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Media Release

Dedicated Volunteers Help to Improve the Patient Experience!

Richmond Hill, ON: Recently retired professional **Harold Rose** wanted to keep active in his retirement. After 43 years in the home electronics industry as a Sales Administration Manager, he was used to working with the public and keeping a very busy department running smoothly. As a volunteer at York Central Hospital, Harold is now using his time and talents to help improve the patient care experience for many of the hospital's surgery patients.

On Wednesdays, Harold can be found in the Post Anesthetic Care Unit (PACU) putting his extensive customer relations experience to work by greeting patients and getting to know the family members who are there to support them through their surgery experience. After a surgery, Harold connects with the patient's family, lets them know when the patient is expected to be out of recovery and when the doctor will be available to speak with them. On Fridays, you can find Harold in the Plastics Clinic using his skills help organize traffic flow through this busy clinic. He sets-up patient charts for the doctor and nurses, greets patients and directs them to the changing room in preparation for their treatment.

Though Harold enjoys good health, he empathizes with our patients. "I hope that a smile and the willingness to pitch in wherever and whenever I can, will add comfort to the patient and less stress to the staff," he says. His smiles have helped! Recently the hospital received a note from a patient saying "I want to thank you (Harold) for being so kind to me. I really appreciated your support and excellent care. You are great at what you do!"

There are many volunteers at York Central Hospital just like Harold who make a difference to our patients every single day. Escorts at the Information Desk welcome patients and their families, volunteers help out in many of our clinics, offices and in the gift shop. Some volunteers raise funds, while others raise a smile. As we celebrate National Volunteer Week (April 27 to May 3), we salute them all for their dedication and hard work.

Volunteering at York Central Hospital

As part of the Hospital's Annual Volunteer Week Recognition, this year, 83 volunteers will be honoured at a special ceremony with service awards ranging from 2 years to one 45-year recipient. Marjorie Barker has been volunteering with York Central Hospital since shortly after its opening in 1963. Five volunteers will be honoured for outstanding contribution to the Volunteer Association of York Central Hospital and eight volunteers will receive awards for their dedication to various departments within hospital. Harold Rose will receive his 2 year certificate.

Backgrounder:

April 27 to May 3 is National Volunteer Week. Did you know that York Central Hospital (YCH) has more than 700 adult and student volunteers in more than 75 areas across this organization? Last year volunteers contributed over 75,000 hours to help improve the patient care experience and assist the members of our healthcare team to provide timely and accessible care to the people of our community. Some volunteers work directly with patients, offering direction throughout the building or providing them with comforts like warm blankets while others offer their time to clerical duties such as helping to collate mailing packages or delivering mail through building.

“To some people, volunteering comes naturally,” says Director of Volunteer and Community Resources **Karen Andersen**. “Wanting to help others brings them to the hospital’s front door and the opportunity to make a difference keeps them coming back.”

“As the hospital works toward opening its new Emergency Department this summer, we will need the assistance of our dedicated volunteers to help with our new Emergency Dept Greeter role,” adds Andersen. “We’re actively looking for mature adult volunteers to fill these exciting new positions.”

York Central Hospital is always looking for adult volunteers who have daytime and weekday availability. If you are recently retired and looking for a fulfilling opportunity, YCH can offer you a supportive and rewarding volunteer position. For more information please visit our website, www.yorkcentral.on.ca or call the department of Volunteer & Community Resources at 905-883-2057.

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