



2023 - 2024

ANNUAL REPORT

VOLUNTEER RESOURCES

Providence Health Care



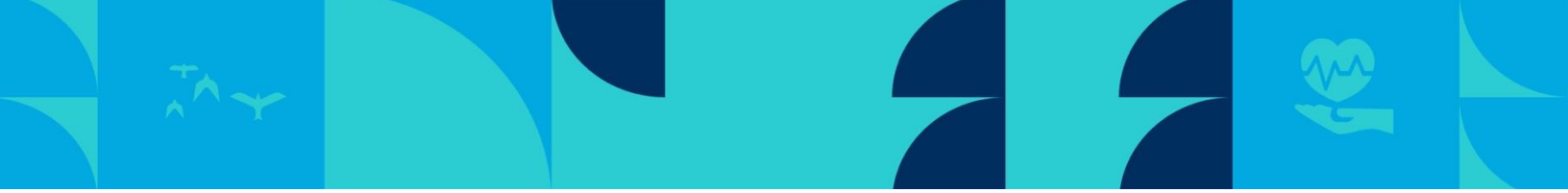
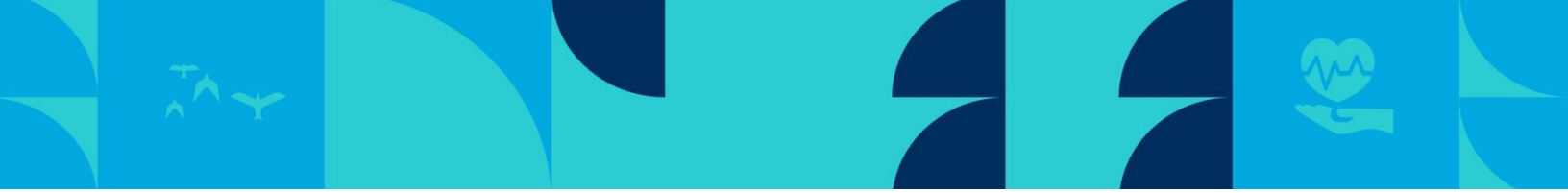


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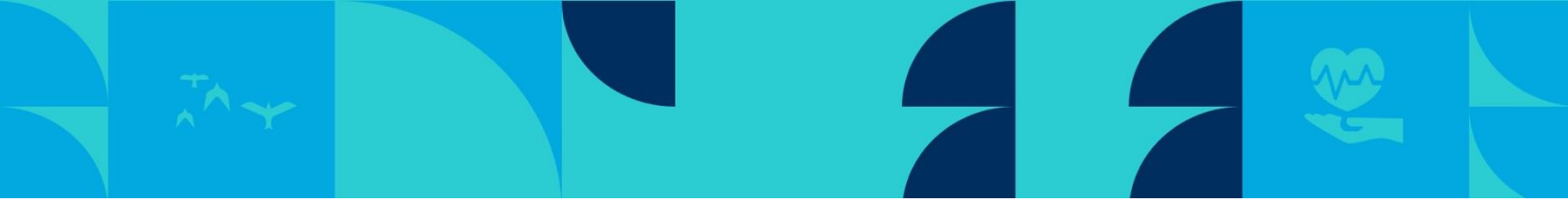


LAND ACKNOWLEDGEMENT

At Providence Health Care we humbly and gratefully acknowledge that the work guided by our Mission, Vision and Values is delivered on the traditional, ancestral and unceded territories of the Coast Salish peoples – **the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh U(Squamish), and Səlílwətał (Tseil-Waututh) Nations.**

We recognize the role the Coast Salish people play as the traditional knowledge keepers and stewards of this land. The Volunteer Resources program is committed to Cultural Safety and promoting understanding and positive change for the betterment of both Indigenous and non-Indigenous peoples.





ABOUT US

Leading and engaging volunteers to enhance compassionate care across Providence Health Care, the Volunteer Resources Team supports acute and long term care sites across Vancouver and Burnaby. These include:

- Chénchenstway Residence
- Mount Saint Joseph Hospital
- Holy Family Hospital
- St. John Hospice
- St. Paul's Hospital
- St. Vincent's Brock Fahrni Residence
- St. Vincent's Langara Residence
- Youville Residence

Providence Health Care Mission, Vision and Values

Mission

Inspired by the healing ministry of Jesus Christ, Providence Health Care is a Catholic health care community dedicated to meeting the physical, emotional, social and spiritual needs of those served through compassionate care, teaching and research.

Vision

Driven by compassion and social justice, we are at the forefront of exceptional care and innovation.

Values

Spirituality – We nurture the God-given creativity, love and compassion that dwells within us all.

Integrity – We build our relationships on honesty, justice and fairness.

Stewardship – We share accountability for the well-being of our community.

Trust – We behave in ways that promote safety, inclusion and support.

