

Services Provided by HELP

Daily Visitor Program

Volunteers offer 1:1 visits, one (1) to three (3) times per day to provide:

- Orientation
- Stimulation
- Communication
- Social support
- Volunteers ensure that important items are within reach (e.g. hearing aids, glasses, dentures, nurse call button)
- Sleep health hygiene support

Meal Support

- Volunteers assist patients during mealtimes by:
- Cutting food, opening cartons etc.
- Providing companionship
- Encouraging fluid and food intake, where appropriate

Early Mobilization

- Volunteers encourage patients to remain active within the limitations of their physical condition
- Volunteers provide extra support to get patients moving, as directed by the patient's healthcare team

Therapeutic Engagement

- Volunteers provide interesting activities that keep patients mentally stimulated, including:
- Music
- Reading
- Games
- Puzzles

Contact Information

To apply, visit Volunteer Services at www.prhc.on.ca/cms/volunteers and complete an application package. Be sure to note on your application that you are interested in joining the HELP team.

To learn more about HELP:
elderlife@prhc.on.ca
705-743-2121 x. 3321

*Working together to preserve
cognitive and physical function,
and promote emotional
well-being in older adult patients.*

PRHC is an accessible workplace, and an equal opportunity employer. For more information about our programs and services, please visit our website at: www.prhc.on.ca

Accessible versions of this document are available upon request at elderlife@prhc.on.ca

Peterborough Regional Health Centre
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705-743-2121

PETERBOROUGH REGIONAL HEALTH CENTRE
Seniors' Care Centre of Excellence



Become a Volunteer: Join the HELP Team at PRHC

Get involved in a meaningful
way in your community.

PRHC
Peterborough Regional
Health Centre

One team, here when you need us most.
www.prhc.on.ca



What is the HELP program?

The Hospital Elder Life Program (HELP) is an innovative delirium-prevention program designed to improve the hospital experience of older patients. HELP is a new program launching in September 2019 that will support Peterborough Regional Health Centre (PRHC) in improving the care and service we provide for older patients and their caregivers.

Peterborough Regional Health Centre Senior Care Centre of Excellence

At Peterborough Regional Health Centre we promote excellence in seniors' care by meeting the diverse needs of the older adult patients we serve.

Among other Seniors' Care initiatives over the past several years, we have opened a Geriatric Assessment Intervention Network (GAIN) Clinic, a Geriatric Assessment and Treatment Unit (GATU), and a Geriatric Assessment and Behavioural Unit (GABU) at PRHC. The Hospital Elder Life Program (HELP) is a new program that will support PRHC in improving the care and service we provide for older patients and their caregivers.

Becoming a HELP Volunteer

Adult volunteers of all ages are an essential part of the HELP program. By volunteering with HELP, you will make a difference in the lives of older patients. As part of the HELP team, each volunteer will receive free, specialized training in seniors care as well as ongoing coaching and support by the program's Elder Life Specialist. A minimum time commitment of one three (3) hour shift per week, for six (6) months or 100 hours is required.

Are you a Student?

If you're a high school, or post-secondary student interested in volunteering with HELP, you will:

Build Skills In:

- Communication
- Time-management
- Organization
- Conflict resolution
- Problem-solving

Gain Experience In:

- Working with older adults
- Working in a hospital setting
- Giving back to your community
- Add valuable experience to your Co-Curricular Record and transcript

The HELP volunteer team is open to any and all students who have a passion working with older adults.

We welcome all students. You do not have to be in a healthcare related program. Students are welcome to request a written letter of reference from the Elder Life Specialist after 100 hours are completed.

Goals of HELP

- To maintain the cognitive and physical functioning of patients throughout hospitalization
- To allow patients to be discharged from the hospital as independently as possible
- To prevent unplanned readmissions

HELP has been proven to:

- Promote the overall recovery of older patients to help them return to their home
- Maximize independence at discharge
- Reduce delirium and deconditioning
- Enhance the patient experience
- Support families and friends of hospitalized older patients
- Help prevent unplanned hospital readmissions

Who is part of the HELP team?

- Dedicated, specially trained volunteer and student team
- An Elder Life Specialist, responsible for assessment and leading the program