Alberta Health Services
Volunteer Resources

Volunteer Resources Role Description	
Position Title:	Site Wayfinder
Department / Program / Service Goals & Purpose	Volunteers will assist in helping patients and their families by providing directions / assistance with patients and families. Parents often bring siblings, and belongings of the child being seen, assistance for these parents are greatly needed.

Volunteer Role and Boundaries	Site Wayfinding volunteers may do any of the following, depending on specific program needs:
	• Assist in providing a safe environment.
	• Acquire detailed knowledge of the locations and functions of each department at ACH.
	• Escort patients and families to the appropriate clinical areas throughout the hospital.
	Volunteers:
	• Will be aware of personal limitations and boundaries and seek support if required.
	• Will maintain confidentiality in all communications (verbal, paper and electronic).
	  ○ Will not reveal excessive personal information to the patient, including the exchange of phone numbers, e-mail addresses, or social media contacts.
	  ○ Will not visit a patient outside of scheduled volunteer times.
	  ○ Will not give or receive gifts and/or money. Will not purchase items for patients, use a patient's debit/credit card, withdraw money for a patient, or provide cigarettes or lighters.
	• Will not use parking privileges if not volunteering in accordance with this role.
	• It is the volunteer's responsibility to ensure that their status is up to date, noting that if they do not volunteer during the course of a year, volunteer privileges (including parking) will be removed.
	• Maintain a record of volunteer hours and involvement through www.MyImpactPage.com. If volunteers do not record hours over the course of a year, volunteer privileges may be removed. Hour entry is required for insurance and liability coverage, planning, resource allocation, and recognition.
	• Will wear their AHS identification tag and volunteer vest (if applicable) while acting in this role. The identification tag and volunteer vest is the property of Alberta Health Services and is for the sole use of the applicant. They are not transferable. The identification tag and volunteer vest (if applicable) will be returned to Volunteer Resources when the volunteer ceases to be active.

The Ideal Volunteer!	Volunteers assigned to the role will typically:
	• Greet patients and families and direct them, as appropriate.
	• Assist parents, as required, in accompanying children and siblings to designated areas, including the underground car parkade. This would include:
	  ▪ Pulling a wagon or stroller
	  ▪ Pushing a wheelchair
	  ▪ Carrying various belongings to assist parents.
	  ▪ Generally being an extra set of hands.

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	• Direct visitors to various areas such as the Foundation office, meeting rooms, the cafeteria, washrooms. • Give appropriate information to the public regarding taxis, municipal bus services and parking availability at the hospital. • Volunteer will: • Be willing to listen to the perspectives of others. • Be able to work within the group structure and supervision provided by AHS staff • Be accountable for any commitments made to be involved in the volunteer role. If unable to fulfill a scheduled shift, volunteers are requested to remove themselves from the schedule as per program guidelines. • Be involved in the spirit of volunteerism. • Comply with the AHS Code of Conduct, Conflict of Interest Bylaw, and other applicable governance documents relevant to their role. • Complete necessary volunteer screening and registration (see Registration Steps). • Maintain a record of volunteer hours through Volunteer Management System. A volunteer no longer wishing to act in this role, or not at all, should contact Volunteer Resources as soon as possible.
Incident Reporting	NOTE: All injuries / incidents incurred as part of the role activities described above must be reported in MySafetyNet by end of day when incident occurs. Incidents include (but are not limited to): • If the volunteer has been in receipt of verbal or physical aggression. • If the volunteer has been exposed to blood or body fluids • If the volunteer has slipped, tripped, fallen or endured any kind of muscular strain. • If at any time the volunteer feels their safety was at risk • If a client or family member or AHS representative causes any physical or psychological harm. • Any near-miss or non-injury incidents. Report all incidents that occur during your shift as soon as possible to your department or to Volunteer Resources. An Incident Form may need to be completed; an AHS staff member can submit this on your behalf. A copy of the volunteer HIAC (Hazard ID, Assessment & Control) is available to the volunteer at any time. Please request through your local VR department.
Registration Steps	Candidates will be asked to sign up through the online Volunteer Management System and to complete: ✓ An online application (or expression of interest), if requested. ✓ An interview and provide references, if requested.

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	✓ A Police Information Check (with Vulnerable Sector Search) ✓ An AHS Confidentiality and User Agreement form ✓ An AHS Communicable Disease Assessment form, ✓ An Orientation (as noted below)
Staff Responsibilities	Volunteer Coordinator will: • Be able to provide direction to the volunteers as to required tasks for each shift. • Be available for regular communication, and to assist with issues/needs as they arise. **Volunteer Resources** will • Recruit and place volunteers. • Provide clear details of the expectations and purpose of the role to the volunteer. • Ensure registration steps are completed, including volunteer access to the Volunteer Management System through www.myimpactpage.com. This is for maintaining contact information, profile, record of assistant volunteer hours, and for receiving communications. • Provide scheduling expectations and support volunteer to record their volunteer hours. • Be available for regular communication and to assist with issues / needs as they arise. • Provide verbal and / or written communications about changes to the volunteer role. • Will report or will follow up with any incident reports created by the volunteer visitor.
Orientation & Training	Candidates will complete: ✓ an online AHS volunteer orientation, ✓ a site orientation ✓ a role orientation. Various educational opportunities will be offered on a regular basis.
Feedback and Support	Feedback will be facilitated through the Admitting Department and Volunteer Resources as required.
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