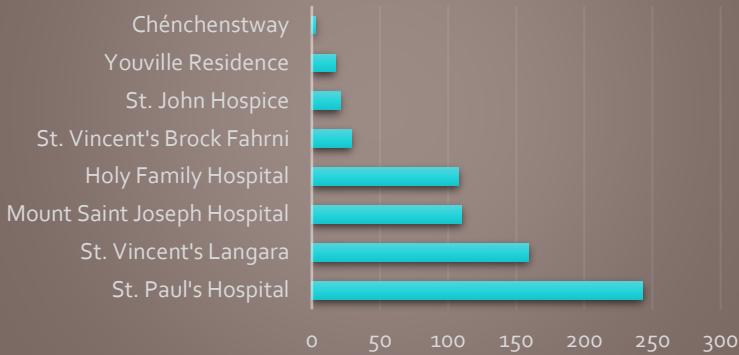
Excellence – We achieve excellence through learning and continuous improvement.

Respect – We respect the diversity, dignity and interdependence of all persons.

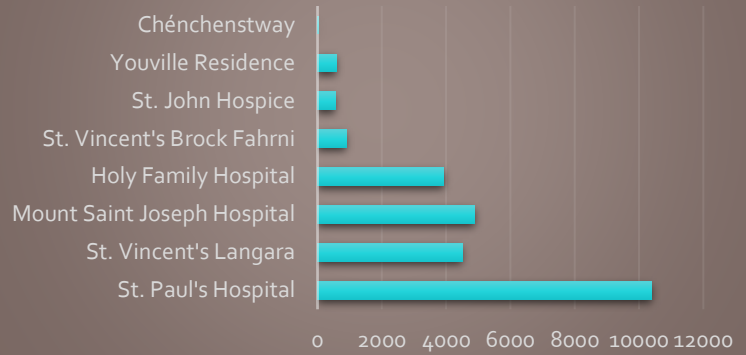
WHO WE ARE: BY THE NUMBERS

Number of volunteers as of March 31, 2024: 690

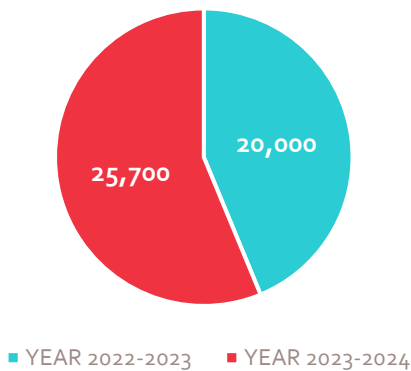
NUMBER OF VOLUNTEERS BY SITE 2023-24



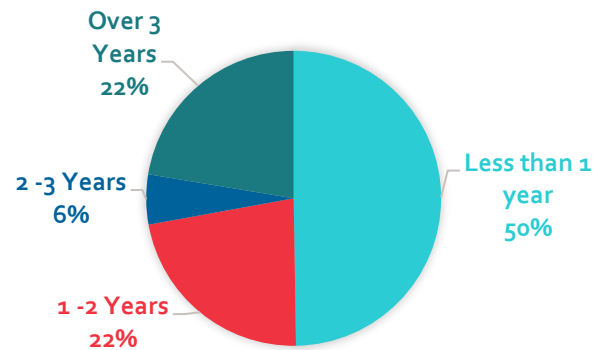
VOLUNTEER HOURS BY SITE 2023-24



TOTAL HOURS OF VOLUNTEER SERVICE BY FISCAL YEAR



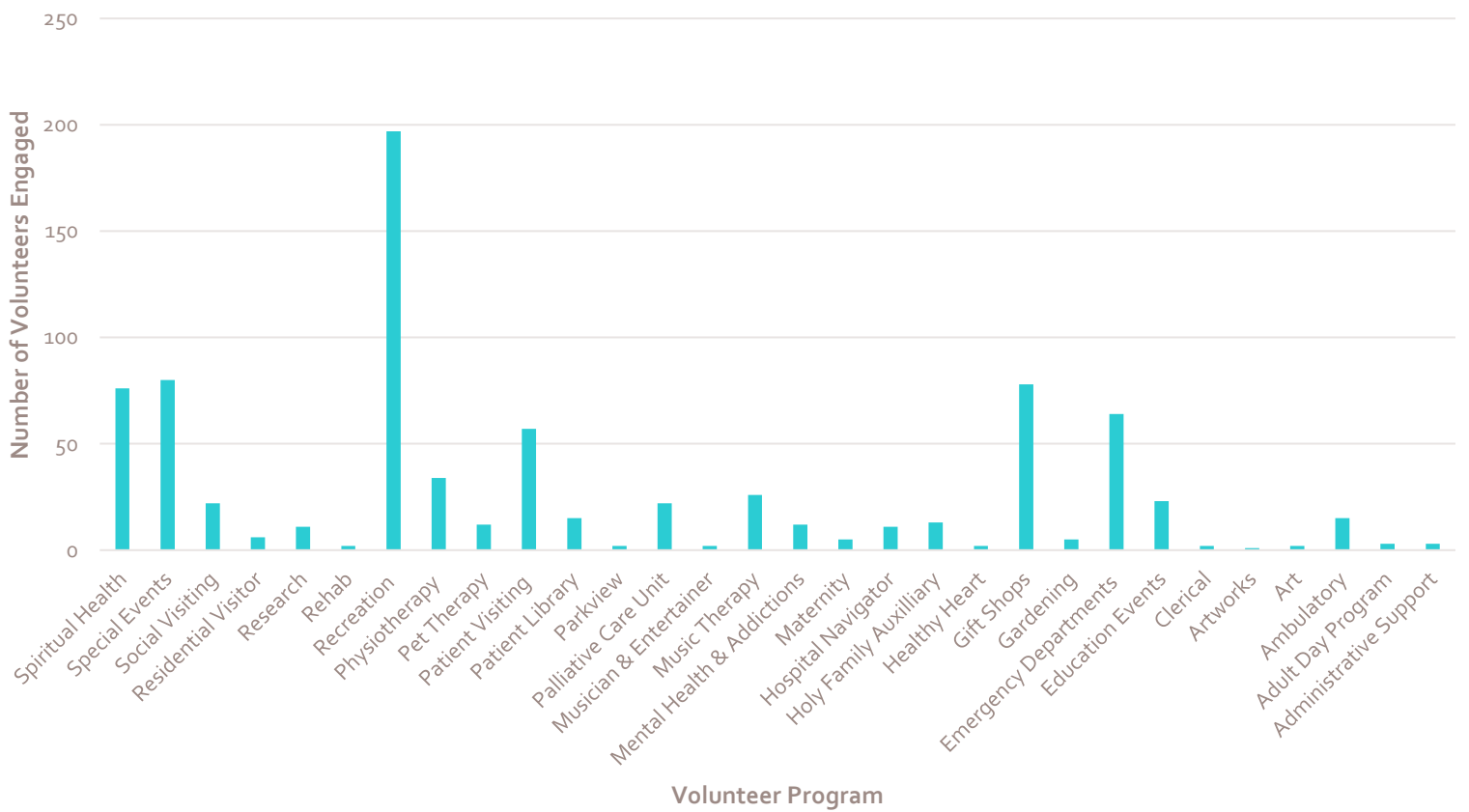
AVERAGE VOLUNTEER LIFECYCLE WITH PHC



"Overall, my time volunteering at Providence Health Care has been transformative. It has instilled in me a sense of purpose, compassion and community engagement that I will carry with me long after my volunteer tenure concludes." Akashneel, St. Paul's Hospital Volunteer



VOLUNTEER PROGRAMS ACROSS PROVIDENCE HEALTH CARE



"I believe that our time spent with patients not only aids in their healing process but also reinforces our shared humanity. After all, they do say that happiness is the best medicine." Michelle, St. Paul's Hospital Patient Visitor

IMPACT STORIES

Patient and Resident Visiting Program

The Volunteer Visiting role exemplifies how volunteers uphold the Providence Mission and provide compassionate care across Providence Health Care. Visiting volunteers spend time with numerous patients, residents and family members each and every shift; easing loneliness, enjoying shared games and laughter, and providing comfort and conversation.

On our palliative and hospice units, visiting volunteers receive additional intensive training to help prepare them to provide emotional and social care to those patients who are nearing end of life. This training is facilitated by palliative and hospice care social workers, spiritual health practitioners, current volunteers and nursing staff. This training ensures our volunteers are prepared to manage the unique challenges and deep subject matter that can be part of their visiting time with palliative patients. The impact of our visiting volunteers is felt by patients, residents and staff alike.



Training weekend for Hospice and Palliative Volunteers



