



KDH Volunteer Handbook 2026



KEMPTVILLE DISTRICT HOSPITAL

Building healthier communities



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Welcome:

Welcome to the volunteer team at Kemptville District Hospital (KDH)! KDH is an integrated health services organization serving the health needs of North Grenville, the eastern regions of the United Counties of Leeds and Grenville, and South Ottawa in partnership with other healthcare and community organizations in our region. KDH is part of an approved Ontario Health Team – Ottawa West Four Rivers – comprised of many community services and primary care providers. KDH provides 24-hour emergency care, inpatient care, surgical programs including advanced orthopedic surgery, and outpatient clinics. KDH is committed to our mission of ‘Building Healthier Communities’ based on people-centered care and collaborative partnerships.

Territorial Land Acknowledgment:

We’d like to acknowledge that we are on the traditional unceded, and unsurrendered territory of the Anishinàbe Algonquin People, who have inhabited and cared for these lands since time immemorial. We’d like to express our gratitude and respect to them, and the land for all it has provided and continues to provide, which is also home to First Nations, Inuit and Métis Peoples. We’re grateful for the opportunity to work and provide care on these lands, and committed to cultivating meaningful relationships with Indigenous peoples as we all work together in support of equitable and accessible health care in our community. It’s important to collectively recognize the continued effects of colonization by reflecting on the harms and mistakes of the past, and take active steps to move forward in a spirit of reconciliation and collaboration.

Mission, Vision, Core values:

At KDH our **Mission** is to be an excellent leader and partner in meeting people’s diverse health needs and helping to build healthier communities. **Vision** is to be a hospital that is much more than a place for treating illness: it is a vital and compassionate part of a larger, integrated health system, supporting the mental, physical and social health and wellness of the people and communities we serve.

Core values are Individuals and their families at the centre of integrated and coordinated care an environment of compassion, respect and accountability. Quality, safe, efficient, and evidence-driven care. A culture of collaboration, professionalism, and innovation Organizational resilience, agility and responsiveness to need.

Volunteer Expectations:

What to expect

As a KDH volunteer you can expect:

- To be treated with dignity and respect.
- KDH will provide each volunteer with a personal ID badge and Parking pass. Volunteer vests are provided by the KDH Auxiliary and KDH keeps them laundered.
- To complete tasks that are of value to the program where you are volunteering, as defined in the Volunteer Role Guides.
- To be provided with sufficient training to perform your assigned role.
- To receive ongoing support, supervision and evaluation.
- To be trusted with the information and tools needed to effectively perform in your role.
- To provide input into the planning and evaluation of the role and program/service in which you participate.
- To affect change by being a role model, by contributing ideas and feedback, and by serving as a community resource.
- KDH takes reasonable measures to accommodate accessibility needs.

Responsibilities

As a KDH volunteer you have the responsibility to:

- Identify yourself as a volunteer and represent KDH in a professional manner, consistent with corporate values.
- Treat others with dignity and respect
- Follow the Volunteer Role Guide for the position you are in.
- Participate in ongoing training and education opportunities pertinent to your volunteer role annually.
- Provide advance notice if unable to complete a scheduled shift.
- Provide notice of an intention to stop volunteering
- Uphold all corporate policies and procedures including keeping all patient information confidential.
- Prioritize the needs of patients, families and visitors over personal needs
- Recognize if you are physically and/or emotionally able to volunteer for each shift

Scope and Boundaries

As a KDH volunteer:

- When interacting directly with patients, the scope of your role is to provide comfort and social diversion, not use professional skills from a previous or current career (i.e., if you are/were a health care provider, lawyer, etc.)
- It is not your place to challenge medical decisions or offer therapeutic advice.
- You are not allowed to take patients off hospital property.
- Do not buy or bring food or drink for patients unless you have checked with staff first.
- It is your responsibility to request help, or clarification should you have a concern or are unsure if a task or duty is outside of what volunteers can do.
- Do not use your hospital affiliation for personal financial gain or to promote your own services. i.e. sell products such as Avon or your craft services or products.
- Volunteers play a supportive role at KDH and must never assume the duties or responsibilities of staff.

