

Volunteer Resources

Volunteers: A Vital Link in Creating Healthy Communities

The Volunteer Resources Department supports the goals of VIHA and shares responsibility for health care by providing a positive, challenging and supportive environment for volunteers and staff.

Volunteers, as respected and valued members of the health care team, enhance the quality of healthcare on Vancouver Island.

Promoting Healthy Individuals

We provide positive, challenging and satisfying volunteer experiences by encouraging and supporting individuals in using their skills and abilities in creative ways that develop leadership, accountability and respect.

Providing Healthy Communities

We are dedicated to the belief that caring for and helping others promotes mental, physical, and spiritual health for individuals and communities.

Our Role

The VIHA Volunteer Resources Department is active across Vancouver Island. Department staff are professional administrators, responsible for recommending and implementing policies, procedures and other standards that govern the involvement of volunteers in VIHA programs and services. It is their responsibility to:

- Ensure that the involvement of all volunteers in VIHA programs and services meets recognized professional standards and adheres to the VIHA policies and guidelines. In this role, department personnel work cooperatively and liaise with departments, staff, volunteers and community agencies, and make recommendations to ensure appropriate assignment descriptions, and adequate orientation, training and support for volunteers.
- Develop, implement and review quality assurance processes in the evaluation of volunteer services, including opportunities for volunteers to evaluate their placement and staff to evaluate assigned volunteers.
- Facilitate the involvement of volunteers with sites, services and programs throughout VIHA and liaise with staff in their acceptance and appropriate use of volunteers.
- Ensure that volunteers will continue to be actively involved in a variety of capacities in response to the development and evolution of healthcare programs and services within the community served by VIHA.
- Act as a liaison between hospital staff, 'In-service' volunteers, 'organizational volunteers' and other community groups and educational institutions to maintain effective communication, resolve conflicts and facilitate effective volunteer involvement in VIHA services and programs.
- Encourage the principle of volunteerism as an important element in reaching VIHA goals