



**Media Release**

For immediate release

**St. Joe's volunteer knows first-hand the positive impact  
volunteers have in caring for senior patients**

HAMILTON, ON (April 22, 2013) - National Volunteer Week, April 21<sup>st</sup> – 27<sup>th</sup> is an annual tribute to the millions of volunteers across the country. Now in its 71<sup>st</sup> year, it is a time for all of us to celebrate the hard work and commitment volunteers have in helping to build better, stronger and healthier communities.

Carlo Avolio is one of 689 volunteers who contributes his time and energy immeasurably to St. Joseph's Healthcare Hamilton. A volunteer of our SAVE Program (Senior Activation through Volunteer Engagement), an innovative model designed to improve the hospital experience of older patients; Carlo believes that "every person should take the time to volunteer outside of their daily routine." About the patients he has had the pleasure to work with, Carlo firmly believes he "has made a positive impact on many of them. I know just by having heard the appreciation and praise of doing such a simple act on our part, to just listen, gives these patients reason to be optimistic and hopeful for their well being." The SAVE Program provides a framework that effectively and efficiently guides healthcare providers in evaluating and intervening through volunteer interventions in older hospitalized patients to prevent delirium and functional decline.

"Our volunteers are key partners in our ability to deliver safe, kind and effective care at St. Joseph's," says David Higgins, President. "We are proud to celebrate their contributions today and thank them for their vital contributions. It is a time to raise awareness about how the commitment and dedication of these special individuals truly has a positive impact on the lives of our patients, visitors and employees and further exemplifies the Mission of St. Joseph's Healthcare Hamilton."

According to Susan Zidaric-Seymour, Director of Volunteer Resources, "recent Volunteer Engagement Survey results show that 90% of the volunteers at St. Joe's feel engaged and are

proud to support the hospital. They understand the impact their role has on patient care and feel they are a respected member of the care team."

**About the St. Joseph's Healthcare Hamilton Volunteer Resources Program**

St. Joseph's Healthcare volunteers give their time, passion and caring to the many patients, families, visitors and staff of this hospital. They are students, professionals, new immigrants and retirees who live and work in our community. These special people contribute in so many ways to support over 50 programs and services across the organization, giving a total of 69,028 hours of their time to St. Joe's in 2012 alone.

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