Feedback and Complaints

If you have feedback or concerns:

- Bring them to the Volunteer Support Lead or the KDH Volunteer Coordinator.
- Report any safety-related issues to staff immediately.

If someone brings a complaint to you:

- Listen respectfully without trying to resolve it yourself.
- Remind them that you are a volunteer and cannot address formal complaints.
- Offer the appropriate business card: Patient Relations Officer or Parking Attendant

If there is a complaint about your performance:

- The Volunteer Support Lead, or the Volunteer Coordinator, or Human Resources will discuss it with you directly and confidentially.
- Expectations will be reviewed and guidance provided as needed.
- You will always have the opportunity to ask questions and respond.

All feedback and complaints are handled promptly, confidentially, and professionally.

Dress Code & Personal Hygiene

- Volunteers must always wear a red volunteer vest/apron when on shift with their KDH ID badge visible.
- Volunteers at Kemptville District Hospital are expected to present themselves in a clean, professional, and respectful manner that reflects the values of a healthcare environment.
- Clothing should be neat and in good repair. Business casual attire is recommended—no tight leggings, no short shorts or revealing clothing, no offensive logos, or unsafe footwear (i.e. flip flops, high heels and open toed footwear).
- Personal hygiene is essential; please do not use scented products, in keeping with KDH's scent-free policy.
- Please, keep fingernails short and don't wear artificial nails or elaborate jewelry. All are a safety & hygiene hazard.

Personal & Professional Relationships

It may seem natural for a patient/resident and volunteer to possibly become friends. However, because the relationship began as a professional (*e.g., the volunteer was assigned by the hospital to carry out a role or provide a service to a patient, and is accountable to the hospital*), this is not appropriate. Patients/residents may want to establish a friendship that goes beyond your volunteer role. As difficult as it may be, you must decline this request and ensure that you are not engaging in any behaviours that would lead the patient/resident to expect more of you, than your volunteer role.

Here are some examples of what would be inappropriate for a volunteer:

- Give your personal information to patients/families (e.g., phone number, personal email, or mailing address)
- Spend time or interacting with patients, outside of your regularly scheduled volunteer assignment
- Provide medical, personal, financial or spiritual advice.
- Bring food or beverages from outside the hospital as gifts to patients/residents.
- Accept or offer gifts, money, or personal favours.

Any request beyond the volunteer role must be referred to staff. Protecting boundaries ensures patient safety, volunteer safety, and the integrity of care.

Personal Devices:

Volunteers are expected to use personal **cell phones** only in the case of an emergency. Using a cell phone while on duty appears unprofessional, may distract from volunteer responsibilities, and can create a barrier for patients, families, or visitors who may need assistance.

You may carry your cell phone but please, ensure the ringer is turned off or set to vibrate. Should you need to use your phone, step away from your designated work area before doing so.

Use of Media:

- Taking photos / recording video at KDH is NOT permitted, without supervision of KDH's Communications Officer.
- Any content that includes or references to the KDH name must be approved by the KDH Communications Officer before posting.
- Do NOT post photos / recordings of any patient, visitor, volunteer or staff. KDH is responsible for the protection of people's privacy and personal health information.
- Do not use the KDH logo / affiliated branding.
- Every person is accountable for their own actions online. Inappropriate social media use / digital behaviour may result in disciplinary action, up to and including termination.



Volunteer Roles:

Gift Shop & Coffee Bar Attendant

Reports to: Gift Shop & Coffee Bar Manager, who is responsible for the training, scheduling and management of volunteers in this area.

Primary Role: Provide friendly customer service by assisting with gift and food/drink sales in the hospital gift shop and coffee bar.

