Silver, Code Blue buttons in patient rooms

Emergency Preparedness:

Code Name	When To Call	What Do You Need To Know
Blue: Medical Emergency	If you witness a medical emergency (e.g., person collapses, is found unconscious, is having chest pain, or having a seizure)	<p>What to do:</p> <ul style="list-style-type: none"> • Call number for designated site and state “CODE BLUE” and the location (for example “This is a Code Blue, a person has fainted outside the Second Cup Coffee shop on M1. I am the volunteer at the information desk.”) • If you witness or activate a code please notify Volunteer Resources and ensure a Safety Report is completed. <p>Numbers to call:</p> <ul style="list-style-type: none"> • Bayview Campus: Call 5555 except for: Veterans Centre, Call 9- 911 and also notify Security at 4589 • Holland Centre: Press Code Blue Button (if available) OR call 5555 then 9-911 • Veteran’s Centre 9-911 • St. John’s Rehab: Press Code Blue Button (if available) OR call 5555 then 9-911 or call 6641 then 9-911 from 20h30 – 0800 • CNIB: Press Code Blue Button (if available) and announce via overhead page then call 9-911 • Parking Lots and Garages at all Locations: 911 from your cellphone, then call Security at 4589 at Bayview Site and the Information Desk at other locations
Red: Fire	In the event of smoke or fire, anywhere within the main hospital or Sunnybrook grounds, a Code Red can be activated by anyone in order to protect life first and property second	<p>What to do:</p> <p>Volunteers must be familiar with the location of the nearest wall mounted Fire Alarm pull stations and the nearest exits. <u>Keep calm and think R.A.C.E.</u></p> <ul style="list-style-type: none"> • Remove- endangered persons is the job of paid staff members, who are trained to do this safely • Alert- Activate the nearest Fire Alarm pull station and call 5555 (in the main hospital and Odette Cancer Centre). Provide as much information as possible to the communications staff: e.g. wing and level -D5 – D –wing 5th floor, adding any useful information; “outside room 501” Remember to speak clearly and calmly. • Contain- Contain the fire by closing all of the doors and windows when it is safe to do so. <u>Volunteers can assist with this, but must take direction from staff</u> • Evacuate- Evacuate the area as directed. Sign out (if possible) and let Volunteer Resources know you have left the fire area <p>Numbers to call:</p>

		<ul style="list-style-type: none"> • Bayview/ Holland Campuses: 5555 and activate the nearest pull station • St. John's Campus: 5555 (between 0800 and 2030 h), 9-911 (between 2030 and 0800), and activate the nearest wall mounted Fire Alarm • CNIB: 9-911 & activate the nearest pull station
Silver: Active Attacker	If you witness individuals with a weapon or who are actively engaged in actions that are immediately threatening to cause death or serious injury.	<p>RUN</p> <ul style="list-style-type: none"> • Move quickly and quietly • Use the closest exit • Use stairwells only, no elevators • Leave all personal belongings • If safe to do so, assist others to leave the area <p>HIDE</p> <ul style="list-style-type: none"> • If you are unable to escape safely, quickly lock or barricade yourself and others in a room, office, or area with doors • If you are in an open area or hallway, immediately move into the nearest room and secure the door – assist patients as much as possible, remembering your own safety first. • Turn off all lights • Silence all cell phones • Position yourself and others out of sight behind large objects or furniture that offer protection <p>FIGHT</p> <ul style="list-style-type: none"> • As a last resort, fight for your life if confronted with an active attacker. • Commit to this action completely if you decide to fight. • Your chance of survival is greater if you are aggressive and distract or incapacitate him/her. • Screaming, throwing things, using makeshift items as weapons, and being aggressive is your best defense