Volunteer Karen visits patients at St. Paul's Hospital

"Volunteer Gabrielle has impacted all the patients on the unit with her presence as someone to talk to, to build a connection with, to learn from, to share stories to. She has become a highlight of the week for so many patients who await her visits during the week."

Sean Leighton, Clinical Nurse Leader, St. Paul's Hospital, 9A Palliative Unit

Volunteers express that the connections they make and the sense of purpose they feel keeps them coming back.

"I'm grateful to be a volunteer. It gives me a sense of purpose and accomplishment. It makes me happy to see the smiles on their faces and gives me more energy."

Fanny, Mount Saint Joseph Hospital Visiting Volunteer

Across our sites Providence Health Care currently engages over 140 Visiting Volunteers and this number is increased by those who undertake other roles but finish or extend their shift by visiting with patients and residents. All of these visiting volunteers enhance the quality of care for our patients, residents, families, friends and staff.

Pet Therapy Programs



Katherine and therapy dog Louis on-shift at St. Paul's Hospital

Pet Therapy Volunteers add a special element to our volunteer visiting program. Each volunteer must have their dog certified through a training program with BC Pets and Friends or St. John Ambulance, in addition to completing their own volunteer training and orientation. Once onsite, our pet therapy teams spend time visiting and bringing joy to patients, residents and staff alike. These teams can provide additional comfort to our patients through the act of physical touch and petting, often bringing a sense of calm and a welcome distraction, particularly on those harder days.

This year we said good-bye to our dear friend, Nugget who volunteered at Providence with his human, Stuart for 6 years (approximately 40 'dog years'!). Nugget and Stuart volunteered at Mount Saint Joseph Hospital and Youville Residence, and also provided virtual visits throughout the COVID-19 pandemic when they were unable to come

onsite. The tributes that poured in after Nugget crossed the Rainbow Bridge demonstrate the lasting impact our pet therapy teams have on our patients, staff and residents.

