



# Better together.

**JoeAnna's House**  
**Volunteer Welcome Package**

**KGH**FOUNDATION

# JoeAnna's House

## A Home Away From Home

### Welcome to JoeAnna's House!

On behalf of our entire team, I want to extend my heartfelt gratitude for choosing to volunteer with us. Your time, energy, and compassion will make a meaningful difference to the families who call JoeAnna's House their home away from home during a loved one's time in care at Kelowna General Hospital (KGH).

JoeAnna's House exists because of generosity—of our donors, our supporters, and most importantly, [our volunteers](#). It is people like you who create a warm and welcoming space for families navigating some of life's most challenging moments.

### The Power of Volunteers

While your primary commitment is to JoeAnna's House, we also want to share the many ways volunteers contribute across the KGH Foundation. From supporting patients and visitors at KGH to lending a hand at our fundraising events, there are a variety of opportunities where volunteers like you make a lasting impact:

At Kelowna General Hospital – Volunteers help fundraise for world-class healthcare and brighten the experience for patients, staff, and visitors through:

- The Perking Lot
- The Royal Bistro
- The Gift Shop

Off-Site Opportunities – Volunteers also serve at:

- The Rutland Thrift Store, where donated items are sold to support our mission.
- JoeAnna's House, ensuring the smooth operation of the home and making Guests feel at ease.

Fundraising Events – Volunteers play a vital role in the success of our events, including:

- Day of Giving
- August Dream Rally (every two years)
- Winter Wonderland

Every role is essential, and we are grateful for all that our volunteers bring to our team.

### A Flexible and Supportive Experience

We do our best to schedule shifts that align with your availability at JoeAnna's House, but there may be times when we need extra support in specific areas. If you are open to stepping in where help is needed most, your flexibility would go a long way in keeping our home running smoothly and providing the highest level of comfort for our Guests.





## Health & Safety First

Your safety, and the safety of our Guests, is our top priority. We follow all health guidelines set by Interior Health and Public Health Offices. While COVID-19 and seasonal flu vaccines are strongly recommended, they are not mandatory. To protect the well-being of our Guests and their families, we ask that all volunteers:

- Practice regular handwashing and good hygiene
- Stay home if you are feeling unwell.
- Wear a mask if you have mild symptoms but feel well enough to volunteer.

Together, we can create a safe and welcoming space for everyone at JoeAnna's House.

## Your Next Steps

We are excited to get you started! Here's what comes next:

1. **Complete Your Application** - At the end of this document you will see a button titled "Ready to Apply? Click here" which will link you to the Volunteer Application Form and "Getting to Know You" Questions. Please fill them out completely, sign them, and return. Please return the 'Getting to Know You Questions' via email as a scanned PDF to [joeannashouse@kghfoundation.com](mailto:joeannashouse@kghfoundation.com).
2. **Training & Orientation** - Once we receive your application we will reach out to you to schedule your Shadow Shift. During this shift, you'll receive a guided tour of JoeAnna's House, where you'll learn about our connection to the KGH Foundation, our mission, and the story behind our name. You will then be paired with an experienced volunteer to observe a typical shift before fully committing.
3. **Criminal Record Check** - After your shadow shift, if you choose to move forward with training, we will send you a link to complete a Criminal Record Check. This must be completed before you begin volunteering independently and typically clears within two weeks, aligning with your training timeline. Two full training shifts are required before you can volunteer independently: one focused on kitchen procedures and the other on linens and back-of-house operations.

## We can't wait to welcome you!

We are so pleased to have you join us on this journey. We will be in touch soon to arrange your tour and training. If you have any questions in the meantime, please don't hesitate to reach out.

Thank you for your generosity, kindness, and commitment to JoeAnna's House. We look forward to welcoming you in person soon!

With heartfelt gratitude,



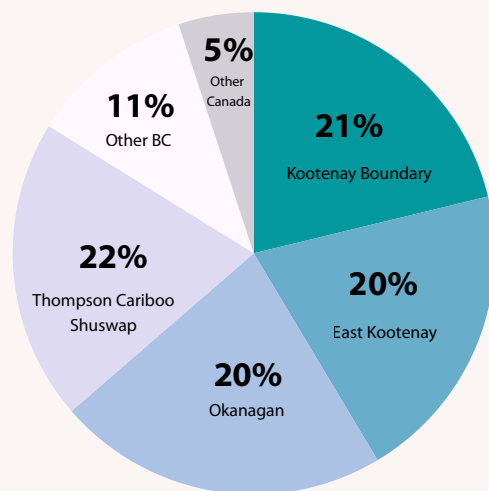
Darlene Haslock  
Director, JoeAnna's House

# Keeping Families Close, When It Matters Most.

JoeAnna's House was created with the purpose of providing out-of-town families with safe, compassionate, reliable, and affordable accommodation while their loved ones receive advanced medical care at Kelowna General Hospital (KGH). With community support, we are proudly able to make this dream a reality.

