



Volunteer Resources & Engagement

Trusted. Included. Valued.

Impact Report

April 2022 through March 2023





Territorial Acknowledgement



The Volunteer Resources & Engagement team respectfully acknowledge the traditional, never surrendered territories of the three indigenous cultural families of Vancouver Island: the Coast Salish, Nuu-chah-nulth, and Kwakwaka'wakw people, on whose lands we live, work and volunteer. Our team supports volunteer programming in Island Health facilities established on the unceded lands of many of the First Nations in our region. We recognize that Indigenous People are disproportionately impacted by health disparities and face reduced access to health care services as a result of cultural assimilation, residential schools, and ongoing colonial practices.

Our team is committed to growing our awareness and understanding of cultural safety and taking action to address Indigenous-specific racism. We are also committed to ensuring our volunteers understand the importance of Cultural Safety within the healthcare setting, and we work to include all our volunteers as we continue on our learning journey.

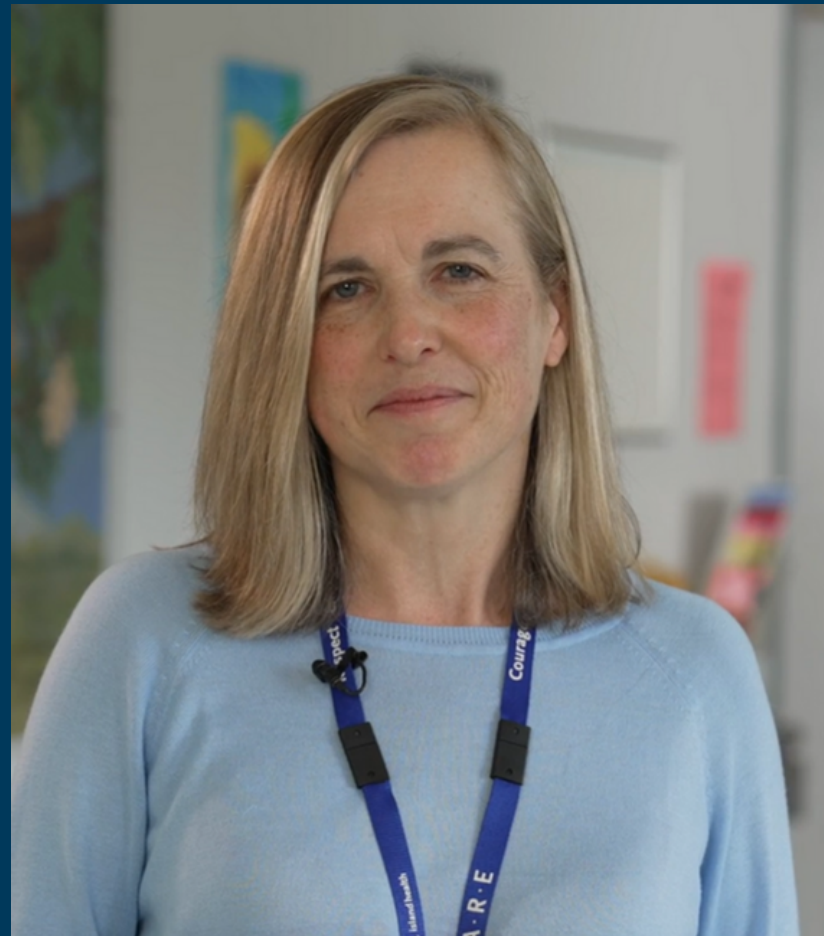


Island Health Volunteers

Trusted. Included. Valued.

Table of Contents

Territorial Acknowledgement	2
Director's Message	4
Goal of Volunteer Programs	6
Volunteer Involvement	7
Volunteer Programs	8
Step Up Youth Program	9
Step Up Youth Impact	10
Step Up Youth Stories	11
Community Partner Programs	12
Staff Focused Animal Therapy	13
Volunteer Story	14
Survey Data	15
Contact Information	18



Andrea Pipes
Director,
Volunteer Resources &
Engagement

Message from the director:

Volunteers impact our health system in many ways: they are a **friendly face**, a **helping hand**, and a **compassionate ear** with the time to provide extra attention during what may be a very difficult time for patients, residents, clients, and visitors. At the start of the pandemic volunteer programs fully paused, and while a slow rebuild started in 2021 the primary focus was on supporting the COVID-19 vaccination clinics. In 2022/23, with vaccination of our region well in hand, the **rebuilding** of volunteer programs has taken off.