"Stuart and Nugget came by the Long Term Care dining room in early December, and I was singing Christmas carols with the residents. Stuart and Nugget graciously joined me in singing Jingle Bells with the residents. Nugget had a bell on his collar, and he jingled along. It was so joyous and full of laughter." - Eva Wong, Music Therapist, MSJ Residence

"Nugget and Stuart are the dream team! They knew exactly where their presence was needed and would come for snuggles and chats weekly at MSJ Acute. These short visits had the biggest impact. You could hear patients and staff yell "NUGGET!!" the minute they entered a unit. Everyone would flock to the good boy. Nugget and Stuart had a way of making everyone's worries melt away, even if just for a moment. Their dedication to MSJ was most appreciated, and their presence in the hallways will be terribly missed. - Faye Arnal, Occupational Therapist, MSJ Acute Care

"During the pandemic, I helped coordinate Zoom calls with Nugget and Stuart with the residents. It was so lovely to see the resident's faces light up when they would see Nugget on the screen. One resident would "pet" the screen as if they were petting Nugget. We will all miss Nugget but will always remember the joy he brought to those he met." - Milynne Borason, Rehab Assistant, MSJ



Stuart and Nugget celebrate their 5 year long service anniversary at PHC with CEO Fiona Dalton, in March 2023

Translating Volunteerism to a Health Care Career

Many of our volunteers are drawn to Providence because they are considering a future career in the health care sector. Often, their time at a Providence site helps focus their field of study and inspires a return to our sites as a health care professional.

A decade ago, Toby Schmidt was a second-year pharmacy student at the University of British Columbia when he decided to volunteer at Providence Health Care's Mount Saint Joseph Hospital.

Back then, he was interested in science and medicine, but curious about what it might be like to work in a hospital setting.



Fortunately for the residents of the Geriatric Psychiatry Unit at Mount Saint Joseph, Dr. Schmitt brought his talent for playing and teaching piano. He began volunteering by performing weekly concerts for residents in the long-term care home onsite, taking requests that ranged from World War II songs to Christmas carols.

Mary Gallop, Mount Saint Joseph Volunteer Resources Coordinator, has fond memories of

the doctor saying, "his impact on both staff and residents was incredible."

A decade later, now Dr. Schmitt, Toby was back at Mount Saint Joseph again. His volunteer experience helped inspire a medical career, and he was back to complete a portion of his residency in pathology.

Volunteer experiences help inform future careers.

While as a pathology resident, Dr. Schmitt doesn't interact directly with patients, he credits his time spent as a volunteer with helping to shape his empathy skills. "Volunteering has helped me to appreciate the clinical and patient context which is vital to my work."

Now, he has the unique opportunity to see the role of a volunteer through a new lens, adding: "as a resident, I've struggled with moving between different hospitals; volunteers at the information centers have really made a difference in orienting me to new facilities."

Volunteers generously give their time and energy to serve patients, families and residents as they receive health care, and sometimes this empathetic nature is what makes them best suited to become health-care providers themselves.



St. Paul's Hospital Clothing Depot

St. Paul's Hospital in downtown Vancouver serves a diverse community, including those who suffer from complex medical and social needs. The goal of the Clothing Depot is to support the Mission and Vision of Providence Health Care by providing essential clothing to those in need who are receiving care at St. Paul's, in a manner that is compassionate and preserves dignity.

Operated by Volunteer Resources, the Clothing Depot provides new clothing staples to discharging patients who otherwise have nothing to wear. Patients may be homeless or their clothing upon admission may be unwearable for a number of reasons. The Clothing Depot supports our patients with immediate and urgent basic clothing needs, by providing them with new socks, underwear, sweatpants, sweatshirts, t-shirts, outerwear or shoes.

The scope of this project is far reaching. All departments across St. Paul's Hospital can access the depot, which means patients from all areas benefit from this service. The Clothing Depot enhances patient care by ensuring patients are discharged in new, clean, weather appropriate clothing to better support their health while promoting our focus on holistic care. Feelings of personal value, dignity and self-worth are important pieces of overall patient health and well-being. Sometimes this simple intervention is one of the most appreciated.



Volunteer Natania in the St. Paul's Clothing Depot

The depot is also highly valued by staff as it enables them to live the Providence Mission by extending compassionate care beyond medical needs only.



Hannah in the Clothing Depot

This year, the depot was accessed by 41 program areas within St. Paul's Hospital, demonstrating the need for this service throughout the hospital. Staff accessed the depot over 1,400 times throughout the year, distributing 6,423 clothing items to patients in need.

If you would like to contribute to the Clothing Depot to support our patient needs, please consider making a donation to the St. Paul's Foundation, requesting that the funds be directed toward the St. Paul's Clothing Depot.

GIFT SHOPS: SUPPORTING PATIENT & RESIDENT CARE

Volunteer Resources and a team of dedicated volunteers operate gift shops at St. Paul’s Hospital, Mount Saint Joseph Hospital, and St. Vincent’s Langara Residence with an additional gift shop at Holy Family Hospital, which is managed by Auxiliary volunteers.

All gift shops at Providence Health Care raise funds in support of patient and resident care, while providing a resource for staff, patients and residents to shop for unique gift items and treats. At our Long Term Care homes, these shops are particularly appreciated by residents who find autonomy in shopping for themselves, as well as an opportunity to socialize with our volunteers. Volunteers often build wonderful relationships with residents by getting to know them while they assist with their shopping needs.

