

D6 VOLUNTEER/AUXILIARY SERVICES

D6.1 SERVICE DESCRIPTION

D6.1.1 Scope of Services

This section D6 sets out the requirements for the Facility's Volunteer/Auxiliary Services to be achieved or accommodated by Project Co in providing the Works and the Services.

In the future, retail services may be provided by a private sector service provider (see component D3 Main Public Facilities).

Administrative activities supported by this component will include:

- Administration and program planning for auxiliary members
- Coordination of volunteer services
- Files storage
- Liaison with executive staff
- Recruitment interviewing, training and orientation of auxiliary members and volunteers
- Registering, scheduling and dispatching of auxiliary members and volunteers
- Storage of auxiliary members' and volunteers' belongings while on duty
- Small group meetings and informal interaction

The administrative functions performed by the Abbotsford Hospital volunteer coordinator and Cancer Centre volunteer coordinator will be located in the main entry (see section D3 Main Public Facilities) and the Cancer Centre's Professional Staff Offices (see section A1(f) Cancer Centre Professional Staff Offices), respectively.

Volunteer services may include:

- Reception/greeting at main entry in conjunction with a full-time Abbotsford Hospital & Cancer Centre employee (managed by Admitting)
- Computer (Volunteer Works)
- Therapeutic touch clinic
- Cancer information
- Orienting patients to Abbotsford Hospital & Cancer Centre and its resources
- Preparation of crafts for sale to raise funds
- Candy striping
- Assistance in Inpatient Units and various departments includes Emergency as needs arise
- Delivery of books on the library cart to patient care areas
- Looking after younger children accompanying adult patients

D6.1.1.1 Current Trends

In providing the Works and the Services, Project Co shall take into account the following trends:

- *Quicker turnover of volunteers with an impact on recruitment efforts and training.*
- *Increased number of university students, particularly science students, seeking an introduction to healthcare environment.*
- *An increased expectation by the host facility of revenue generating capacity.*
- *An increase in the number of partnerships with community enterprises.*

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- *An increase in work with external stakeholders, including RCMP, religious groups.*

D6.1.2 Scope of Education Services

Not Applicable

D6.1.3 Scope of Research Services

Not Applicable

D6.1.4 Specific Exclusions

This specification excludes volunteer/auxiliary services/ requirements provided elsewhere, including:

- Spiritual care services (see section D3 Main Public Facilities)
- Volunteer work areas in retail areas (see section D3 Main Public Facilities)
- Cancer Centre volunteer coordinator office (see section A1(f) Cancer Centre Professional Staff Facilities)
- Prosthesis/wig room (see section A1(e) Cancer Centre General Clinic)
- Abbotsford Hospital volunteer coordinator office (see section D3 Main Public Facilities)

D6.2 OPERATIONAL DESCRIPTION

D6.2.1 Minimum Hours of Operation

Hours of operation for the component will vary with each service as follows:

- 0800h to 1700h, 5 days per week (although volunteers will be active in the Abbotsford Hospital from 0630h to 2000h, 7 days per week).
- The volunteers workshop 1 day/week.
- Periodic interviews/orientations until 2000h.
- Periodic large informal orientation sessions may be held during the evening (50 people maximum), using the large meeting room in D2 Learning Centre.
- Volunteers/auxiliary members sign-in and sign-out while providing services. They will store clothing and personal effects in lockers provided in coatroom/lockers space. Volunteers/auxiliary members then will proceed to their programs or service areas elsewhere in the facility. They will return to collect outerwear and personal effects before leaving the facility.

D6.2.2 Patient Management Processes

Not Applicable

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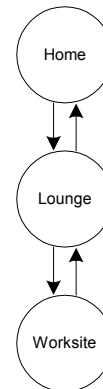
D6.2.3 Patient Information Management

Not Applicable

D6.2.4 Staff Work Processes

D6.2.4.1 Staff Services

A volunteer lounge will be provided for beverage making, volunteer debriefing, and rest. Outer clothing will be stored in coat closets located in a lockable coat hanging area. Purse lockers will be provided for personal valuables and will be shared across shifts.



Process Flow Diagram

D6.2.5 Materiel Services

Refer to Output Specifications, Section 4: Facility Management Services, subsection E7 Materiel Services, and Section 2: Clinical Services, subsection C8 Sterile Processing Services.

D6.2.6 Linen/Housekeeping Services

Refer to Output Specifications, Section 4: Facility Management Services, subsections E5 Housekeeping Services and E6 Laundry/Linen Services.

