

Volunteer Services

Nearly 1,000 volunteers play an integral part in the care experience of each patient, visitor and resident at St. Joseph's.



Every day, volunteers at St. Joseph's Health Care London (St. Joseph's) improve the lives of patients, residents, visitors and staff by contributing an immeasurable amount of time supporting various areas across the organization. During 2018/2019, approximately 908 volunteers assisted in 77 diverse areas at St. Joseph's and within community programs. Volunteers contributed an estimated 90,315 hours, equivalent to 46 full-time employees, to daily operations that equated to \$1.3 million to \$1.8 million.

Over the next year, Volunteer Services aims to increase the number of active volunteers by 10 per cent, the total number of volunteer hours by 15 per cent, and the number of new volunteer positions by 15 per cent as we continue raise awareness of St. Joseph's volunteer efforts and opportunities throughout the community and our organization.

By actively engaging current volunteers, through a newly created e-newsletters and ongoing meetings with St. Joseph's Volunteer Advisory Council, Volunteer Services also strives to enhance volunteer training, orientation, job satisfaction, and recognition within our program.

St. Joseph's could not carry out its values of respect, excellence and compassion without the help of the dedicated volunteers across our organization. We are grateful for their ongoing commitment and dedication to enhancing the lives of patients, residents, visitors and staff.

Volunteer Testimonials

"I started volunteering just over 18 years ago to pay it forward for the kindness shown to my mother who lived alone 3,000 miles away. It has been an absolutely wonderful experience. I have met so many beautiful people, heard stories of their lives and formed valuable friendships with volunteers and staff. I highly recommend volunteering at Mount Hope."

- Ann, volunteer, Treasure Chest, Mount Hope Centre for Long Term Care, 18 years

"I look forward to going to Parkwood Institute to socialize with the Veterans. The few hours a week I spend with them is very rewarding. Hopefully we brighten each other's day - I know they do mine. They have sacrificed so much so I can have the choice and privilege to volunteer. Lest we forget."

- Norm, volunteer, Veterans Care Program, Parkwood Institute Main Building, one year

"If it wasn't for the opportunity and experience I had with St. Joseph's, I don't think I would be where I am today. Going to interviews and interacting with patients has made a world of difference. I'm forever thankful. You gave me the opportunity of a life time and I'll never forget it!"

-Tyler, former high school co-op volunteer at Parkwood Institute Mental Health Care Building. He currently works as a federal correctional officer

"As a nurse for a number of years, with the last 12 years at St. Joseph's Hospital, I have always felt the need to be helpful to others. Since retiring, I feel the need to continue my efforts to help whenever I can. My participation at the Gift Shop allows me to feel that I am contributing to its goal, which is to raise much needed funds required to continue the fight against diseases and finding cures for many health issues."

- Pat, volunteer, Gift Shop, St. Joseph's Hospital, four years

Making a difference

"Those who can, do. Those who can do more, volunteer." – Author Unknown

Staff Testimonials

"Having volunteers enhances a positive atmosphere on the unit. The volunteers that come to my unit always arrive with a friendly smile and greet patients warmly. This improves our patient's moods and gives them something to look forward to. Volunteers are also very helpful and kind to our staff."

- Diane, Therapeutic Recreation Specialist, Parkwood Institute Mental Health Building

"Partnering with local high schools by offering co-operative education placements at St. Joseph's Diagnostic Imaging Centre is a win-win. Grade 11 and 12 students are always enthusiastic to volunteer in a health care setting, which helps them better decide if a medical career is the right choice for them. Our care area benefits from having volunteers as they are often the first to greet our patients and ensure their readiness for an imaging exam."

- Joanne, Clinical Coordinator, Department of Medical Imaging, St. Joseph's Hospital



"Volunteers at Mount Hope are integral to creating a sense of community in the home. We count on volunteers to ensure that residents are able to attend therapeutic recreation, physiotherapy, music therapy and gardening programs. Resident participation in these programs provides them with opportunities to socialize, challenge their minds, reconnect with the community, and enjoy a wide variety of entertainment. Volunteers have meaningful and authentic relationships with the residents and they look forward to having them part of their daily living."

- Bernice, Coordinator of Therapeutic Recreation Programming, Mount Hope Centre for Long Term Care

"Volunteers are an integral part of our Breast Care Program. The friendly face of a volunteer is very important as it helps to reassure our patients. The volunteers relay information to the technologists and to the nurse navigators who help patients during a breast assessment or breast screening appointment. I really appreciate the work that they do. We owe a lot to them."

- Sandra, Technical Coordinator Mammography, Breast Care Program, St. Joseph's Hospital

"We believe volunteers are a vital part of our Veterans care community at Parkwood Institute. Working together with staff and Veterans, volunteers help create an environment that is both satisfying and productive. Their efforts truly enhance the quality of the life for our Veterans. Hearing heroic stories, developing therapeutic relationships, and participating in services of remembrance are regular occurrences within the Veterans Care Program. Thank you to the volunteers within the Veterans Care Program. Your time and dedication impacts the personal well-being of each Veteran."

- Tichelle, Interim Coordinator of Therapeutic Recreation and Creative Arts, Veteran's Care Program, Parkwood Institute