## Top Reasons For Stay

**CARDIAC**  
31%  
**STROKE**  
20%  
**NICU/PEDS**  
15%  
**ONCOLOGY**  
13%  
**TRAUMA**  
6%



\*Statistics since opening November 2019

**2.8K+**  
families welcomed

**27K+**  
overnight stays

**308**  
BC Interior Cities  
& Towns Served

**51%**  
of stays are due to  
cardiac & stroke

**340+**  
guest babies  
have been born!





A peek  
inside



Guest Room



Business Centre



Guest Kitchen



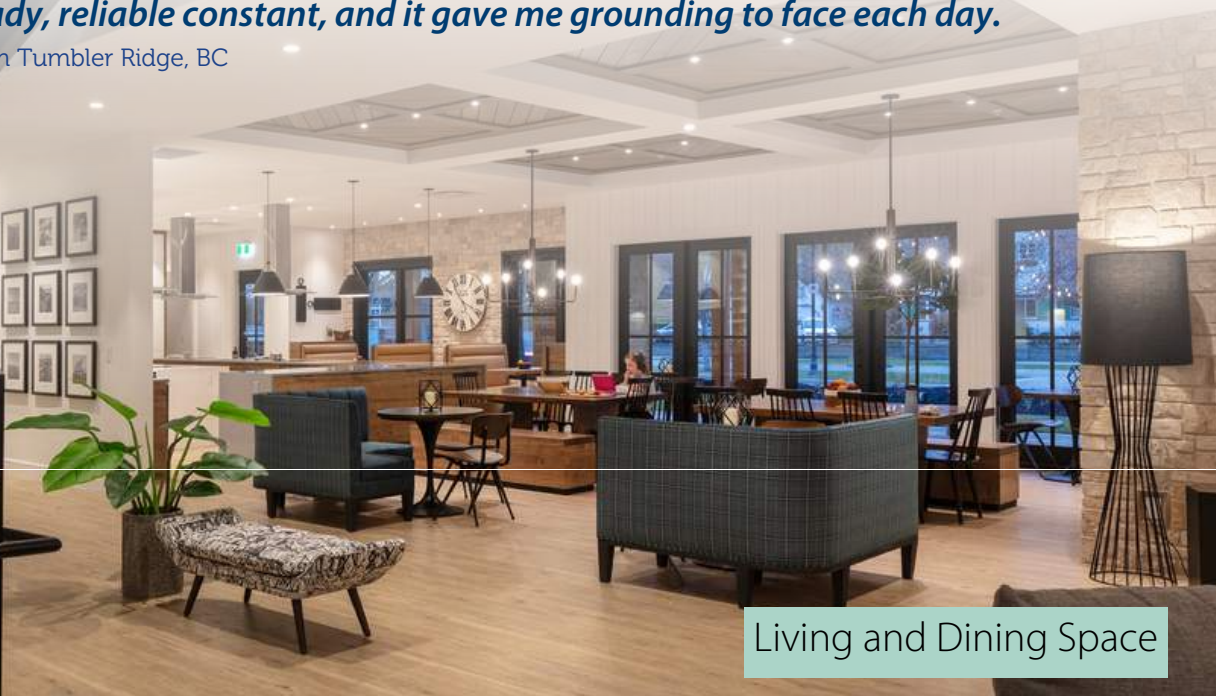
Children's Play Area

*It seemed like everything in life had turned upside down, but JoeAnna's House was a steady, reliable constant, and it gave me grounding to face each day.*

- Guest from Tumbler Ridge, BC



Virtual Tour



Living and Dining Space

**KGH** FOUNDATION

# Volunteer Overview

Welcome to JoeAnna's House! Our volunteers are an essential part of our mission to provide a welcoming, supportive, and comforting space for families who need to stay close to their loved ones receiving care at Kelowna General Hospital (KGH). As a volunteer, you will help create a home away from home by ensuring our communal spaces remain clean, organized, and inviting. Your compassion and dedication make a meaningful difference in the lives of our guests.

