



## Family Room – Credit Valley Hospital Volunteer

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

**Location:** Credit Valley Hospital (on-site) - 2200 Eglinton Ave W, Mississauga, ON L5M 2N1

**Position Type:** Volunteer

**Commitment:** A weekly 3-hour shift, with a minimum commitment of 6 months.

### 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.

### 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.

### What You'll Do:

- Welcome and assist families with diverse backgrounds and needs with compassion, creating a comforting space for them to rest and respite.
- Help with light to moderate physical tasks, such as restocking items on shelves, organizing supplies, and maintaining the overall cleanliness of the room to ensure smooth operations (comfortable lifting to 25 lbs.).
- Follow hospital procedures and codes while delivering excellent customer service.

*Note: This is a **nonclinical space supporting caregivers** and **does not involve direct interaction with the child receiving medical care.***

### Skills & Qualifications:

- Compassionate and empathetic, with strong interpersonal and active listening skills.
- Strong communication and customer service skills.
- Ability to maintain cleanliness and organization.
- Initiative to handle tasks independently and work well in a team.
- Prior experience in customer service, administration, or reception roles is a plus.

**Commitment:** We are looking for volunteers who can commit to a regular weekly shift of 3 hours for a minimum of six months. Available from 9 am to 9 pm (e.g. 9am-12pm, 12pm-3pm, 3pm-6pm, 6pm-9pm every day), you can select a shift that best aligns with your schedule from our vacant shifts.

### Requirements:

- **Age Requirement:** To be 18 years of age or older as per our policies.
- **Availability:** To be able to commit to a regular weekly shift of 3 hours for a minimum of 6 months.
- **Screening and Background Checks:** To complete a satisfactory reference check and Vulnerable Sector Screening (VSS) as part of the application process.
- **Health Screening and Onboarding:** As per hospital requirements, volunteers will need to undergo a health screening, which is mandatory for all roles within the hospital.
- **Orientation and Training:** To attend an orientation and complete all necessary training modules before starting their shift.

### How to Apply:

Ready to make a difference? Apply now by filling out an [Application Form](#).

### Questions?

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

- **Volunteer Engagement Team**
  - 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!](#)

