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**Subject:** Seniors Services Volunteer Report  
**Report to:** Public Health and Social Services Committee  
**Report date:** Tuesday, May 12, 2020

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## Recommendations

1. That this report **BE RECEIVED** for information.

## Key Facts

- The purpose of this report is to highlight the contribution of volunteers and students to Niagara Region's eight long-term care homes in 2019.

## Financial Considerations

The monetary value of volunteer hours, calculated at the 2019 minimum wage rate was \$636,174. The monetary value of student contributions, calculated at the 2019 student minimum wage rate was \$1,083,599. Volunteer fundraising initiatives also raised \$154,904 in donations, used to purchase equipment, program supplies and services.

## Analysis

### The Benefit of Volunteerism to the Residents of Long-Term Care Homes

Seniors Services is grateful for and values the volunteer contributions made by members of the public, community groups and students. Volunteers support a wide range of programs across the eight homes including mealtime assistance, friendly visiting, help with cards and games, sing-a-longs, birthday parties, pastoral visits and other meaningful activities. Volunteers help keep the gardens beautiful, operate tuck shops and coordinate fundraising events. Volunteers make an invaluable difference to the lives of Niagara Region's long-term care home residents.

### Volunteer and Student Contributions

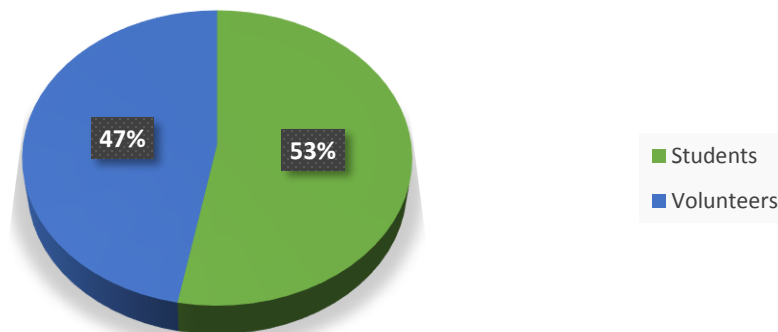
In 2019, 983 people donated their time to Seniors Services, including 461 volunteers and 522 students.

### Student Placement Contribution Breakdown

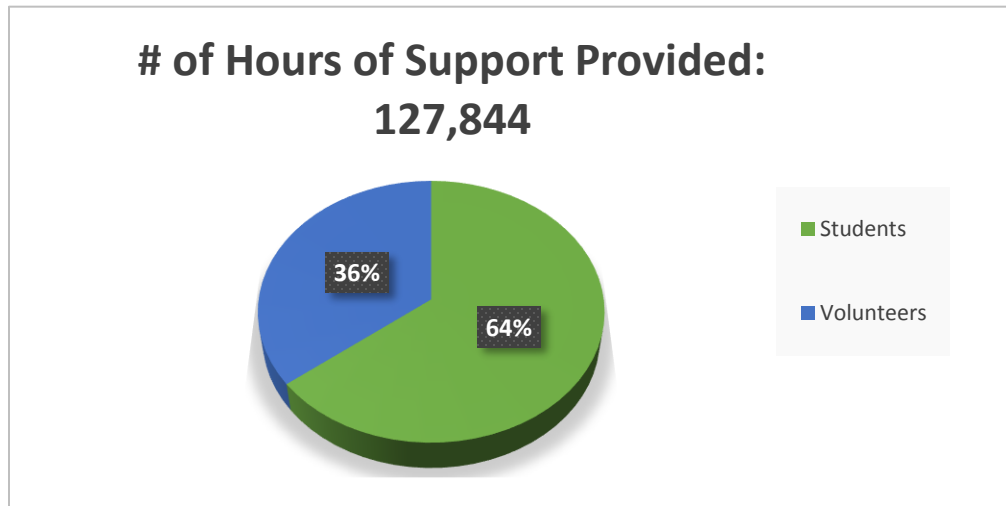
Seniors Services and our residents have benefited greatly over the past year from many hours of service provided from unpaid student placement hours from the following placements:

Dental Hygiene	44	PSW Community	7
Dietician	1	PSW Consolidation	57
Occupational Therapy	1	Recreation Therapy	10
Office Admin-Health Services	1	RN BScN Count	2
OTA PTA	21	RN Consolidation	1
PN Clinical	135	RN Mental Health	63
PN Consolidation	28	RN Pregrad	22
PN Pregrad	13	RN-Community Health	15
PSW Clinical	100	Social Service Worker	1