Key Responsibilities:

- Serve food and beverages to customers according to health regulations.
- Assist with gift item purchases and customer questions.
- Operate cash register and Interac machine.
- Balance cash sales and float at the end of each shift.
- Follow guidelines to maintain a clean, organized, and sanitary environment.
- Re-stock shelves and supplies as needed.
- Offer directions and assistance to patients and visitors or refer them to the Patient Welcome Centre.
- Promote a welcoming atmosphere with kindness and compassion.

Emergency Department (ED) Greeter

Role Summary: As an ED Greeter/Ambassador, you'll be the first friendly face patients and visitors see when arriving at the Emergency Room. Your role is to offer a warm welcome, provide helpful information, and assist with basic comfort needs, helping ease what can often be a stressful time.

Key Responsibilities:

- Greet all patients and visitors at the ER entrance with a smile.
- Encourage hand sanitizing and mask-wearing in the ER waiting area.
- Direct patients for ER and appointments according to guidelines.
- Support patient confidentiality by ensuring the triage and registrations doors are closed.
- Assist with wayfinding around the hospital.
- Assist by answering questions or guiding individuals to the Patient Welcome Center for more information.
- Notify staff if a patient appears to need urgent attention.
- Offer wheelchairs, blankets, tissues, or ice packs when appropriate.
- Assist visitors with paying for parking.
- Restock masks at the ER entrance.
- Ensure wheelchairs are available and sanitize after use.
- Run lab samples or errands at the request of staff.

Main Door Greeter

(Ideal for persons with mobility limitations)

Role Summary: As a Main Door Greeter/Ambassador, you'll be the first friendly face patients and visitors see when arriving at KDH. Your role is to offer a warm welcome, provide helpful information, and assist with basic comfort needs, helping ease what can often be a stressful time.

Key Responsibilities:

- Greet all patients and visitors with a smile.
- Encourage hand sanitizing and mask-wearing.
- Direct ER patients to the Emergency waiting area where they will take a number and await triage.
- Direct patients with appointments to get registered at the Patient Welcome Centre.
- Answer questions or direct people to the Patient Welcome Center for answers.
- Assist with wayfinding around the hospital.
- Notify staff if a patient appears to need urgent attention.
- Offer a wheelchair when appropriate.
- Assist visitors with paying for parking.
- Restock masks at the Main Door entrance.
- Ensure wheelchairs are available and sanitize after use.
- Always aim to improve the patient and visitor experience with kindness and compassion.

Volunteer Clerical Assistant

Reports to Requesting Department / Volunteer Coordinator / Volunteer Support Lead

Primary Role: Support hospital departments with general clerical tasks and special projects.

Possible Key Responsibilities:

- Preparing & keeping monthly scheduling calendars organized for the volunteer Greeters.
- Assemble information packages, reports, and documents.
- Perform photocopying, sorting, and collating tasks.
- Conduct research as requested.
- Complete other clerical tasks or errands as assigned.

Hand Hygiene Champion

Reports to Infection Prevention / Control Nurse / Volunteer Support Lead

Role Summary: Support infection prevention efforts by observing and recording hand hygiene practices throughout the hospital. *Special training is required.*

Key Responsibilities:

- Observe hand hygiene practices in designated hospital areas for up to 20 minutes per session.
- Record instances where hand hygiene is required and whether it is performed.
- Areas may include Emergency Room, Medical and Surgical Inpatient Units, and the Interim Long-Term/Convalescent Care Unit.
- Submit completed audit reports to the Infection Prevention & Control Practitioner.

Meal Companion Volunteer

Primary Role: This volunteer visits with patients at mealtime to encourage patients to eat while providing companionship. *Vulnerable Sector Check is required. Training will be provided for assisting with feeding.*

Reports to: Nurse in Charge at the M&S Nursing Station

Key Responsibilities:

- Report to the Nurse in Charge at the M&S Nursing Station at the beginning of each shift for:
 - direction regarding patients who would benefit from mealtime support.
 - to understand any special needs or considerations for assigned patients.
- Sit with designated patient(s) who require encouragement to eat.
- Assist patients with accessing their meal tray, including opening containers and cutting food into bite-sized pieces as needed.
- Provide companionship and socialize with patients to encourage increased nourishment and fluid intake.
- If no designated patients are assigned, conduct general visits to ensure patients do not need assistance with their meal trays.
- Offer one-on-one conversation and companionship to enhance comfort and emotional well-being.
- Help create a warm, compassionate, and respectful environment.
- Report back to nursing staff at the end of each shift with any observations or concerns.