White: Violent Person	<p>When an individual displays physically aggressive, abusive or violent behavior that is a potential or actual risk to self and others. (e.g., muttering, fidgeting, threatening or if the individual has a weapon)</p>	<p>What to do:</p> <ul style="list-style-type: none"> • Notify staff in your area so they can take the appropriate next steps • Stay as calm as possible and remain in control of your actions and comments • Give the individual your undivided attention • Be non-judgmental, clarify messages, allow silence, focus on their feelings (“I understand this is frustrating for you”) <p>Numbers to call:</p> <ul style="list-style-type: none"> • Bayview Campus: 5555 or panic button (if available) • Holland Campus: 5555 or 9-911 (after hours) • St. John’s Rehab: 5555 & 9-911 (from 0800-2030) 6641 & 9-911 (2030-0800) • CNIB: 9-911
Yellow: Wandering Patient	<p>Residents in long term care (Veterans Centre) and occasionally patients in acute care, have special needs due to Dementia, Alzheimer’s and/or cognitive impairment. Those at risk of wandering will be wearing a yellow shirt or vest with Sunnybrook and Security’s phone number on the back</p>	<p>What to do:</p> <p>If you see one of these high risk patients here’s what you should do:</p> <ol style="list-style-type: none"> 1. Approach the person with a friendly greeting 2. When possible check their wristband for identification (name, unit) 3. If you are comfortable doing so, gently but firmly escort them back to their unit 4. If not, please ask a staff member to notify Security immediately and indicate this is an urgent call about a wandering patient 5. NEVER LEAVE THE PATIENT ALONE <p>Numbers to call:</p> <ul style="list-style-type: none"> • Bayview Campus, Holland Centre and CNIB: 5555 • St. John’s Rehab: 5555 (08h00-20h30) 6641 (20h30-08h00)
Green: Evacuation	<p>Code Green is to be activated when evacuation is necessary</p>	<p>What to do:</p> <ul style="list-style-type: none"> • Take direction from staff regarding evacuation and assist with getting patients in wheelchairs (without oxygen tanks or IV poles) to the safe gathering point, designated by Sunnybrook staff members. Usually evacuation takes place horizontally – across units., rather than vertically e.g. up or down levels <p>Numbers to call:</p> <ul style="list-style-type: none"> • All Campuses: Call 5555 (6641 from 2030-0800 at St. John’s Rehab)

F. VOLUNTEERS ENRICHING THE PATIENT EXPERIENCE

Person-Centered Care:

[Person-Centered Care](#)

[Office of the Patient Experience](#)

Person-Centered care is a way of approaching care in partnership with patients, residents, and families to ensure it meets their needs by “seeking and embedding the voice of the patient” so patients receive care that is compassionate, respectful, culturally sensitive, competent and responsive. (adapted from Accreditation Canada, the Institute for Patient and Family Centered Care, 2008, Saskatchewan Ministry of Health 2011). Patient Partner handbook

Patient Centered Care

THE 4 C's:

- ◆ Compassion
- ◆ Consideration
- ◆ Communication
- ◆ Comfort



Sunnybrook Values

E- CARE

- ◆ Excellence
- ◆ Collaboration
- ◆ Accountability
- ◆ Respect
- ◆ Engagement



Positive Patient Interactions:

- **Smile** & make eye contact
- **Greet** the individual in a polite and friendly manner
- **Identify yourself** & ask **“how may I help you?”**
- **Explain** what you are doing and why: “I’m Karen, a volunteer, and I am going to escort you to the main entrance to meet your Wheel-Trans ride.”
- **End** each interaction with: “Is there anything else I can do to help you?”

Be prepared to *Take the H.E.A.T.*

In a hospital, the people we serve (patients/families) are unlike those in other environments. They are often anxious, afraid, and emotional. If someone is upset, try not to take this personally; instead, use the following suggestions to help de-escalate the situation and calm them.

Hear them out: *“I have been driving around for a half-hour looking for parking, it cost me a fortune, and then I had to walk miles to find the entrance and I am late!”* (Under regular circumstances a person may not have gotten so upset about something like parking, however, because they are anxious about a health concern, they have had a more negative reaction)

Empathize: *“I can see you are feeling frustrated about the parking situation here. It is a busy place and I know at times it can feel like it takes forever just to find a spot.”* (You have conveyed that you understand, however, you have neither agreed with their complaint [as a volunteer that would not be appropriate], nor have you defended the parking situation)

Apologize: *“I’m sorry this happened.”* (The parking situation is not your fault, but apologizing will go a long way to helping the person feel heard, understood and that someone cares about their frustration)

Take Action: *“Can I help by escorting you to the Doctor’s clinic so you don’t lose more time trying to find your way?”* (You can’t change what they have experienced so far, and you can’t do anything about the parking, however, you can offer to help with something else, which could turn their experience around into something more positive).

