



## **Family Room – Oak Valley Health's Markham Stouffville Hospital Volunteer**

**It's a pleasure to meet you. Now, let us introduce ourselves!**

Ronald McDonald House Charities (RMHC) Toronto is a place to call home for families with seriously ill children undergoing treatment. We encompass a House for 81 families in downtown Toronto and seven Family Rooms in hospitals across the Greater Toronto Area and in Sudbury. We strive to provide a sense of normalcy for our families during a chaotic and traumatic time and provide a variety of programs and services to support the whole family.

### **What's in it for you:**

Family Rooms provides a soothing place of comfort, care and compassion within the walls of the hospital, where families can rest, retreat and relax while being just steps away from their sick child. This is an opportunity to gain knowledge and experience in the world of family-centred care, to gain a deeper understanding of the issues faced by families with a sick child, and to know at the end of each shift that you have made a difference in the lives of our families.

### **Why we want you:**

Making a connection is the first step in making an awesome impression! We are looking for you to provide great customer service to our families. Family Room volunteers make families feel at home and bring comfort during a stressful and frightening time.

### **Skills you need:**

Can you smile? Are you a good listener? Are you a good communicator? Are you able to put our families, guests and visitors first? Are you able to put people at ease and make them feel at home the minute they walk in the door? Are you caring and compassionate? Do you have one or more years of proven administrative or reception experience?

We ask you to help with small administrative tasks, assist in ensuring the smooth operation of the Family Room, and ensure that the Family Room looks warm and welcoming at all times by helping keep it neat and tidy.

### **Commitment:**

Available shift times are:

Monday - 3 p.m. to 6 p.m.

Tuesday - 3 p.m. to 6 p.m.

Wednesday - 3 p.m. to 6 p.m.

Thursday - 3 p.m. to 6 p.m.

Friday - 3 p.m. to 6 p.m.

We are looking for volunteers who can commit to a weekly shift for a minimum of 6 months.

**Why:**

We need people who are reliable, responsible and well-mannered. We need to create an environment of support through continuity, consistency and familiarity for our families. They will remember you because of your warmth and friendliness, and they and their parents will look forward to seeing you again.

**We can't budge on:**

A current Vulnerable Sector Police Check and two current references; attendance at a hospital orientation and a completed MMR and 2-step TB test within the last 6 months.

**Interested?**

If you answered 'yes' to the above questions, please click the 'apply now' button via the link below, and we can get the ball rolling.

<http://www.rmhctoronto.ca/How-to-Help/Volunteer/Current-Openings.aspx>

**Anything else?**

Your orientation and training will be provided by the Volunteer Engagement team and Family Room Coordinator.

**Got questions?**

Michelle Colthrust  
Family Room Coordinator, Oak Valley Health's Markham Stouffville Hospital  
P. 416-844-9944  
E. [familyroommsh@rmhctoronto.ca](mailto:familyroommsh@rmhctoronto.ca)

Kiera Field  
Manager, People & Culture  
P. 416-977-0458 ext 342  
E. [kfield@rmhctoronto.ca](mailto:kfield@rmhctoronto.ca)