Our gift shops have slowly been recovering from impacts of the COVID-19 pandemic and have begun making patient and resident disbursements once again. This year, our gift shop at Youville Residence closed permanently, but not before making one final disbursement in support of resident care.

Gift Shop	Programs Supported with Disbursements
Holy Family Hospital	Providence Community Outreach Events: Funding to support the purchase of gift items for community in the Downtown Eastside
Mount Saint Joseph Hospital	Geriatric Psychiatry: Stryker Chair for Residents Acute and Long Term Care Programs: Indoor and Outdoor Gardening Supplies
St. Paul’s Hospital	Providence Community Outreach Events: Funding to support Indigenous Cultural Safety Programming
St. Vincent’s Langara Residence	Rehabilitation Program: Special food items to celebrate Chinese New Year along with bright tablecloths, annual newspaper subscription and magnifiers
Youville Residence	Rehabilitation Program: Games to support social programming including a slot machine, roulette wheel, puzzle table, oversized dice and bingo cage and special lunch program



L-R: Sebastian with Vancouver Sun Newspaper, Tablecloths, and Arianna with magnifiers, all purchased by Langara Gift Shop

VOLUNTEER EDUCATION

As part of our volunteer recognition and appreciation, the Volunteer Resources team hosts regular education sessions on a variety of topics to help provide our volunteers with deeper knowledge about specific areas of health care. These sessions also help ensure our volunteers continue to receive the information they need to be able to volunteer with confidence and joy.



In September we hosted our first in-person education session since the COVID-19 pandemic. The topic was **Nursing Education** and featured 3 of our Providence registered nurses: Danielle Richards: Manager, Clinical Excellence & Program Education for Long Term Care and Assisted Living; Keshia Leyburn: Clinical Nurse Leader, Crosstown Clinic, Downtown Eastside; and Kaelin Coleman: Mount Saint Joseph High Acuity Unit. Each spoke to volunteers about their nursing experiences in eldercare, community and acute care, about what inspires them, nursing opportunities and challenges, and the path they took to get where they are. They shared their knowledge and expertise to help volunteers gain a better understanding of the populations they support, how to reach their goals and to

inspire future career choices. In this intimate setting, volunteers had ample opportunity to ask questions and create connections.

"I loved hearing the extraordinary work experiences of the speakers, and the journeys of each person." Nursing Education Event Volunteer Attendee

Our second volunteer education session focused on **Indigenous Cultural Safety** and was a two-part series. Delivered by PHC's Indigenous Cultural Safety lead Wagella Hunt, the first session in January focused on Cultural Safety and the impact of colonialism on Indigenous peoples. The follow-up session in February did a deep dive into Indigenous Patient Safety at Providence, featuring real-time patient case studies illuminating the continued challenges faced by Indigenous patients in the health care system.

In addition to these in-person sessions, two new education modules were added to our volunteer onboarding this year including an introductory course on Indigenous Cultural Safety which is now mandatory for all new volunteers, and a module on Resisting Stigma on Substance Use which is mandatory for our urban health program volunteers. Both of these new modules help uphold our Providence Values which emphasize dignity, respect and equality and help ensure our volunteers lead with our Mission, Vision and Values when interacting with our patients, clients, residents and visitors.



"I appreciated the ability of the speaker to communicate complex topics while maintaining a connection with the audience. Informative and eye-opening."
Indigenous Cultural Safety Education Event Volunteer Attendee

VOLUNTEER RECOGNITION

Volunteers are deeply appreciated at Providence Health Care. Each day, volunteers work to enhance patient and resident care by sharing their time, skills, empathy and creativity. In the past year, volunteers donated over 25,700 hours to Providence Health Care. In recognition of their dedication, the Volunteer Resources team, together with staff partners, worked together to help ensure volunteers felt valued and recognized throughout the year. Here are some of the ways in which our volunteers were celebrated:

National Volunteer Week Celebrations

Staff across our sites honoured volunteers with special messages of appreciation all week long! Volunteers also received small gifts and treats, along with personalized thank you cards.

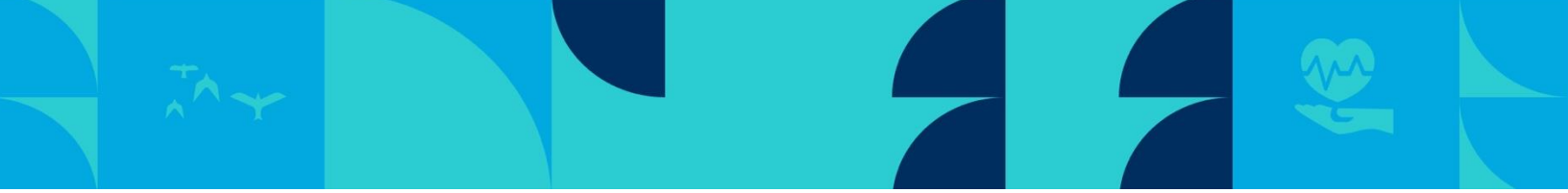
During this week, Volunteer Resources also announced the recipients of our Education Scholarships, valued at \$1,000 each. These scholarships are awarded to two volunteers annually, in support of their education opportunities.