Wheelchair Etiquette & Safety:

Safety Tips:

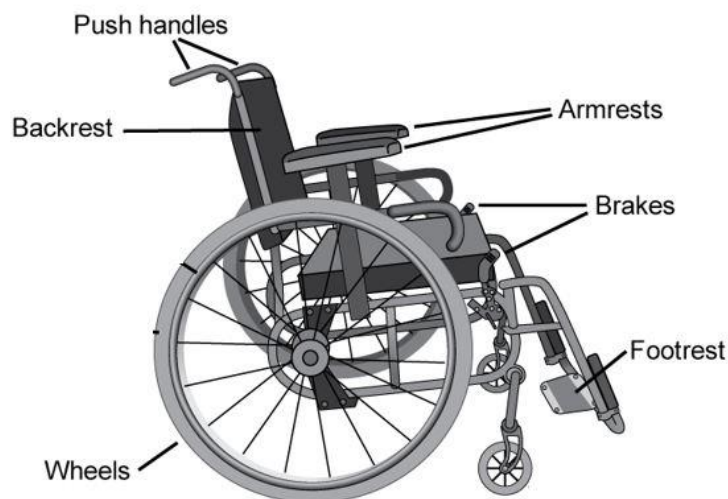
- BRAKES ON! When a person is getting in or out of a wheelchair or when the wheelchair is stopped
- Ensure the wheelchair is parked on a flat surface when a patient is getting in or out or when parked – with or without an occupant
- Foot rests must be pushed out of the way whenever a patient is getting *in* or *out* of a wheelchair
- Push wheelchairs at a safe speed, being mindful of doors that open out into corridors, when going around corners and avoid sudden stops
- BACK wheelchairs onto elevators - both for safety and for the dignity of the patient in the wheelchair; they should not have to face the back of an elevator
- Inform staff when you are taking a patient/resident off the unit
- If a wheelchair is in need of repair, do not use it. Report unsafe chairs to staff
- Do not transfer patients/residents from a bed to chair or from a chair to a bed
- Do not assist patients/residents or from standing to sitting, or sitting to standing
- Do not transport patients/residents with a separate I.V. pole, or medical equipment

Etiquette Tips:

- Never touch, push or lean on someone's wheelchairs without their approval
- Speak directly and, when able, at eye level; communicate with the patient directly
- Offer help but be prepared to graciously accept "no thank you"
- If you have permission to move the person, make eye contact introduce yourself, discuss the destination and ask them if they are comfortable and is anything you should know before you start pushing
- When you have reached your destination, don't leave them in an awkward, dangerous or undignified position, such as facing a wall or in the path of pedestrian traffic. Make eye contact and ask if there is anything else you can do before you leave

Cautions:

- Do not transport patients/resident on stretchers
- Do not push patient/residents while they are seated on their walkers



G. VOLUNTEERS & FUNDRAISING

Patient Care & Comfort Projects:

Volunteers are also involved in a number of fundraising initiatives through the Gift Shop & Retail Operations Department and the St. John's Rehab Volunteer Association. These include: Gift Shops, Fine Art & Ceiling Tiles, Coffee Bar, and Vendor Program. The funds generated from these activities support Patient Care & Comfort projects.

A few examples of include:

- Emergency care kits – provided to patients who may be awaiting admission to hospital bed and need a toothbrush, comb, etc.
- Bereavement Kits - provided to parents who lose an infant (stillborn or passes away while in the Neonatal Intensive Care Unit)
- Walker totes- for veteran residents – a bag to hang on their wheelchair or walker in which to keep small personal belongings
- Refreshments for Odette Cancer Centre patients: includes coffee/tea, cookies, soup for Chemo patients etc.
- Hospital equipment
- Donations to hospital initiatives or project

St. John's Rehab Volunteer Association

The St. John's Rehab Volunteer Association operates a number of fundraising activities; these include a Gift Shop, a Coffee Bar, H.E.L.P.P. Lottery Vendor Program, and special events.

H. VOLUNTEER BENEFITS

Confirmation of Volunteer Activity:

VR staff will provide written confirmation of volunteer activity provided you have fulfilled the expected commitment. Generally, this is reliable attendance for a minimum of 6 months; (this may vary for students). Please provide at least 2 weeks' notice to VR staff for reference requests.

Reference Letters:

Character references that require detailed information (e.g. Medical school reference forms) can only be provided if staff feel they know you well enough to complete them with honesty and integrity and you have satisfactorily fulfilled your volunteer commitment(s). Therefore, there may be instances when staff are unable to complete these.

Educational & Special Events:

You will have the opportunity to participate in a variety of events, including education sessions, social events and award ceremonies. These events can be an opportunity for personal and/or professional growth, as well as foster a "sense of belonging" to the hospital community.

I. ADDITIONAL RESOURCES AND CONTACT INFORMATION

Sunnybrook Volunteer Resources

Email - volunteer@sunnybrook.ca

Telephone - (416) 480-4129

Resources for Volunteers

[Documents for New Volunteers](#)

[Documents for Current Volunteers](#)