



GRAND ROUNDS

A new league of RVH volunteers is at your assistance

If you have an appointment for an ultrasound, an x-ray, or are attending a diabetes education clinic and don't know your way, fear not—RVH ambassadors are here to assist you!

As part of a Best Practice Spotlight Organization (BPSO) initiative to increase visibility of volunteers, our newest volunteers have been providing a presence, meeting and greeting visitors to RVH since August 2016.

“The role is really key to enhancing the hospital experience. It means a lot to people to be greeted by a friendly face,” says Ann Marie Urbaitis, coordinator of the program.

The volunteers agree that what they do makes a difference, especially for people who arrive feeling stressed about a medical appointment, confused about where they need to be, and unsure how to get there.

Volunteer Pam Mitchell says their presence helps to “put people at ease.”

“I enjoy doing it. You really feel appreciated by those you help,” adds Deedee Lepine, “And we meet so many people.”

The group works from a kiosk currently located inside the clinic doors, although other entrances are being tested to ensure a safe and effective placement to help the most people.

Currently there are eight volunteers in the program, including a few former RVH staff members, who are on site five days a week, Monday to Friday, from 8 to 12 and 1 to 4. New volunteers are always welcome, notes Urbaitis.

The volunteers are identifiable by their blue RVH smocks and RVH ID badges, and have all completed police background checks.



RVH's new volunteer ambassadors are the first friendly face when you enter RVH. Members of the team include: Catherine Robinson, Sadie Smith, Deedee Lepine, Lorna Finner, Pam Mitchell and Ann Marie Urbaitis. Missing are Barbara Carrier, Barbara Roy and Patty Noland.

For more information, contact the Foundation at 613-432-4851 ext. 312