Volunteer Resources & Engagement launched **97 programs** in this fiscal year, supporting almost **50 different sites** across the region and helping to improve the experience of people served by Island Health. Included in this work is a **new staff focused animal therapy** volunteer program which contributes to a stronger culture of wellness for staff and medical staff.

The engagement with youth volunteers has been a primary focus this year. A **reimagined Step Up Youth** volunteer program started in the fall of 2022 with **over 200 youth** participants between the ages of 15 and 18, and youth leaders up to the age of 25.

Volunteer Resources & Engagement: Trusted. Included. Valued.



The **Volunteer Resources and Engagement team** is comprised of dedicated, generous, and thoughtful professionals who ensure that Island Health volunteers are screened, trained, and have the best support possible. It's an honour to work with each and every one of them.

Coordinators, Volunteer Engagement:

Corinna Adams
Daria Patterson
Zinnia Clark

Consultants, Volunteer Engagement:

Carmen Christiansen
Erin Henneberry
Jerri-Lyn Whitney
Lindsay Meissner
Michelle Creedon
Trevor Rowe
Victoria Snow

Specialist, Youth Engagement:

Erin Scott

Managers:

James Scott
Jennifer Doyle

Message from the director

continued....

These youth, who supported nine sites across the region (including two remote and rural areas) were provided opportunity to step up and **C•A•R•E**, step up and **learn**, and step up and **lead**. They are our **future** healthcare staff and we are investing in their involvement.

The Volunteer Resources & Engagement (VRE) team has also been focused on improving the **experience** and **training** for volunteers. New eLearning modules for volunteers on **Cultural Safety, Harm Reduction, Code Silver**, and safe wheelchair handling now complement the existing core training, and additional **recognition** programs have been implemented. **Quality** volunteer program delivery is foundational to the work of the department.

This impact report **celebrates** the achievements of both the **Volunteer Resources & Engagement** department, our **staff-partners** who support volunteers on their units, and the **volunteers** themselves. **Thank you** to each and every person involved in volunteer programming at Island Health – together we are **making a difference**.

Andrea Pipes, Director

Volunteer Resources & Engagement: Trusted. Included. Valued.





Volunteers support Island Health's vision of 'excellent health and care for everyone, everywhere, every time' by enriching the experience of patients, residents, clients, visitors, and staff through the gifts of time, experience, and compassion.

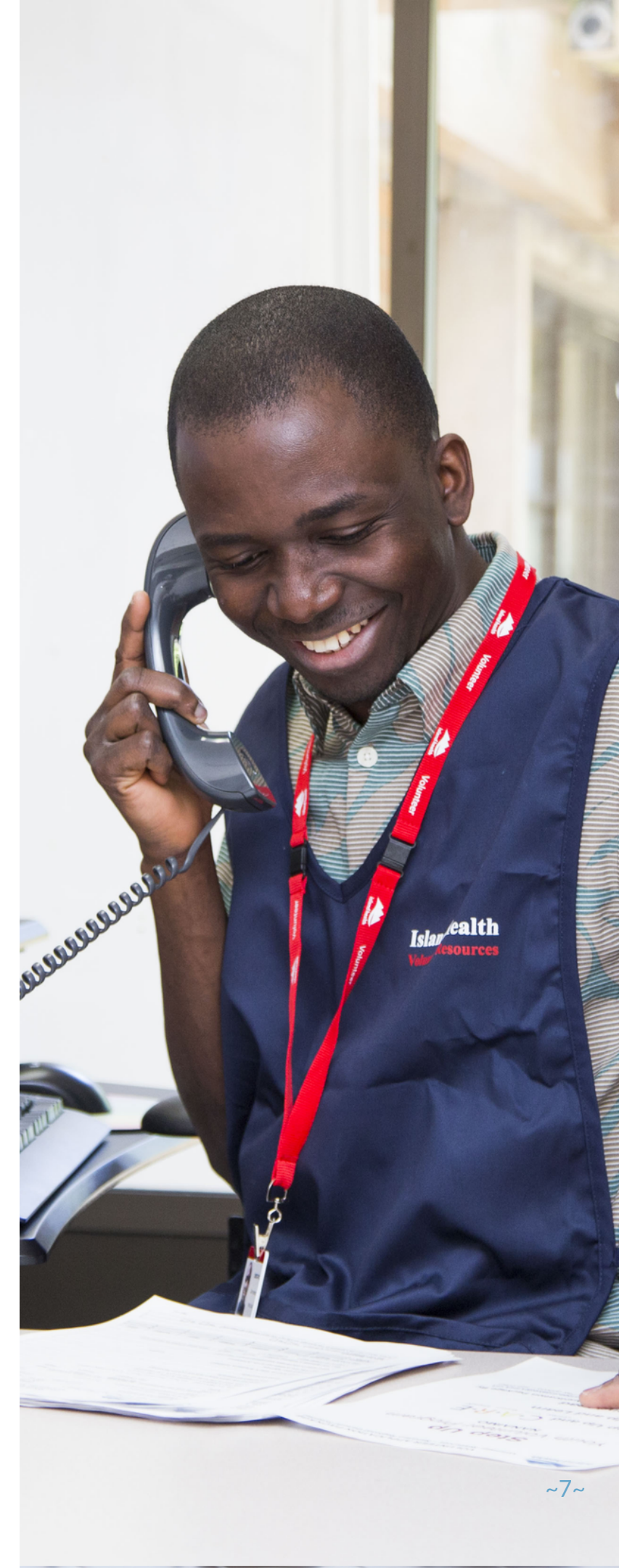
Goal of Volunteer Programs at Island Health



