



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

SUBJECT: Seniors Services Volunteer Program Achievements 2007

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 914 volunteers who are involved in the Niagara Region's eight long-term care homes and community programs.
- Approximately 99,252 hours of service and approximately \$229,636 of donations have been received from Seniors Services volunteers in 2007.
- Recognition events for Seniors Services volunteers, to which Regional Councillors are welcome, will be held during the week of April 27 to May 3, 2008, to celebrate Canada's National Volunteer Appreciation Week (Appendix 1).

FINANCIAL IMPLICATIONS

The various volunteer fundraising initiatives provided the long-term care homes with approximately \$229,636 in 2007 (compared to \$178,500 in 2006), 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 2007.
- b) an outline of the scheduled events to honour volunteers in celebration of Canada's National Volunteer Appreciation Week April 27 to May 3, 2008.

BACKGROUND

The volunteers in the Regional 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	31	3	1,960	\$6,350
Gilmore Lodge	65	3	12,562	\$30,900
Linhaven	172	18	29,657	\$73,920
Meadows of Dorchester	87	24	11,854	\$5,600
Northland Pointe	106	12	7,654	\$21,000
Rapelje Lodge	95	45	10,918	\$26,000
Upper Canada Lodge	96	4	7,800	\$41,000
Woodlands of Sunset	117	15	12,561	\$24,866
Seniors Community Programs	21	N/A	4,286	N/A
Totals	790	124	99,252	\$229,636
		914		

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:

- Deer Park's Annual Chocolate Lovers Brunch was held with great success and community involvement.
- Gilmore Lodge, through continued volunteer and fundraising support, completed the two year project of restoration on the residents' therapeutic park – a huge volunteer initiative and the joy of a days work with many area and corporate volunteers.
- Linhaven's dynamic Friends of Linhaven Group attained an amazing fundraising goal of \$150,000 since inception in 2001, through daily café service and FUNdraising efforts like the Bowlarama, Golf Tournament and Mad Hatters Tea. All of these funds are spent on improvement projects and resident equipment 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.
- The Meadows of Dorchester inaugurated a new president and executive to the resident council in 2007.
- The Linhaven Auxiliary held the annual Family Day picnic in September that brought hundreds of family and friends into the volunteer manicured Rose Garden.
- Northland Pointe again hosted successful fundraisers in the community with Euchre and Trivia Nights along with the Walk for Memories.
- Rapelje Lodge and Woodlands of Sunset hosted several Pasta Nights for residents and families with help from the Welland Kiwanis Club.
- Upper Canada Lodge's Auxiliary held its Annual Fundraiser Fashion Show with great success for their community.

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 Ontario Works. 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.
- Brock University's drama class was held at Rapelje Lodge in the fall term with active participation from residents.

- Linhaven maintains its close relationship with the Royal Canadian Legion Branch 350 in fundraising as well as participating in the annual Remembrance Day Service to honour resident veterans.
- The Earl Mountbatten Chapter of the IODE continues to visit Linhaven annually before Christmas to deliver over 150 donated poinsettias to residents for the holidays, in addition to their annual financial support.
- The Welland Legion partnered with The Woodlands of Sunset to kick off fundraising efforts for the new gazebo. Their generosity was showcased in the Tribune and the Voice of Pelham.
- Northland Pointe has partnerships with Port Cares, City of Port Colborne, Port Colborne Hospital and St. John's Therapy Dogs.
- The Woodlands of Sunset and Linhaven partnered with Fletcher and Associates Connection Program to assist unemployed young adults through work placements in the homes, to benefit both the resident and the young adult.
- Upper Canada Lodge partnered with Vintage Hotels to offer residents the complementary experience of "High Tea" twice throughout the year.
- Deer Park aligned with Albright Manor to train volunteers on "Enhanced Feeding Program for Residents".

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 Region's homes

Niagara College

- Registered Practical Nursing students and Recreation students placed in several homes to gain practical experience

District School Boards

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

Submitted by:

Approved by:

Brian Hutchings
Commissioner, Community Services

Mike Trojan
Chief Administrative Officer

This report was prepared by Terri Fedorchuck, Coordinator of Volunteers, Linhaven, in collaboration with Dominic Ventresca, Director, Seniors Services.

Seniors Services
VOLUNTEER
RECOGNITION EVENTS
2008

DATE and TIME	TIME of AWARDS	LOCATION
TBA	.	Deer Park Villa
Monday, April 28, 2008 1:30 p.m. - Reception/Tea	2:15 p.m.	Rapelje Lodge – Town Square (combined with Woodlands of Sunset)
Monday April 28, 2008 5:30 p.m. - Refreshments 6:00 p.m. - Dinner	6:45 p.m.	Upper Canada Lodge Towne Square
Tuesday April 29, 2008 5:00 p.m. - Dinner	6:15 p.m.	Gilmore Lodge- Town Square
Wednesday, April 30, 2008 12:00 noon - Lunch	1:00 p.m.	Meadows of Dorchester – Great Hall
Wednesday April 30, 2008 5:00 p.m. - Dinner	6:15 p.m.	Linhaven - Auditorium
Friday, May 2, 2008 12:00 noon - Lunch	1:15 p.m.	Northland Pointe – Main Community Hall

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