D6.2.7 Equipment Asset Management

Not Applicable

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D6.3 ACTIVITY INDICATORS

D6.3.1 Hospital Activity – Not applicable

D6.3.2 Cancer Centre Activity – Not applicable

D6.4 PEOPLE REQUIREMENTS

This component will have a total staff complement in the range of 0 FTE, consisting of 330 volunteers.

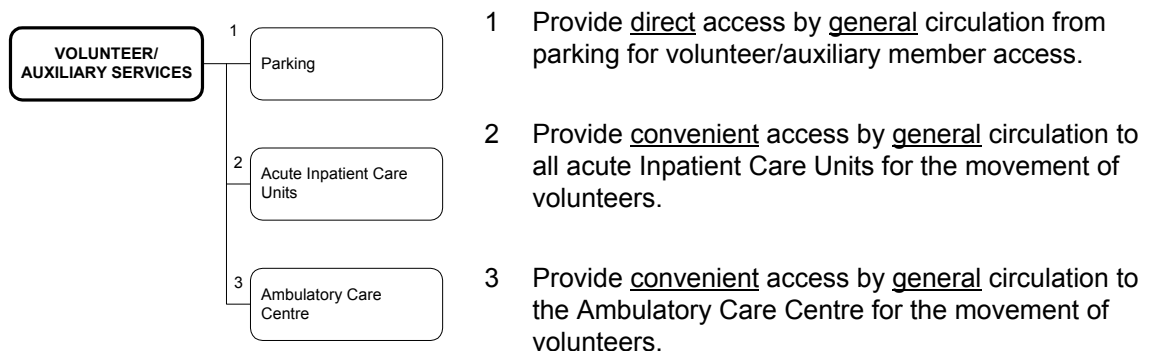
It is anticipated that the key functional areas in the component will need to accommodate the following maximum number of people.

Functional Areas	Patients	Staff	Visitors	Others	Total
Workroom/Storage	0	20-25	0	2-3	22-28
Volunteer Lounge	0	20-25	0	2-3	22-28

D6.5 DESIGN CRITERIA

D6.5.1 Key External Relationships

The following key relationships will be achieved in the priority order as numbered for the purposes stated:



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D6.5.2 Key Internal Relationships/ Environmental Considerations

The following will be achieved:

D6.5.2.1 Privacy and Security

Provide acoustic privacy in office area to facilitate private interviews. The entry to the locker/change room requires a programmable lock. The office area should have direct access to the workroom while being able to lock the door during evenings and weekends.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsections 1.2.2.3 Security and Personal Safety and 1.2.5.4 Acoustics.

D6.5.2.2 Workroom Environment

Provide a comfortable working environment for volunteers with good lighting, external windows if possible, that supports the needs of older population who will make up the core group of volunteers.

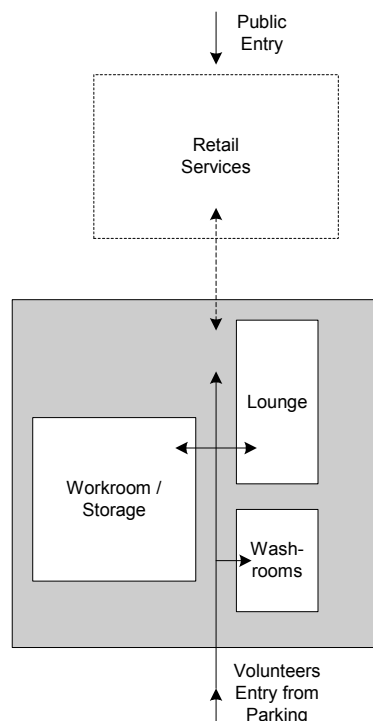
Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.5.3 Daylight.

D6.5.2.3 Location of Workshop

The workshop can be located anywhere but will be easily accessible for volunteers car parking.

D6.5.2.4 Component Functional Diagrams

The spatial organization of this component will be generally as shown in the diagram below.



Note:

Retail Services located in D3 Main Public Facilities.

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D6.5.3 Schedule of Accommodation (Note: Spaces listed in parentheses () are spaces supporting services provided by Project Co and are included in the total net square metres.)

Ref	Space	Area Requirements		
		units	nsm/unit	Nsm
	<u>Volunteer/Auxiliary Services Area</u>			
01	Workroom/Storage	1		65.0
02	Lounge, Volunteers	1		39.0
03	Washroom, Staff, Wheelchair Access	2	3.5	7.0
	Total			111.0

D6.6 DESIGN GUIDANCE

None

D6.7 OTHER SPECIFICATIONS

Volunteer/auxiliary services are primarily based in the Volunteer/Auxiliary Services component, however, other specifications that will be consulted are:

- A1(e) Cancer Centre General Clinic
- A1(f) Cancer Centre Professional Staff Offices
- D3 Main Public Facilities