Volunteer Involvement

April 2022 through March 2023

- Over **1000** Active Volunteers
- **47,325** Volunteer Hours
- **153** Volunteer Programs
- **50** Facilities Served
- **209** Step Up Youth Volunteers
- **25** Community Partnerships



Volunteer Programs

- Emergency Department
- Social Engagement
- Activity Support
- Clinic Support
- Therapy Support
- Information Desk
- Cancer Clinic
- Medical Imaging
- Immunization Clinics
- Child Health Clinics
- Paediatrics
- Mental Health & Substance Use
- and more...

"My volunteer role in the **Emergency Department** involves greeting patients, giving directions, as well as **comforting** people as they go through the emergency admissions process... As someone that sat in the Emergency room for many hours myself, being able to accompany someone while they go through the same means a lot to me."

Legasea, volunteer at Saanich Peninsula Hospital.

"I recognize that (patients) are having one of their worst days, and to be a source of **empathy and understanding**... really gives me a sense of giving back that I never knew was possible. ...I specifically chose to lend my time and my help to Island Health for my future, not just in career, but also in my sense of giving back to the community."

Erika (pictured right) volunteers at Victoria General Hospital in two roles, including **Support Volunteer**. Erika also volunteers at Saanich Peninsula Hospital.

"It's **wonderful to work with volunteers**. They help us in our group settings, one on one as friendly visitors, we have a duet bike volunteer, and the list goes on. Volunteers fill in all the in-between parts... they supplement what we're already providing. **Volunteers help bring home into our facility.**"

Denese, a Recreation Therapist in a Long-Term Care Home, partners with Volunteers Resources & Engagement.



island health

Step Up Youth Volunteer Program

209 Youth at **9 Sites** Across the Region



This unique program offers students 15-18 years of age an opportunity to develop new skills, gain experience, and give to their community through volunteerism in healthcare.

Youth participants Step Up and:

- Practice Island Health's **C·A·R·E** values
- **Learn** about clinical and non-clinical careers in healthcare
- **Lead** by sharing ideas and leading projects, and grow into volunteer team lead roles

Our **future** healthcare employees,
these youth volunteers **dream** of becoming nurses,
occupational therapists,
doctors, social workers, and more...