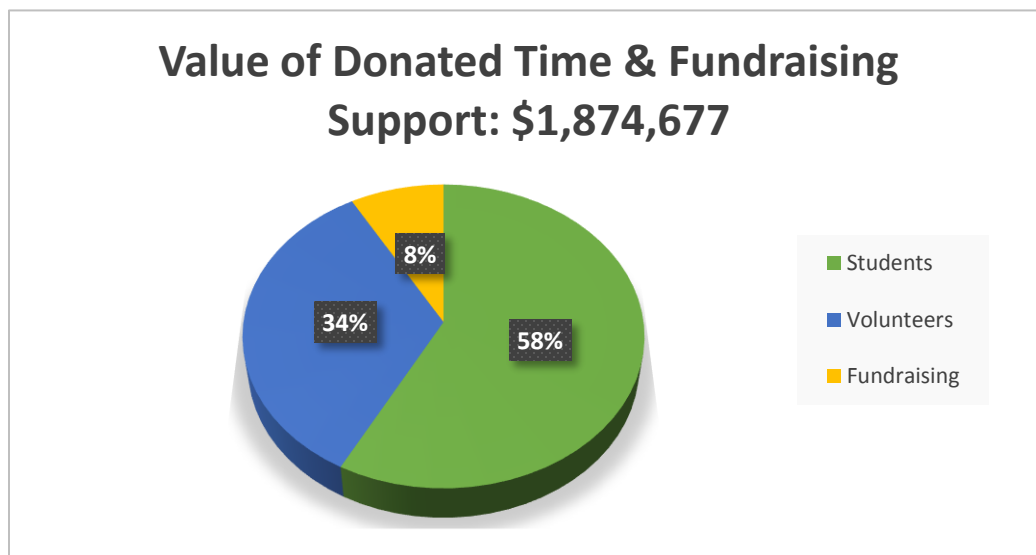
### # of People Providing Volunteer Support to Seniors Services: 983



Volunteers contributed 45,441 hours and students contributed 82,403 hours in 2019. They represent a total 127,844 hours of support. The combined contributions represent the equivalent of 62 full time equivalent (FTE's) staff.



The value of volunteer support when calculated at the 2019 minimum wage rate of \$14.00 per hour is \$636,174. The value of student support when calculated at the 2019 student minimum wage rate of \$13.15 per hour is \$1,083,599. Fundraising efforts to support the residents and clients in Seniors Services generated \$154,904. The total sum of all three categories of contribution as follows is \$1,874,677.



Some of the items and projects funded through donated dollars include:

### **Bladder Scanners**

Bladder scanners are hand held ultrasound devices used by Registered Nurses at a resident's bedside. They provide a quick, non-invasive, painless, safe and accurate means to evaluate a resident's medical status.

Use of technology such as bladder scanners can help reduce the risk of transfers to emergency rooms, improve resident outcomes and decrease unnecessary suffering, in addition to providing a cost savings to our community and improving community access to emergency rooms.

### **Adjustable Dining Room Tables**

Adjustable dining room tables can have great impact on a resident's ability to maintain their independence with eating. Tables can increase or decrease in height and depth which allows residents to enjoy their dining experience while maintaining independence in comfort. These tables can accommodate four individualized height and depth needs.

### **iPads for recreation**

iPads are part of the strategic plan to leverage technology to enhance meaningful activities and 1:1 visits. iPads can be a great way to improve a resident's ability to communicate with their environment. With writing and language translation applications, residents are better able to express themselves with technology. iPads also allow recreation staff, volunteers and family members to share memories and take residents back in time via photos, web-searches, reminiscing programs and music therapy.

### **George Greenlaw Room Renovation**

George Greenlaw was the vice president of the Friends of Linhaven Fundraising group from 2001 to 2019. In the last years of his life, George was a resident of Linhaven home. "Georgie" as he was lovingly referred to, loved 50's style diners. With George's passing in 2019, The Friends of Linhaven dedicated their time and financial resources to re-design a room at Linhaven to look and feel like a 1950's diner.

From turquoise walls, checkerboard flooring and a mural, the George Greenlaw Room is complete with a working jukebox. It is a wonderful place where residents and families relax, connect, and reminisce.



## Jukebox

With a donation from a former resident's family, a fully customized jukebox was purchased from California. The jukebox is another great form of music therapy, which can bring back good memories for residents.

## Meaningful Activities Kits

Using a Montessori approach has proven to have a positive effect on resident engagement, behaviour and mood. Utilizing dementia support kits is part of ongoing strategies to improve the quality of life of residents. Montessori programming gives seniors the opportunity to use their hands and five senses to activate and stimulate their minds. This individualized tool has many proven benefits including:

- Reducing anxiety, depression, repetitive questioning, constant request for attention
- Increasing self esteem, socialization, motor skills
- Providing a sense of accomplishment and contribution
- Eliminating boredom
- Stimulating all senses

## **The ABBY**

The ABBY is technology that allows residents living with dementia to access and interact with personalized experiences, memories, and activities. The ABBY's interactive touch-screen provides a more flexible and personalized activity experience, key to triggering memories and engaging residents with dementia.



## **Alternatives Reviewed**

Not applicable.

## **Relationship to Council Strategic Priorities**

This report aligns with the Council Strategic Priority: Healthy and Vibrant Community.

## **Other Pertinent Reports**

Not applicable.

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**Recommended by:**

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*This report was prepared in consultation with LTC Resident Community Program Managers Charlene Ferns, Dave Stortz, Aimie Taylor, Antonietta Todd, Richard Van Huizen, Tammy Wright, Kristin Mechelse, Jeannette Beauregard and Heather Wild, Volunteer Coordinator, and reviewed by Henri Koning, Director, Seniors Services.*