Pastoral Care Volunteer

Primary Role: Provide emotional and spiritual support to patients and their families in accordance with the values, mission, and policies of Kemptville District Hospital. Under the guidance of a designated staff representative, volunteers offer compassionate presence, attentive listening, and when appropriate, prayer, all while respecting the diverse beliefs and cultures of those they serve.

Key Responsibilities:

- Coordinate visits with patients through the KDH Activation Director.
- Visit patients, families, and caregivers to provide a listening ear, emotional comfort, and spiritual presence.
- Support individuals of all faiths and cultural backgrounds, or those with no religious affiliation, in a respectful and non-judgmental manner.
- Observe and maintain confidentiality in accordance with hospital policies and privacy legislation.
- Notify staff of any concerns regarding patient well-being or safety.
- Attend Pastoral Care Team meetings.
- Assist with the KDH Annual Memorial Service.

Qualifications:

- Mature, compassionate individual with strong interpersonal and active listening skills.
- Comfortable discussing issues of faith, suffering, grief, and mortality with sensitivity and discretion.
- Respectful of diverse spiritual and cultural beliefs.
- Completion of recognized pastoral care or spiritual care training
- Vulnerable sector check required
- Previous experience in a care or support role (paid or volunteer) is an asset.

Physiotherapist Assistant

Role Summary: Assist with the cleaning of equipment and furniture in the Physio Department

Reports to: Physiotherapist responsible for Group Exercise Classes

Key Responsibilities:

- Between group exercise classes assist by sanitizing beds, exercise machines, weights, and changing pillowcases.
- Assist with patient transport as needed.

Auxiliary Volunteer Support Lead

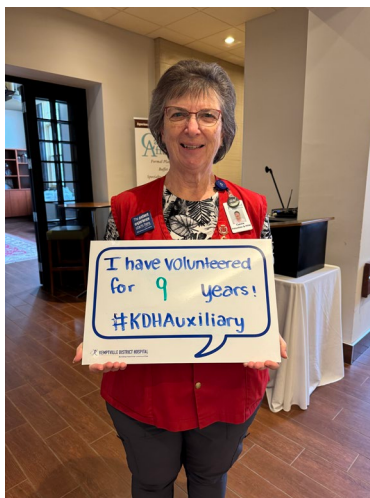
This volunteer is chosen by the KDH Auxiliary as its representative to support the KDH Volunteer Program. This role serves as a vital link between volunteers, the Auxiliary, and KDH, helping to create a well-organized, informed, and appreciated volunteer team.

Primary Role:

To support the KDH Volunteer Coordinator and be an advocate for volunteers.

Key Responsibilities:

- Ensure scheduling, organization, and planning of the volunteer program.
- Respond to volunteer inquiries and support recruitment efforts.
- Interview applicants and coordinate the screening process.
- Coordinate volunteer placement, orientation, and one-on-one training.
- Maintain regular communication to ensure volunteers feel supported and appreciated. Provide coaching as appropriate.
- Oversee volunteer schedules, tracking of hours, references for students, and end-of-service requirements.
- Maintain accurate volunteer records in SharePoint files.
- Ensure availability of volunteer supplies, i.e. sign-in materials, vests, and related resources.
- Assist in keeping the Volunteer Handbook current and accurate.
- Prepare KDHA awards for the annual Volunteer Tea.



Classification of Volunteers:

1) ACTIVE

Active volunteers are assigned to a specific role and commit to a regularly scheduled shift. They remain in close communication with their scheduler to report any conflicts or illness and, when possible, offer to fill in for others.