Step Up Youth Program Data

Oct 2022 - April 2023



Step Up and **C.A.R.E**

3650 patient visits
280 family and visitor interactions
1081 minutes of musical
entertainment provided



Step Up and **LEARN**

14 Virtual Guest Speakers
6 Presentations



Step Up and **LEAD**

Leadership Development
48 Volunteer Team Leaders (VTLs)
trained and supported

Measurable Impact

94% of the youth reported interest in pursuing a career in Healthcare

86% of the youth reported leadership skill development & increased confidence

87% of the youth reported improved social skills

72% of youth reported even greater interest in a healthcare career by the end of the program

99% of the youth recommend the SUY program to others



Tanvi (left) volunteers at Royal Jubilee Hospital, and Rishab (right) has volunteered at Victoria General and continues to volunteer at Royal Jubilee Hospital

What our Step Up Youth Volunteers have to say:

- My favourite part about the Step Up Youth program is all the **meaningful** and diverse interactions I make! From patient interactions such as dropping off a card and **having a conversation** to keep a patient company to getting to know my team and making friends during our team huddles.
- **Tanvi**
- To be able to understand and **connect** with the patients is something that I constantly feel grateful for. I come home every week with lots of stories and advice that the patients have offered me, which **inspires** me to approach each new shift as a better person!
- **Iris**
- I enjoy volunteering because in the Step Up Youth Program I have learned how to **improve** my communication, leadership and problem solving skills. I enjoy being able to make a **positive** difference in my community.
- **Rishab**

Iris (below) volunteers at Royal Jubilee Hospital



Community Partner Programs

Island Health's Volunteer Resources & Engagement department partners with trusted community organizations to engage **shared volunteers** in roles that support a **common goal**.

These Partner Volunteers receive **specialized training** through the partner organization as well as the core training provided to all Island Health volunteers.

We value these relationships and are grateful to our Community Partners.



With our thanks to:

Association of Community Living (Campbell River), First Open Heart Society of British Columbia, Island Heart to Heart, Nanaimo Brain Injury Society, Pacific Animal Therapy Society, St. John Ambulance (Therapy Dog Program), Vancouver Island Federation of Hospices, and Victoria Brain Injury Society.



Staff Focused Animal Therapy

In recognition of our Island Health staff and medical staff and the challenges they have faced through the pandemic, Volunteer Resources & Engagement expanded our existing Animal Therapy programming to include time-slots focused on supporting front-line staff.

The Staff-Focused Animal Therapy Volunteer Program launched at seven sites between 2022 and 2023. We look forward to future expansion.

Thank you to our partners in Infection Prevention & Control (IPAC) and the Health Human Resources (HHR) Flexible Work team, along with our Site Staff Champions and our partners St. John Ambulance and Pacific Animal Therapy Society for their support in launching this incredibly well received program.

Feedback

On average staff reported their **stress level was reduced by 44%** by visiting with the dogs, with 75% reporting the decrease in stress lasted for the remainder of their shift.

100% of survey respondents **wish** for the Staff Focused Animal Therapy **Program to continue**



Staff Comments

"In such a chaotic workplace it was so great to have this **time to clear my mind** and ease my stress. Taking the time to interact with the therapy dog was so **beneficial to my mental health** today."

"It brought some **joy** into my stressful day that **remained** with me through the rest of my shift."

Volunteer Story



Doug
Volunteer at Saanich Peninsula Hospital

Doug has been a volunteer with Island Health since 2014. He has held many different volunteer roles, often concurrently, including: Social Engagement and Activity Support in Long-Term Care, Emergency Department in an acute care hospital, and Technical Support for his fellow volunteers. Doug also participated in Island Health's Code Hack in 2020, his group placing 2nd for their innovative idea.

