



REPORT TO: Co-Chairs and Members of
Public Health and Social Services Committee

SUBJECT: Seniors Services Volunteer Program Achievements 2008

RECOMMENDATION

That this Committee recommend to Regional Council that this report be received for information.

EXECUTIVE SUMMARY

- Seniors Services residents and clients benefit immensely from the 885 volunteers who are involved in the Niagara Region's eight long-term care homes and community programs.
- Approximately 89,017 hours of service and approximately \$306,215 of donations have been received from Seniors Services volunteers in 2008.
- Recognition events for Seniors Services volunteers, to which Regional Councillors are welcome, will be held during the week of April 20 to April 24, 2009, to celebrate Canada's National Volunteer Appreciation Week (Appendix 1).

FINANCIAL IMPLICATIONS

The various volunteer fundraising initiatives provided the long-term care homes with \$306,215 in 2008 (compared to \$229,636 in 2007), which supported the homes' purchases of resident care equipment and other comforts and quality of life improvements for the residents.

PURPOSE

This report has been prepared to provide:

- a) An overview of the Volunteer Program highlights and financial contributions to Seniors Services during 2008.
- b) An outline of the scheduled events to honour volunteers in celebration of Canada's National Volunteer Appreciation Week April 20 to April 24, 2009.

BACKGROUND

The volunteers in the Niagara Region homes are involved in various aspects of the life in the home. They provide a great deal of time and individualized support to residents and assistance to many programs including recreation, spiritual services, visiting, Tuck Shops and Cafés, feeding the frail elderly and palliative care. Volunteers contribute their time and also generate financial resources to improve the residents' living environment and care equipment within the homes.

Auxiliaries, Friends of Gilmore, Friends of Linhaven, and other community groups bring another dimension to volunteering. While providing fundraising, they also offer services and broaden the community of each home to enrich the lives of residents.

The volunteers in the Region's Seniors Community Programs assist with recreation, pet therapy, musical entertainment and spiritual services. They assist with Day Program clients and residents in Supportive Housing settings.

REPORT

Summary of Volunteer Contributions

In recognition of Volunteer Appreciation Week, Seniors Services staff have prepared the following statistics for review. The total service hours include registered volunteer hours, service clubs, church groups, volunteer entertainers, and spouses' groups. It is important to note that some volunteers do not record all of their hours and the actual hours of volunteer work exceed those reported below.

Home/Program	Number of Volunteers	Number of Student Volunteers	Number of Service Hours	Volunteer Financial Support
Deer Park Villa	30	7	2,183	\$6,500
Gilmore Lodge	65	4	12,968	\$28,310
Linhaven	164	19	24,802	\$138,491
Meadows of Dorchester	72	37	9,650	\$6,789
Northland Pointe	111	3	7,915	\$33,865
Rapelje Lodge	72	13	11,217	\$29,000
Upper Canada Lodge	84	2	5,482	\$28,000
Woodlands of Sunset	132	40	14,800	\$35,260
Seniors Community Programs	30	N/A	4,631	N/A
Totals	760	125	89,017	\$306,215
	885			

The value of volunteers' contributions extends beyond the numbers of hours and dollars. Volunteers contribute invaluable to the quality of life of residents and clients by the thoughtfulness of activities and the utility of financial contributions.

Highlights of Volunteer Initiatives

Volunteers, including the homes' Auxiliaries, family groups, community partners and service clubs make a significant difference in the quality of life of the homes' residents. The following highlights from each home are indicative of the nature of volunteers' contributions:

