

Naza K.H. - Hospital Elder Life Program



Naza always wanted to explore volunteering in the Health Care sector. Coincidentally, in 2017 a family friend who is also a physician at North York General Hospital (NYGH), learnt about our Hospital Elder Life Program (HELP) and informed Naza. HELP is an award-winning, evidence-based, comprehensive program supported by volunteers, which has been proven to enhance the physical, emotional, and social experience for seniors during their stay in the hospital while preventing confusion and progressive weakness. NYGH's Elder Life Specialist, Sarah Carney, provides volunteers with specialized training in the delivery of specific interventions and volunteers gain the unique opportunity to have direct contact with patients in an in-patient care

setting. Naza was very interested in HELP and could not wait to join.

For more than three years, Naza had been supporting our HELP patients at the hospital. Naza's caring nature and her dedication to her volunteer role has been remarkable. Naza, like many volunteers, was disappointed last March when volunteers were no longer able to volunteer onsite.

The Volunteer Services team was thrilled when Naza agreed to join our new Virtual HELP. Naza shared, "At first I was hesitant, HELP had always provided me with the opportunity to interact with patients in person, I was not sure how that would work virtually. I have found that connecting with patients via the iPad is quite easy. With family visiting currently limited, patients are eager to visit with me. Often, while interacting with my assigned patient, I can feel their mood change for the better, they seem happier and more talkative. It makes my day to see how my volunteering can impact the patient so positively."

Naza, thank you for putting people first in all that you do!