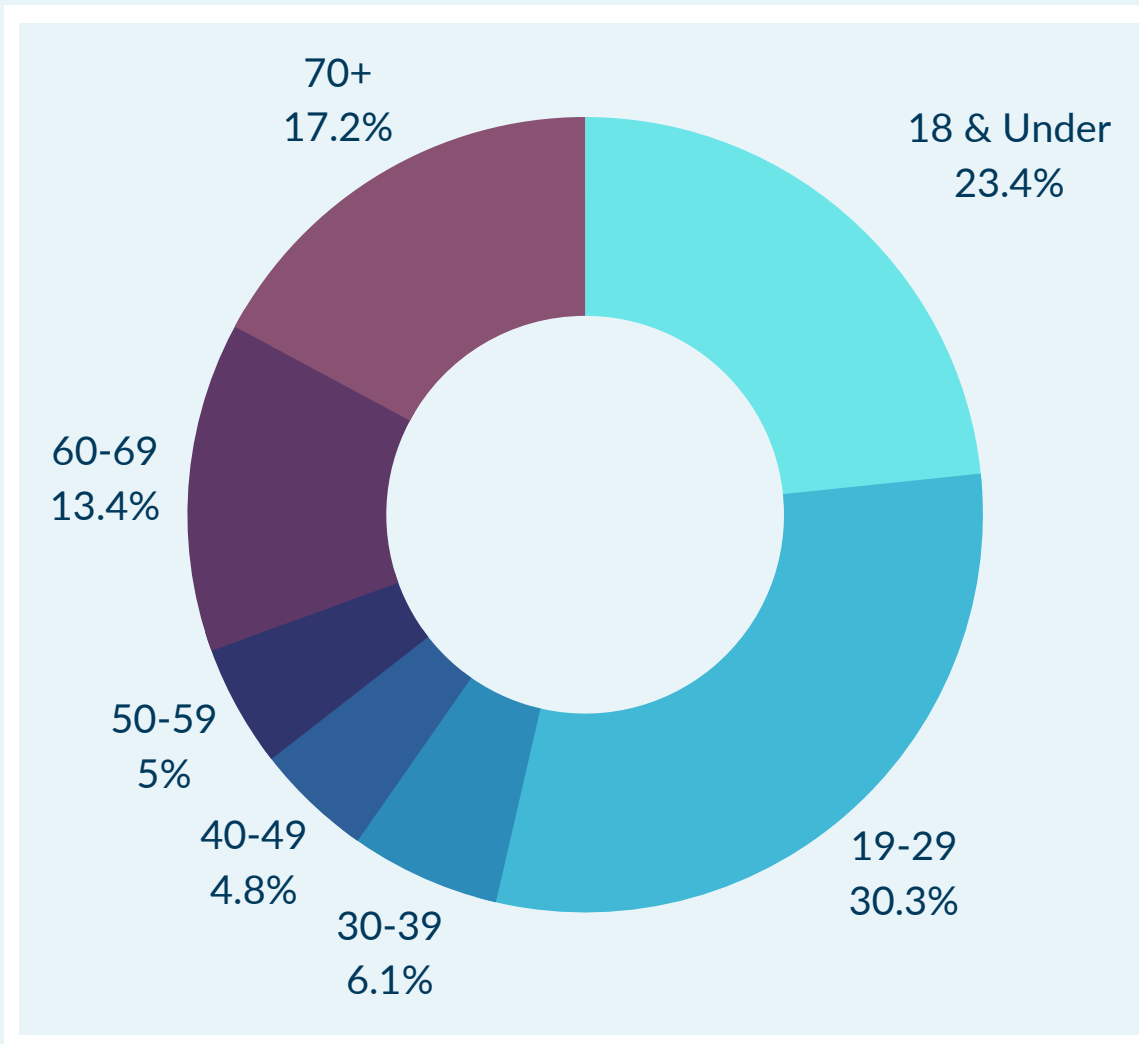
Recently Doug shared his experience as a volunteer during a [CBC Interview - All Points West](#) *click on the link to hear the interview

Doug commented in the interview, "I've learned to care better. I've just learned to be a little bit more aware of other people's condition. Personally, I (feel) I've grown since volunteering because I've become more sensitive and more aware of what we have to do for long-term care residents in BC and in this country. I wasn't aware of that before. I feel privileged to have been able to gain that experience."

Doug also commented, "I've come away with more personal fulfillment".

Doug's commitment to healthcare has made a difference to countless residents, volunteers, and staff. We are so appreciative of his time, energy, and wisdom.

Trusted. Included. Valued.