2) LOA – Leave of Absence

Volunteers on a Leave of Absence are temporarily unable to meet the time commitment of a volunteer role for a period of at least **three months** but intend to return within one year. LOAs are common for post-secondary students, snowbirds, or those experiencing personal circumstances that require a break in service.

- Parking passes and ID badges must be returned to KDH when a volunteer is placed on LOA.
- Volunteers on LOA should still participate in education and recognition activities.
- After one year on LOA, volunteers who have not returned to active service will be reclassified as Inactive.

3) INACTIVE

Volunteers are designated Inactive when they have formally ended their service or have been on a Leave of Absence for more than one year. Individuals who wish to return to volunteering after becoming Inactive must reapply and complete the full screening process.

Your Health:

- If you are feeling unwell, please, err on the side of caution. Make a notification according to the Attendance Policies that you will be unavailable for your next shift and will remain off until you are fully symptom free. If you are unsure of whether you should come in, you likely should not.
- If health concerns prevent you from volunteering for more than 3 months, please contact your Volunteer Support Lead to discuss the option of a Leave of Absence.
- If you believe you may have exposed others to an infectious illness, please, contact KDH's Occupational Health Nurse by calling 613-258-6133 ext. 200 to discuss your symptoms.

Feeling Overwhelmed?

Occasionally, a volunteer may encounter a situation that feels confusing, overwhelming, or distressing. If this happens, please reach out to Debbie Allingham, Occupational Health Nurse at 613-258-6133 ext. 200 to arrange a time to talk.

Attendance Policy & Schedule Changes:

Volunteers are expected to report for their shift on time, to sign in on arrival in the volunteer lounge and to sign out when leaving and log their hours in the volunteer logbook.

- **Reviewing the Schedule**

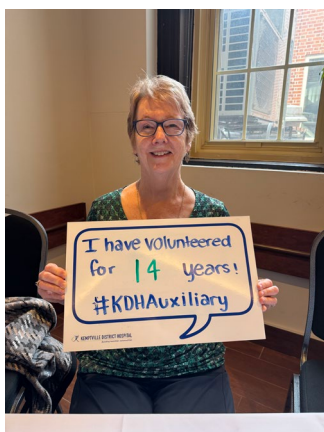
Please, check the monthly calendars carefully against your personal schedule. If you notice any errors or conflicts with your availability, send notification by email as soon as possible. It is your responsibility to confirm that your scheduled shifts are accurate.

- **Late Arrival or Last-Minute Unavailability**

Greeters:

- If you are delayed and unable to arrive on time for your shift, please call the KDH main line at **613-258-6133, ext. 0**, and provide your estimated time of arrival so the staff are aware.
- If an unexpected situation arises and you cannot attend your shift at the last minute, please call **613-258-6133, ext. 0**, to inform staff that you will not be coming. In addition, **send an email to the scheduler.**
- We have many eager students hoping for the opportunity to volunteer, and the Patient Welcome Centre clerks truly value the support our Greeters provide. To ensure reliability, please note that volunteers with **three no-shows** will be removed from the program.

Other Volunteers: Notify the person responsible for your scheduling as soon as possible.



Loss of Volunteer Position:

KDH reserves the right to reevaluate any volunteer if any of the following situations occur:

- **Failure to Attend Without Notice:** Failure to report for scheduled volunteer shifts without prior notice or valid reason on three (3) separate occasions within a 12-month period.
- **Abusive or Inappropriate Conduct:** Any instance of abusive, discriminatory, or inappropriate behaviour toward patients, staff, other volunteers, or visitors.
- **Violation of Hospital Policies or Privacy Laws:** Breach of confidentiality, violation of hospital policies, or failure to comply with privacy legislation (e.g., PHIPA) or safety protocols.
- **Health and Safety Risks:** If the volunteer's actions or health conditions pose a risk to the safety or well-being of patients, staff, volunteers or themselves.
- **Failure to Comply with Education/Surge Learning Requirements:** Incomplete mandatory Edu/surge.
- **Theft of Property:** Theft, attempted theft, or unauthorized removal of property belonging to KDH or the KDH Auxiliary.
- **Arriving Impaired:** Arriving for a volunteer shift under the influence of alcohol, cannabis, or any non-prescribed or impairing substance is strictly prohibited and will result in immediate termination

