Ronald McDonald Family Room®

Ronald McDonald House TORONTO

Family Room Volunteer
SickKids Hospital

It's Pleasure to Meet You - Now, Let Us Introduce Ourselves!

Since 1981, Ronald McDonald House Toronto (RMH Toronto) has served as a welcoming home for out-of-town families who travel to Toronto seeking medical care for their seriously ill children. When families stay at our House they receive more than just a cozy place to sleep during their child's stay or during treatment time at a nearby hospital. We also provide specialized programs and support services to help bring some joy and normalcy back into everyone's lives.

In order to support families from the local community, we are expanding our services throughout the Greater Toronto Area through our Family Room Program which provides a soothing place of comfort, care and compassion within the walls of the hospital, where families can rest, retreat and relax while being just steps away from their children and away from the hospital environment.
We presently have two Family Rooms within the Greater Toronto Area – one at Credit Valley Hospital, one at Markham Stouffville and we are currently recruiting for a new Family Room at SickKids Hospital.

Stay tuned – we plan to open a few more, especially in the downtown core of Toronto.

What's in it for you: This is an opportunity to gain knowledge and experience in the world of family-centred care, to gain a deeper understanding of the impact on families with a sick child. To have the opportunity to meet and work with other awesome people.
To know at the end of each shift that you have made a difference in the lives of our families.

Why We Want You: The Ronald McDonald House Toronto Family Room volunteer provides a warm, welcoming environment for the families who use the Family Room. Volunteers make the families feel at "home", ensuring comfort during a most stressful and frightening time.

The Skills You Need: Can you smile? Are you a good listener? Are you a good communicator? Are you able to provide great guest support? Are you able to put our families, guests and visitors first? Are you able to put people at ease and make them feel at home the minute they walk in the door? Are you caring and compassionate? Do you have 1 or more proven administrative or reception experience?
In addition to the above, we ask you to help with small administrative tasks, assist in ensuring the smooth operation of the Family Room, and every now and again, make sure that the Family Room looks warm and welcoming at all times by helping in keeping it neat and tidy.

Commitment: We need 6 months of your valuable time – one 3 hour shift per week, same day, same time.
Monday through Sunday (Day, Afternoon and Evening)

Where we need you: Tuesdays 12 – 3 p.m.
Wednesdays 12 – 3 p.m.
Thursdays 9 – 12 p.m.
Saturdays 6 – 9 p.m.
Sundays 12 – 3 p.m.
Sundays 3 – 6 p.m.

Why: We need people who are reliable and responsible. We need to create an environment of support through continuity, consistency and familiarity for our families. Even though our families are stressed, tired and anxious, they will remember you because of your warmth and friendliness, and they look forward to seeing you again.

We Can't Budge On: A current Vulnerable Screenings Police Check and two current references. Hospital orientation and immunization policies

Anything Else? Your orientation and training will be provided by the Family Room Coordinator. You will also be required to attend the hospital orientation session.

If you answered 'yes' to the above questions and believe that you can help us support our families who use the Family Rooms then please send along your resume and cover letter and we can get the ball rolling. In your cover letter indicate why you would like to join us and be part of our team! Please also indicate how you heard about us.

Got Questions or Want To Send Along Your Information?

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