St. Paul's Maternity Staff honour volunteers during National Volunteer Week



L-R: Francis Maza, VP Mission, Ethics and Spirituality, Volunteer Gurkaran Singh, Fiona Dalton, President & CEO, and Volunteer Alex Stolz receiving their education scholarships



Christmas Meals & Ice Cream Social

Each year staff, medical staff and volunteers are invited to take a break and enjoy a cool treat in the summer, and a hearty Christmas meal during the holiday season. Volunteers are invited to attend alongside staff, representing their important place within our Providence community.

Volunteer Melissa (blue t-shirt) enjoying time with staff, Santa and The Grinch during Youville Residence Christmas Meal

Long Service Recognition



Volunteer Carol (right), Mount Saint Joseph and Holy Family Hospital volunteer, celebrating her 25 years of volunteer service at Providence.

Over 20% of our volunteers stay with Providence longer than 3 years. Each year, several of our volunteers receive long service recognition from Providence, which starts at a service milestone of 5 years and is honoured every 5 years after that. In 2023, 35 volunteers received long service recognition, celebrated at a special event, hosted by our CEO. These volunteers celebrated milestones of 5 years, all the way up to 25 years of volunteer service!

Long Service recipients also receive a special gift, and those celebrating 25 years or more are invited to a special dinner event, in honour of their dedicated service.

As part of our ongoing appreciation throughout the year, volunteers are also recognized with monthly gift draws (culminating in a 12 Days of Christmas prize draw in December!), mentorship opportunities, opportunities to step into leadership volunteer roles, and provision of reference letters for career or educational opportunities. There are never enough ways to say Thank You!

"I currently volunteer in Seniors Care where I encounter many residents. Some of them are lonely and enjoy the one-to-one visits. They have taught me a lot like being present in the moment, slowing down from the business of life and the importance of making human connections."
Long Term Care Volunteer



Kathy, Patient Visitor Volunteer at Mount Saint Joseph Hospital



Lino with Archbishop Michael Miller at Holy Family Hospital Event



St. Paul's Gift Shop Managers Soheila and Anna with Volunteer Katherine

*"I feel super appreciated and happy after my Emergency Room shifts. There is always something crazy going on in there and I love to have that as a part of my week.
Super rewarding experience so far!"
Acute Care Volunteer*



Emily, Volunteer Navigator at St. Paul's Hospital



Volunteers on the move at St. Paul's Hospital

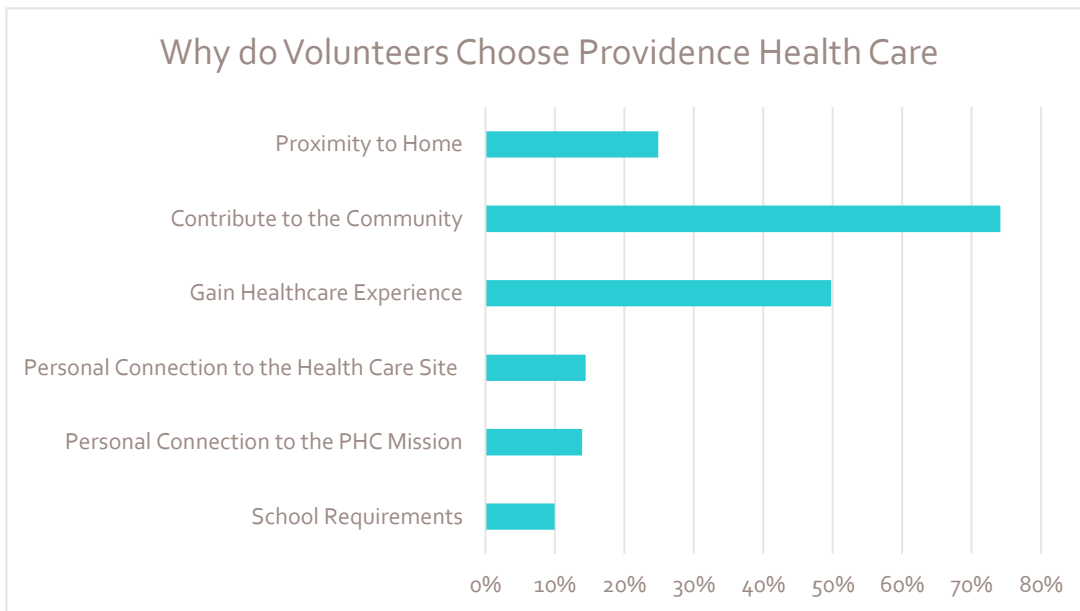
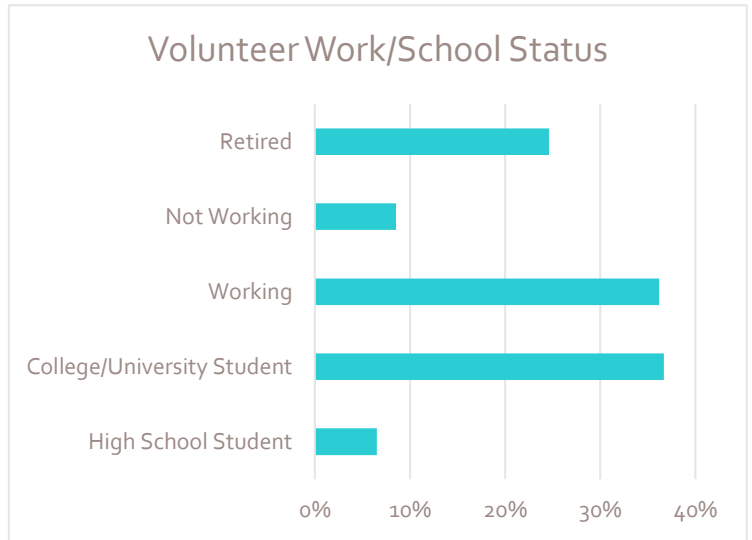
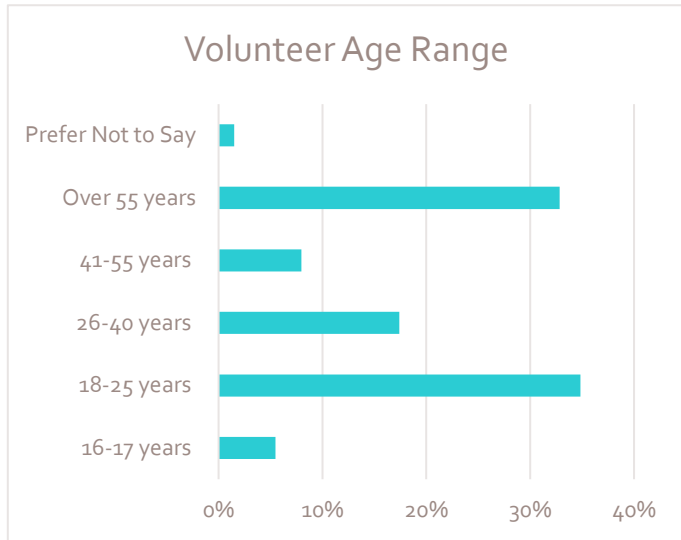