Age Demographics of Island Health Volunteers as of April 2023



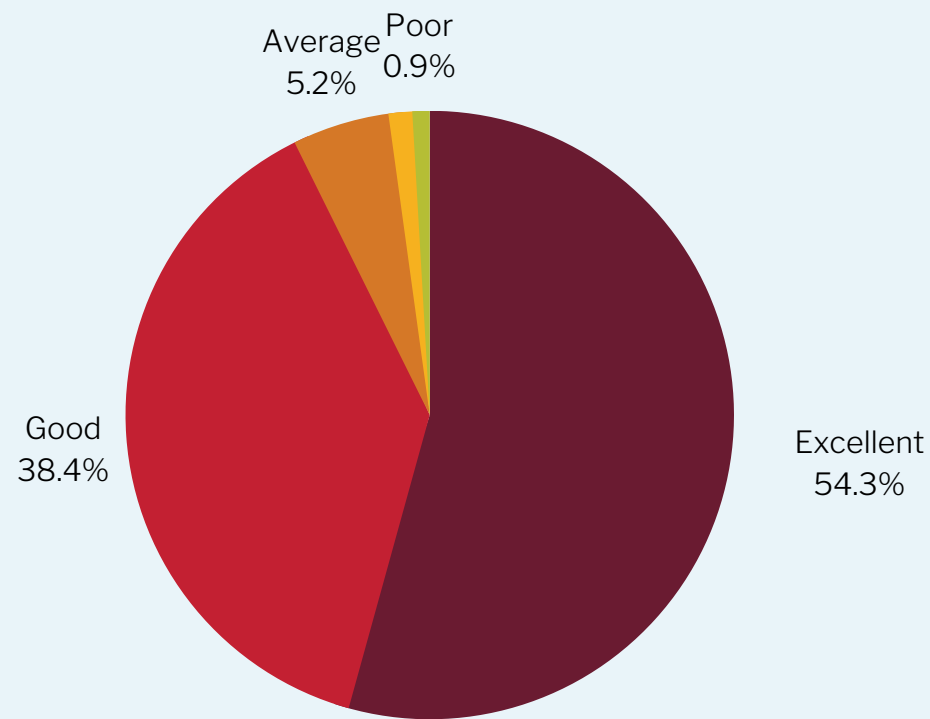
Why our volunteers choose to give their time to Island Health

Volunteer Experience

Demographics & Survey Data

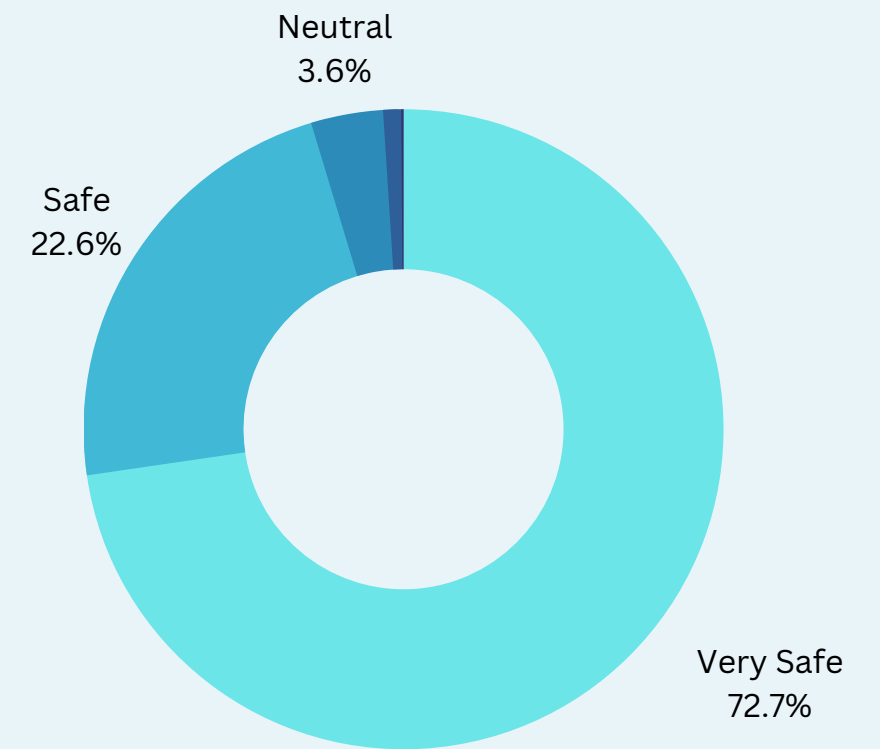
Volunteer Experience

Survey Data, continued



96%

of volunteers feel that their contributions are making a difference to Island Health patients/residents/clients.



95.3%

of volunteers feel very safe or safe when asked if they feel 'psychologically, culturally and physically safe' when volunteering with Island Health.

92.7%

of volunteers who responded to our survey rate their overall experience as excellent or good.



Volunteer Experience

Survey Data, continued

We asked our volunteers to list the top three words to describe their experience volunteering at Island Health.



Volunteer Resources and Engagement

Trusted. Included. Valued.

www.islandhealth.ca/volunteer-resources

Volunteer@islandhealth.ca