Ending Volunteer Role:

When the time comes to end your volunteer relationship with KDH & KDHA, please:

- Notify the Support Volunteer Lead or Volunteer Coordinator
- Return your ID Badge & Parking Pass
- Please know that all the hours you have volunteered have been greatly appreciated!

Welcome to KDH Auxiliary:

Congratulations on becoming a volunteer at Kemptville District Hospital and welcome to the Kemptville District Hospital Auxiliary. As a volunteer, you are automatically a member of the KDH Auxiliary.

The KDH Auxiliary is a registered charity dedicated to raising funds to support patient care and to help purchase essential equipment for the hospital. The Auxiliary also supports the KDH volunteer program within its resources.

Auxiliary Meetings: All volunteers are welcome to attend. With the payment of an annual \$5 fee, you become a voting member.

How You Can Help with Fundraising:

- Purchase items at the KDHA Gift Shop & Coffee Bar.
- Donate gently used items or handmade items to the Second-Hand Rose section of the Gift Shop.
- Help out at Hey Day, which is a huge community garage sale held annually at the beginning of June.
- Take part in additional fundraising events as posted.
- Donate to KDH Auxiliary's Tribute Fund

The KDH Auxiliary's Tribute Fund was established for donations to honour the memory of a loved one or to celebrate a special occasion. These tax-deductible donations are used for the direct benefit of patients. There is no administrative fee, so your total donation is used toward the purchase of essential medical equipment or other items urgently needed by KDH to support patient care.

To Make a Donation:

Mail a cheque made out to 'Auxiliary Tribute Fund' to KDH Auxiliary Inc., Tribute Fund, PO Box 2007, 2675 Concession Road, Kemptville, Ontario, Canada, K0G 1J0.

Send an e-transfer to kdhatreas@gmail.com.

Appreciation:

KDH holds an annual appreciation event for its volunteers in April. At that event, the KDH Auxiliary recognizes volunteers for milestone years of service and special outstanding service.

Students may contact the volunteer coordinator to ask for a reference to confirm their volunteer hours.

The KDH Auxiliary provides a bursary to Kemptville High Schools to support graduates who will attend further education in the health care field. Students should apply at their high school.

1) **Certificate of Appreciation**

- Awarded for 5 years of service.
- Recognition of special efforts made by volunteers.

2) **V PIN**

- Awarded for achieving active volunteer service of 10 years, 1000 hours, or 4 years of Executive/Director service to KDHA.

3) **Outstanding Service –Certificate**

- Awarded at the completion of a 2-year term as KDHA president.
- At the completion of 15, 20, 25, etc. Years of active volunteer service.
- At the discretion of the Awards Committee for any special outstanding service.
- This certificate may be awarded as often as deemed appropriate.

Hours of service are calculated from the logbook in the volunteer lounge.

Hey Day:

Hey Day is the major fundraiser for the Kemptville District Hospital Auxiliary and has run since 1961 on a Friday and Saturday in early June. Hey Day is run entirely by volunteers and supported through community donations.

Hey Day 2025 raised over \$50,000 for KDH, and over \$55,000 was raised the year prior, in 2024. It's considered one of the largest indoor garage sales in Eastern Ontario and features all kinds of treasures, from books to home décor, to clothing and toys, electronics and sporting goods, plants and baked goods, jewelry and more!

An event of this scale depends on roughly 300 volunteers. All volunteers are encouraged to lend a hand — it's a meaningful, social, and rewarding way to support our hospital and community.

All proceeds go towards the purchase of equipment and services in support of patient care. Follow 'Kemptville Hospital Auxiliary KDHA' Facebook page and local media for more information.

