

## Brendy G. - Diabetes Education Centre, Out-Patient & Community Services Centre



Brendy and her family have been very pleased with the service and care they have received from North York General Hospital (NYGH) over the years. When seeking volunteer opportunities in 2019, Brendy was interested in giving back to her community hospital and joined our Volunteer Program.

For several months, Brendy was a valuable member of the of the Emergency Department team, until all onsite volunteering ceased in March 2020.

This spring, when the Volunteer Services team approached Brendy to ask if she would consider volunteering remotely, she did not hesitate. Brendy shares, “I am happy to contribute in any way that helps the patients and the hospital.”

Today, Brendy volunteers with the Diabetes Education Centre (DEC) team, and along with other volunteers, she makes patient reminder calls from home. Brendy said, “Patients are so grateful when I call to remind them of their upcoming appointment and provide instructions on how to prepare. I can also connect them with the DEC staff if they have medical questions or need to change an appointment date.”

Brendy understands the importance of consistently providing optimum customer service, and how patients truly appreciate the human connection – now more than ever. Many patients, like many of us, are feeling lonely or isolated and it is a wonderful surprise to be speaking with a caring volunteer. Brendy says, “It is not only the patients who appreciate this service, it is the family as well – everyone is grateful NYGH is going the extra mile.”

Brendy, thank you for putting people first in everything you do!

