



HÔTEL-DIEU GRACE HEALTHCARE

ESTD 1888

Volunteer Update

June 23, 2022

Sent on behalf of Peggy O’Kane, Coordinator, Academic & Volunteer Placements

The past 2+ years have undoubtedly been a challenge to us all, and now we are cautiously breathing a collective sigh of relief as pandemic restrictions slowly lift. On the surface, this all sounds great. It’s the moment we’ve been working toward...that elusive return to “normal” that we’ve all been dreaming of. There is definitely excitement in the air, as well as a renewed sense of momentum and purpose. However, there might also be some burnout and fatigue, some struggle to return to what things once were, and perhaps even some feelings of trepidation about the future. We acknowledge these are challenges facing us all and we recognize the importance of continuing our communications with our volunteers.

Throughout the course of the pandemic, HDGH has remained diligent in our efforts to ensure our hospital remains a safe place for our patients and clients to receive care and for our staff and physicians to work. Our community and organization are now at a stage where we can safely begin reducing some restrictions to allow more loved ones in to visit patients and clients. While we are thrilled to be at the place where we can safely welcome visitors back into our organization, we know that the idea of more members of our community entering our buildings may cause concern for some. For this reason, we continue with our phased approach to slowly bring volunteers back onsite.

I want to take this opportunity to thank all of the volunteers who came out to help us at the HDGH FORE Ever in our Hearts Charity Golf Classic on June 2. Volunteers and golfers alike enjoyed the beautiful course at Pointe West Golf Club in Amherstburg. I also want to thank all who responded to the call out for help at the 10th and final Bob Probert Ride on June 26. We look forward to seeing many old faces again (no – I’m not calling you old!) this weekend. It will be another fun way to connect with friends and help out HDGH and the Windsor-Essex community at the same time.

Transition to Betterness (T2B) volunteers continue with their mission of assisting our patients and their families on our palliative unit. T2B volunteers provide comfort to patients and their families impacted by a life-altering illness. In addition, the Tayfour Coffee Bar has recently reopened with many new and some returning volunteers to the delight of staff, patients and visitors. Having both Coffee Bars open is another sign of things returning to normal on our beautiful campus. Our Central Registration team of

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volunteers continues to grow. These volunteers greet and escort our patients through our new Central Registration process and escort them to their various appointments. Volunteers provide for some of our most vulnerable patients visiting our clinics and programs this especially important role. Wayfinding can be a challenge for even the most able-bodied person on a good day. Visiting a hospital can be stressful and this is just one way our amazing volunteers continue to make a difference.

As part of our next phase, we are welcoming back our Pet Therapy volunteers in July. We are also excited to be moving forward with allowing volunteers in our medical units as a select few of our High School Co-op students will be returning as volunteers for the summer months. This will allow us to “test the waters” of resuming volunteers to our units for the first time in over 2 years. Between screening and PPE requirements, we have many changes to plan for. Thank you for your patience and understanding as we continue to work out this process. Our regular volunteer updates will continue via email and on our webpage www.hdgh.org/volunteers.

Please contact us if you no longer wish to receive these updates.

Thank you,

PEGGY O’KANE

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