- A family planting day and gazebo building held in May helped to bring families together to improve the outdoor environment for the residents and Deer Park Villa community.
- Gilmore Lodges' Auxiliary was instrumental in fundraising for the renovation and purchase of a new shower unit that improves the residents' bathing environment and the work environment for staff.
- Linhaven's dynamic Friends of Linhaven continued to very successfully raise \$65,537, through daily café service and FUNdraising efforts like the Bowlarama, Golf Tournament and Mad Hatters Tea. To date, this amazing team of individuals has raised \$200,000. Lorraine Leyden, a community fundraising volunteer, raised over \$50,000. All of these funds are spent on improvement projects, such as resident lifts, resident furnishings and renovations to benefit the lives of Linhaven residents,
- Northland Pointe and The Woodlands of Sunset offered spring and fall workshops for their dedicated palliative care volunteers.
- Woodlands of Sunset was able to build a much desired gazebo for resident and family enjoyment.
- The Meadows of Dorchester helped fund improvements to the Café, including the purchase of new tables for the Great Room.
- Northland Pointe partnered with the Alzheimer Society of Niagara for their 9th annual Walk for Memories in June 2008. The entire Steele Street School participated in this wonderful event.
- Rapelje Lodge coordinated volunteers, staff and families along with Community Services staff and volunteers to spruce up the interior gardens of the home.
- Upper Canada Lodge purchased a Duet Bicycle for individuals in wheelchairs. This piece of equipment was purchased with Niagara Community Foundation funds. These funds were accessed through association with the Auxiliary.

Highlights of Community Partnerships

Seniors Services received great support from the community beyond the registered volunteers. The following service clubs and community service groups are examples of the type of support received from groups in the community.

- Gilmore Lodge made a new community connection with the Fort Erie Multicultural Society and Social Assistance & Employment Opportunities. The program introduces new immigrants to volunteer roles and offers them the opportunity to enhance personal confidence and language skills while giving back to the community. Fort Erie High School's Cosmetology class has been giving class time

every other week to offer residents manicures, friendly visiting, library cart and spending time with residents with cognitive impairments.

- Brock University's drama class was held at Rapelje Lodge in the fall term with active participation from residents.
- Loraine Leyden, Linhaven's community fundraising volunteer, continued a major fundraising drive for resident care equipment with many community partners, including Royal Canadian Legion branch 350 and 24, Filles d'Isabelle Cercle Notre Dame De La Paix, IODE Earl Mountbatten, Grantham Lioness Club, Merritton Lions Club, Rotary Club of St. Catharines and the May Court Club of St. Catharines.
- The Earl Mountbatten Chapter of the IODE continues to visit Linhaven annually before Christmas to deliver over 185 donated poinsettias to residents for the holidays, in addition to their annual financial support.
- Northland Pointe continues to have great partnerships with local elementary schools.
- The Woodlands of Sunset regularly offers Therapeutic Touch education. Therapeutic Touch is offered by volunteer practitioners each month to residents and families.

In addition, many partnerships have been formed with numerous local educational institutions. The following examples typify the nature of these joint initiatives:

Brock University

- Med Plus Program, placing students in the homes
- Bachelor of Science in Nursing students clinical placements in the homes

Niagara College

- Recreation students placed in several homes to gain practical experience
- Practical Nursing students clinical placements in the homes
- New interprofessional education provides placement and learning opportunities in the homes for paramedics, pharmacy technicians and other students

District School Boards

- Opportunities to place potential Personal Support Worker students
- Local schools place students needing community service hours

Brian Hutchings
Commissioner, Community Services

Mike Trojan
Chief Administrative Officer

This report was prepared by Aimie Taylor, Resident and Community Programs Manager, Gilmore Lodge, in collaboration with Dominic Ventresca, Director, Seniors Services.



Seniors Services

VOLUNTEER RECOGNITION EVENTS

2009

DATE	TIME	HOME
Monday, April 20, 2009	11:30 a.m.	Woodlands/Rapelje Lodge Note: Event will be held at Casa Dante Lodge 48 Lincoln Street West Welland, ON
Tuesday, April 21, 2009	5:00 p.m.	Gilmore Lodge
Wednesday, April 22, 2009	12:00 noon	Meadows of Dorchester
Wednesday, April 22, 2009	5:00 p.m.	Linhaven
Thursday, April 23, 2009	1:00 p.m.	Deer Park Villa Note: Event will be held at Puddicombe Farms 1468 Highway 8 Winona, ON
Thursday, April 23, 2009	5:30 p.m.	Upper Canada Lodge
Friday, April 24, 2009	12:00 noon	Northland Pointe

NOTE: Regional Councillors are welcome to attend their local home's event.