

UHN Volunteer Resources Information Session



Requirements:

Read the following Information Session in full prior to applying.



To become a UHN volunteer requires commitment.

You must meet the following general criteria:

Requirements

- Be 16 years of age or older
- **Be willing to commit to your weekly placement for at least 6-12 months**
- Be able to contribute 2-4 hours once a week
- Complete and submit Health Services screening information that includes a 2-step TB skin test (UHN does not reimburse costs)
- Respect the mission and values of UHN
- Abide by the Confidentiality and Volunteer Agreements
- Have excellent verbal and written communication skills in English
- Be professional, reliable, punctual, team-oriented and customer-service oriented
- Have excellent interpersonal skills, caring and friendly, and be able to interact with family and visitors when required
- Agree to purchase and wear a uniform and wear a UHN ID badge during every volunteer shift
- **Agree to log in and log out for every volunteer shift using Better Impact (mandatory to remaining in the program)**



PMH



TGH



TWH



TRI



West Park

Getting Here: via Public Transit

PMH: 610 University Ave, Toronto, ON M5G 2C4

TGH: 200 Elizabeth St, Toronto, ON M5G 2C4

TWH: 399 Bathurst St, Toronto, ON M5T 2S8

TRI UC: 550 University Ave, Toronto, ON M5G 2A2

TRI BC: 130 Dunn Ave, Toronto, ON M6K 2R8

TRI LCRC: 520 Sutherland Dr, Toronto, ON M4G 3V9

West Park: 170 Emmett Ave, York, ON M6M 2J5

Google Maps: <https://www.google.com/maps/dir/@43.6500451,-79.3937052,14z?entry=ttu>

UHN Maps/Directions: <https://www.uhn.ca/corporate/Directions/Pages/default.aspx>

PMH, TGH and TRI UC: You can access these sites by TTC subway
Subway to Queen's Park or St. Patrick stations

TWH: You can access this site by TTC streetcar
511 Bathurst - Stop is outside the hospital, along Bathurst Street
505 Dundas - Corner of Bathurst and Dundas
506 College - Get off at Bathurst and walk south down Bathurst from College
**UHN Shuttle Bus also available between TGH and TWH*

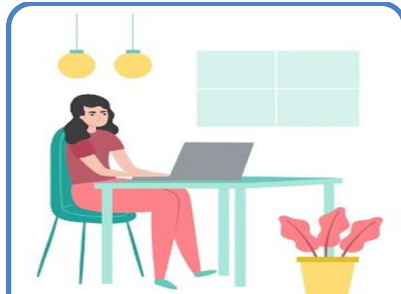
TRI BC: You can access this site by TTC streetcar
504 King – Dunn Avenue stop, and walk one block south along Dunn.

TRI LC/RC: You can access this site by TTC subway and bus
The 34, 51, 54, 56 or 100 bus goes along Eglinton. You can catch it eastbound from Eglinton or Eglinton West subway stations, on the Yonge-University-Spadina line (Line 1). Get off at Sutherland Drive and walk three blocks north to Lyndhurst.

WEST PARK: <https://www.westpark.org/PatientsAndFamilies/VisitingWestPark>

**** There is a free UHN Shuttle Bus available (with UHN photo ID badge) between TGH and TWH.****

Volunteer Onboarding Process



**Online
Application**

1



**Interview and
References**

2



**Health Services
Screening**

3



**2 Phase
Volunteer
Orientation**

4



CRC (18 yrs+)

5



**Volunteer
Placement**

6

Things to Keep In Mind...

- Submitting an application **does not** guarantee that you will be contacted for consideration of a volunteer role and does not guarantee a volunteer placement at UHN
- **The application is part of our screening process and therefore incomplete or incorrectly completed applications are not be considered and are closed upon review**
- We keep fully/correctly completed applications on file for consideration for a period of 1 year
- When the site to which you have applied has available roles to fill and are onboarding new applicants, they connect with suitable applicants
- The process to become a volunteer has several steps (all of which are important and mandatory) and may take some time. This onboarding process was developed to best serve the patients and staff, and potential volunteers of UHN. (It can take 6-8+ weeks to complete the onboarding process, post a successful interview.)
- Volunteers are selected and placed **according to the needs of each hospital**. Interests, skills, availability and suitability are all taken into consideration. Evening and weekend opportunities are limited.
- Volunteers are here to enhance the patient experience. Volunteer roles have boundaries and do not include any tasks that can only be performed by trained healthcare professionals. Volunteering **will not** allow you the opportunity to practice or develop your clinical/technical skills, nor will you be able to observe medical treatments or procedures.
- There are areas of the hospital that do not request volunteer support/have volunteer opportunities. If you have a particular area/department in mind, please visit our 'Volunteer Roles' or contact our offices to inquire before applying.

Ready to Apply?

- Complete your application in full within 7 days
- Indicate your 1st choice and 2nd choice; you may be contacted by either site so ensure you are able to get to each of those sites before applying
- Include (upload) your **Resume** and **Cover Letter** (preferred)
- Include (upload) your **2 UHN Reference Forms** (preferred)
 - You can upload the Reference Forms with your application (preferred) or after a successful interview
 - You can find the UHN Reference Form below in Step 3: Volunteer Onboarding Process
- Indicate which type of programs you are interested in (no guarantee of placement in that program)
- Be flexible with your expectations and indicate more than one area of interest
- Indicate the days/times you are available to volunteer
- **As noted above:**
 - Submitting an application **does not** guarantee you will be contacted or a volunteer placement at UHN
 - When the site to which you have applied has available roles to fill and are onboarding new applicants, they connect with suitable applicants
 - We keep fully/correctly completed applications on file for consideration for a period of 1 year
 - The application is part of our screening process; incomplete/incorrectly completed applications are closed

Information Session Code for Application:

uhnvolunteer2025

***You require this mandatory code for a question on the UHN Volunteer Application.
Blank or incorrect codes on an application will result in
the application being closed upon review.**

Click the Apply Now box below...



When you create your Better Impact account, please remember your **Better Impact Username** and **Better Impact Password**.

If contacted and onboarded for placement into a volunteer role, you will require your Better Impact Username and Better Impact Password throughout your experience.