Uta and Kathleen, Gardening Volunteers at Brock Fahrni Residence

ANNUAL VOLUNTEER SURVEY

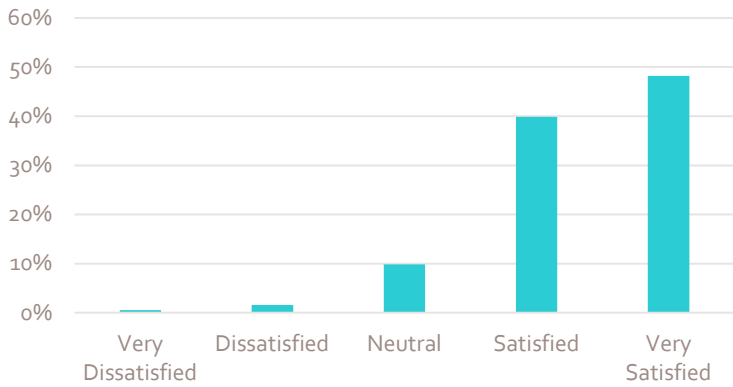
This year we updated and re-launched our annual Volunteer Survey to help ensure we heard from our volunteers directly about their time at Providence. This anonymous survey tells us more about our volunteers and helps provide direction about areas we can focus on in the years ahead. We also ask our volunteers how they feel about their experience volunteering with Providence. This survey received a 40% response rate, across all of our volunteer supported sites.

