



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

**Organization:** Ronald McDonald House Charities (RMHC) Toronto

**Location:** Oak Valley Health's Markham Stouffville Hospital (on-site) - 381 Church St, Markham, ON L3P 7P3

**Position Type:** Volunteer

**Commitment:** Weekly shift for a minimum of 6 months

### **Purpose:**

Are you a compassionate individual who wants to make a difference in the lives of families with seriously ill children? Join our team as a Family Room Volunteer at Ronald McDonald House Charities (RMHC) Toronto, providing comfort and support to families during their time of need.

### **About Us:**

RMHC Toronto offers a supportive and nurturing environment for families with seriously ill children undergoing treatment. We operate a House for 81 families in downtown Toronto and seven Family Rooms in hospitals across the Greater Toronto Area and in Sudbury. Our mission is to provide a sense of normalcy for families during challenging times by offering a range of programs and services.

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

As a Family Room Volunteer, you will play a vital role in creating a soothing and comforting space within the hospital environment. You'll be a source of care, compassion, and respite for families, allowing them to rest and relax just steps away from their sick child. This is an excellent opportunity to gain hands-on experience in family-centered care, deepen your understanding of the challenges faced by families with sick children, and leave a lasting impact on their lives.

**Why We Need You:**

Your friendly and welcoming demeanor will help families feel at ease during what can be a stressful and frightening time. By providing exceptional customer service, you will contribute to making our Family Room a true home away from home.

**Key Responsibilities:**

- Offer excellent customer service to families, guests, and visitors.
- Assist with small administrative tasks to ensure smooth Family Room operation.
- Maintain a warm and welcoming atmosphere by keeping the Family Room neat and tidy.

**Skills and Qualifications:**

- Warm and friendly personality with excellent communication skills
- Ability to create a welcoming and comfortable environment.
- Caring and compassionate nature
- Previous administrative or reception experience is a plus.

**Commitment:**

**Mondays:** 12 p.m. – 3 p.m.

**Tuesdays:** 9 a.m. – 12 p.m.

**Wednesdays:** 3 p.m. – 6 p.m.

**Thursdays:** 9 a.m. – 12 p.m.

**Fridays:** 9 a.m. – 12 p.m., 12 p.m. – 3 p.m.

**Saturdays:** 12 p.m. – 3 p.m., 3 p.m. – 6 p.m.

**Sundays:** 12 p.m. – 3 p.m., 3 p.m. – 6 p.m.

Shifts available on various days and times, including evenings and weekends.

Volunteers are expected to commit to a weekly shift for a minimum of 6 months.

**Requirements:**

- Completion of satisfactory reference check and a satisfactory Vulnerable Sector Screening.
- Attendance at a hospital orientation
- As per hospital requirements, the successful candidate will be required to undergo health screening.

**How to Apply:**

Ready to make a difference? Apply now by visiting our website:

<http://www.rmhctoronto.ca/apply-to-volunteer>

**Questions?**

For inquiries about the role or the application process, please contact:

**Family Room Coordinator, Oak Valley Health's Markham Stouffville Hospital**

Phone: 905-472-7373 ext. 1730

Email: [familyroomatmsh@rmhctoronto.ca](mailto:familyroomatmsh@rmhctoronto.ca)

**Coordinator, People and Culture**

Phone: 416-977-0458 ext. 269

Email: [volunteer@rmhctoronto.ca](mailto:volunteer@rmhctoronto.ca)

Join us in creating a supportive and comforting environment for families in need. Your dedication will leave a lasting impact and make a world of difference. Apply today!