

SUPER (SUPporting Seniors in the ER) Volunteer Program

This Volunteer program currently exists at the SHC ED with plans to expand to all Calgary Adult Emergency Departments.

Super volunteers have been actively improving senior patients' experience in the SHC ED since April 2019.

SUPER volunteer program at SHC ED

SUPER VOLUNTEERS: are experienced volunteers with specialized training in geriatrics. Their target patients are unaccompanied seniors. They spend time with these patients socializing, reorienting, providing nutritional, mobility and toileting assistance. The goals of this program are to minimize the risks of developing an incident delirium, improving patient, family and health care provider experiences.

SHC ED SUPER VOLUNTEER COMMENTS

"I believe that this program is invaluable, especially with considering how COVID has impacted patient care. I had the opportunity to comfort a patient who was dealing with delirium and hallucinations, they wanted to leave but I distracted them and assisted with their lunch. I also visited a patient who was very anxious, I gave them lots of reassurance and warm blankets."

"I spent my last shift entirely with a patient who was confused and unsteady on her feet. She was worried about her husband dying. By the end of the shift, she was smiling and telling stories. She also got a gift from her husband and said she felt much better. The nurses are also very appreciative of our time."

"Some of the patient seem very distant until you come and sit down to talk with them and then their eyes become more alert and awake. In addition, they become more responsive to the nurses I think after talking as well."

"I am able to explain the day, how the weather is outside, and where in the hospital the patient is (or where they'll be going to if they're being moved to another unit). I also ask about their time in the hospital, which I've noticed helps them review and understand how long they have been in there and what each day consisted of."

"I have been singing with patients and they sing along with me. One of the patients was in a lot of pain and couldn't sleep but after singing and a warm blanket, she fell asleep."

“I think that my interactions with patients has positively impacted their orientation. I notice that when I enter their room they tend to sit up more and be more aware of their surroundings as well as they talk louder and without mumbling.”

Please, **THANK A VOLUNTEER!**