Survey Findings

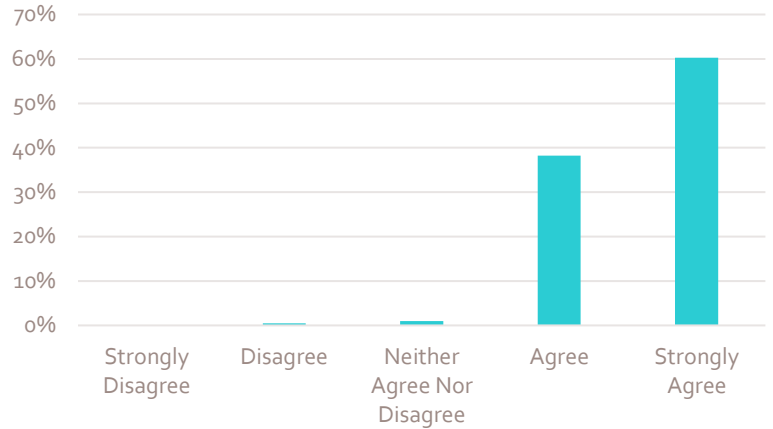


Volunteer Perspectives

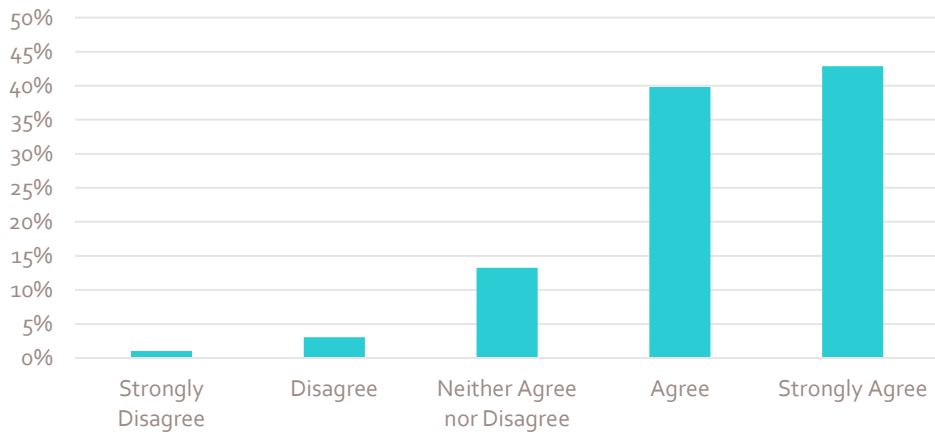
How satisfied are you with the training you received for your volunteer position?

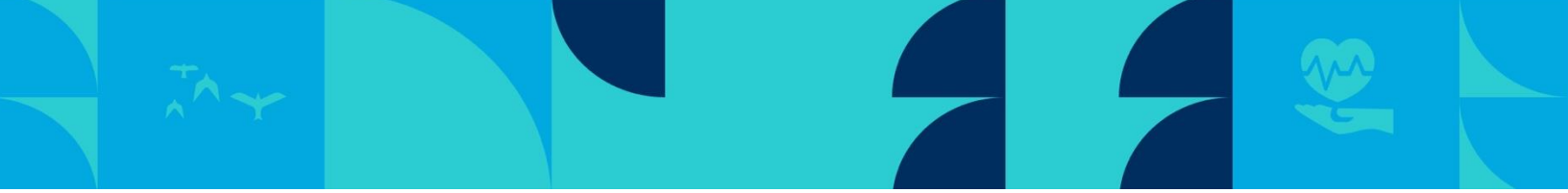


Volunteering at Providence is a Rewarding Experience

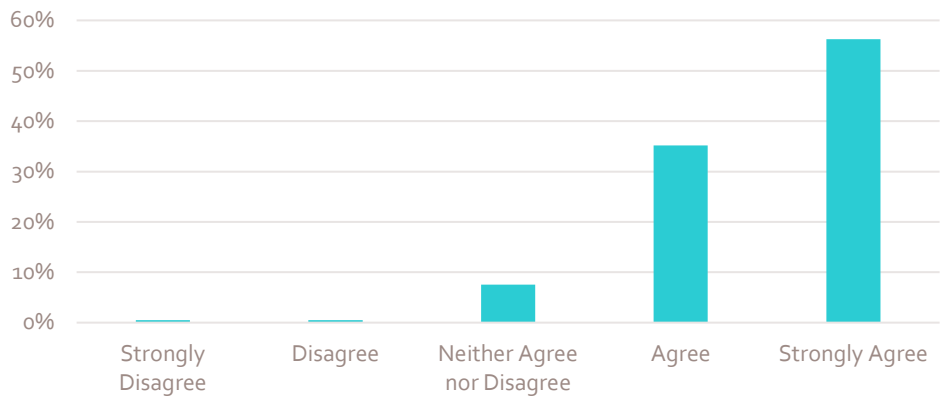


My volunteer contributions are valued and recognized by Providence Health Care

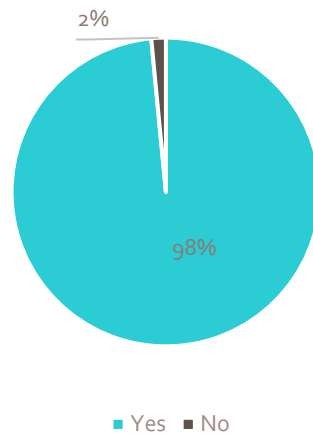




Providence Health Care staff are very welcoming of volunteers



I Would Recommend PHC as a Great Place to Volunteer





OUR PEOPLE

Hazel Gray

Manager Mission Integration & Culture and
Volunteer Resources

Mary Gallop

Volunteer Resources Coordinator
Mount Saint Joseph Hospital

Beth Hazell

Volunteer Resources Coordinator
St. Paul's Hospital & Youville Residence

Stephanie Kulferst

Volunteer Resources Coordinator
St. Vincent's Langara Residence

Brock Nicholson

Volunteer Resources Coordinator
Chénchenstway Residence & Holy Family Hospital

Sara Parmar

Volunteer Resources Coordinator
St. Paul's Hospital, St. Vincent's Brock Fahrni
Residence & St. John Hospice

Anna Boutaleb

Gift Shop Manager
St. Paul's Hospital

Soheila Shanehsazzadeh

Gift Shop Manager
St. Paul's Hospital

Adrienne Castellon

Director, Mission Engagement

Francis Maza

Vice President, Mission, Ethics & Spirituality

THANK YOU TO OUR PARTNERS & SUPPORTERS

BC Lions

BC Pets and Friends

Cactus Club

DIGS

Indigo

Mark's

Modo Car Share

Old Spaghetti Factory

Po Lam Buddhist Association

Roldorf & Co

St. Paul's Foundation

St. John's Ambulance

Vancouver Christmas Market

Vancouver Maritime Museum

White Spot

Yoga Outreach





Providence Health Care

How you want to be treated.