Volunteers at JoeAnna's House assist in maintaining the home's daily operations, ensuring that all guests feel comfortable and supported during their stay. Responsibilities include kitchen upkeep, guest assistance, and maintaining a safe and welcoming environment.

## Key Responsibilities

### Kitchen, Dining & Laundry

- Keep all kitchen surfaces clean, including countertops, sinks, microwaves, and stovetops.
- Replenish kitchen essentials such as coffee, tea, sugar, and creamers.
- Ensure dishes are properly sanitized and air-dried.
- Monitor refrigerators and freezers for unlabelled, expired, or forgotten food items.
- Assist guests in labeling and storing their food.
- Clean and sanitize food storage bins after guest check-outs.
- Fold and restock paper towel napkins in guest areas.
- Empty garbage and recycling bins as needed.
- Vacuum and mop floors as required.
- Stripping rooms at check out, placing clean linens, and stocking linen closets as needed.

### Guest Engagement & Support

- Greet and introduce yourself to guests in the kitchen and dining area.
- Engage with guests in a respectful and supportive manner, allowing them to lead conversations.
- Offer assistance in a way that promotes self-sufficiency while providing comfort.
- Respect guest privacy and do not ask for personal medical details.

## Boundaries & Best Practices

To maintain a respectful and consistent guest experience, volunteers should:

- Not enter occupied guest rooms unless directed by staff.
- Not share personal contact details or connect with guests via social media.

### Additional Responsibilities (Training Required)

After gaining experience, volunteers may receive additional training to assist with:

- Answering doors and phones when staff are unavailable.
- Assisting with guest orientations using a structured checklist and script.

### Volunteer Shifts

- Shift Times: 9-11 AM, 12:30-2:30 PM, and 4:30-6:30 PM daily, including holidays.
- Focus Areas: Volunteers provide the most support during mealtimes when guests are most active in shared spaces.

### Attendance & Scheduling

- When committing to a permanent volunteer position, on average, a volunteer agrees to one shift per week (approximately 8-10 hours per month). Casual volunteers work, on average, two shifts a month (4 hours a month). However, it is understood that volunteers may take time off for vacations and other personal needs, typically fulfilling about 80% of their yearly commitment.
- Time-Off Requests: Submit online with as much notice as possible.
- Sick Calls: Notify staff at 250-470-0100 if unable to attend a shift.
- Please note: Extended absences may result in a transition to a casual volunteer role.

### Health & Safety Guidelines

Volunteers must follow all health and safety protocols as outlined by Interior Health and JoeAnna's House policies.

- Maintain good hygiene, including regular handwashing.
- Stay home if feeling unwell; wear a mask if experiencing mild symptoms but still volunteering.
- Follow proper procedures for handling and disposing of waste.
- Use provided protective equipment when necessary.
- Access safety resources such as the eyewash station and SDS binders as needed.

### Confidentiality & Privacy

- Volunteers must respect guest privacy and refrain from inquiring about medical conditions or personal matters.
- Administrative tasks such as reception work and document handling are reserved for staff.
- Desktop computers are for staff use only.

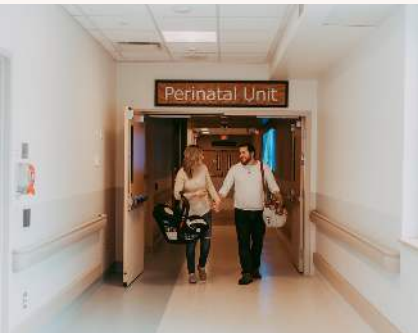
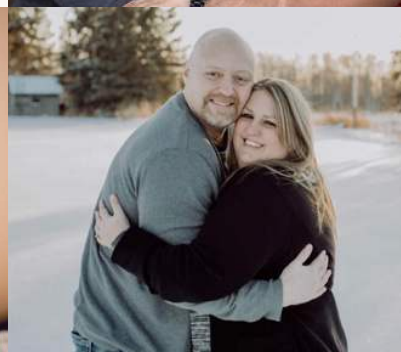
## READY TO APPLY?

**[CLICK HERE](#)**



"You provided for us in the time of our greatest need a place that will forever be in our hearts –  
**our home away from home."**

- The Corbin Family



Together, we grow.



JoeAnna's House is owned  
& operated by the:

**KGHF** FOUNDATION



250-470-0100



joeannashouse@kgfoundation.com



www.joeannashouse.com