



Volunteer FAQ

1. What is the Stollery Children's Hospital Foundation?

Our Foundation is a non-profit organization that raises funds to support excellence at the Stollery Children's Hospital, including specialized equipment and facilities, leading-edge training, family-centred programs and groundbreaking pediatric research. Our vision is to give the sickest kids the best chance, anywhere in the world, to live a long and healthy life.

2. What role do volunteers play within the Foundation?

With more than 800 volunteers supporting our Foundation each year, our volunteers are essential to our mission. By donating your time and skills, you help us keep the cost of fundraising down, which means more of the funds we raise go to supporting world-class care for kids and youth at the Stollery.

3. What are the benefits of volunteering with the Foundation?

Volunteering with us is a great way to meet new people, develop skills and have fun – all while making a life-changing difference for Stollery kids and their families. Depending on the volunteer roles you choose, we offer t-shirts, snacks or meals, and reference letters as a way of saying thank you for your time and efforts. For youth aged 14 – 17, we also provide regular reports on volunteer hours, which can be shared with teachers.

4. Do you have to be 18 years or older to volunteer?

No. We offer age appropriate opportunities for volunteers 12 years of age and older. A parent or guardian must volunteer with youth aged 14 – 15 years. Parent/guardian permission forms must be signed and submitted for all youth aged 14 – 17 years prior to volunteering.

5. What volunteer roles are available?

From volunteering at our events or answering phones at our radiothon, to helping with office tasks or serving on our committees, we offer a variety of volunteer opportunities to match your skills, availability and interests. Please note: we don't have opportunities for volunteering to spend time with the kids in the Hospital.

6. Is there a minimum time commitment?

No. You can volunteer for as many hours as fits your schedule.

7. What do you look for in your volunteers?

Our Foundation's values include accountability, energy, respect, inclusiveness, altruism and leadership. In keeping with our values, we look for volunteers who are dedicated, reliable and enthusiastic about making a difference for Stollery kids and their families.

8. Do I need to provide references?

Yes. We ask for two references (work related or personal, but not family) on our volunteer application form.

9. Will I need a Police Information Check?

For some volunteer positions, we ask for a Police Information Check (PIC). If a PIC is needed for your role, you are responsible for the \$15 cost. Once you have your PIC, you can use it for multiple work or volunteer opportunities.



10. How do I sign up as a volunteer?

To get started, please complete our [online application form](#). Once you've submitted your form, we'll contact you within five business days to talk about your application.

11. How do I sign up for opportunities after my application is approved?

Once we've approved your application, we will email you a PIN number within 10 business days so you can log in to our online Volgistics program where you can browse our volunteer opportunities and self-schedule your shifts.

12. Is there any special training required?

Yes. We provide a general orientation for all new volunteers on a monthly basis, and event- or program-specific orientations prior to our events. To sign up for an upcoming general orientation session, please log in to your [Volgistics volunteer profile](#) and select a date.

13. What if I can no longer volunteer for the shift I've signed up for?

We appreciate a minimum of five business days notice if you can't make your shift – but we understand that life happens. Please email our [volunteer engagement team](#) as soon as possible so we can remove you from your shift and open it up to other volunteers.

14. Why haven't the hours I signed up for online appeared on my timesheet?

Please allow one week for your hours to update. If your hours don't show on your timesheet after one week, please email our [volunteer engagement team](#) and we'll be happy to help you.