

# Hospital Elder Life Program (H.E.L.P.)

**For families and caregivers of loved ones staying at the hospital**

Read this resource to learn about:

- Who can benefit from the program
- What's involved
- Who to contact



## What is the H.E.L.P. Program?

The goal of the Hospital Elder Life Program (H.E.L.P.) is to support patients so that they can stay involved and active during their time in the hospital. H.E.L.P. is designed to work along with the medical care your loved one is receiving. The Hospital will enroll your loved one if the program fits their needs.

The program supports your loved one so that they can be comfortable doing everyday activities. Specially trained volunteers spend time with your loved one every day.

The program includes:

- ✓ Keeping their **minds** active by chatting with your loved one and showing them around the hospital
- ✓ Helping your loved one to do activity during the day so that they can **sleep** well throughout the night
- ✓ Keeping their bodies active by **walking** and doing other exercises
- ✓ Encouraging them to **eat** and **drink** every day
- ✓ Making sure they are able to **see** and **hear** clearly and providing equipment if they need it

## Who could benefit from the program?

Patients who get the most out of the program are those who:

- Enjoy having company
- Are not fully able to take care of themselves because of their illness
- Are at risk for getting weaker in a hospital
- Are able to speak and write to others

## How can our family provide more support?

We encourage family members and caregivers to join the volunteers during H.E.L.P. sessions. You can support us by finding things your loved one might enjoy doing. Bring in items from home for your loved ones such as:

- robes
- slippers
- things to read
- photos
- games

Talk to our H.E.L.P. staff or any of the nurses for more information. They can refer your loved one for the program.

## Who is part of the team?

Title	What they do
<p><b>Hospital Elder Life Specialist:</b> Katherine Reece, Occupational Therapist (Reg, ONT)</p> <p>and</p> <p><b>Hospital Elder Life Nursing Specialist:</b> Senait Werkelul, RN</p>	<ul style="list-style-type: none"> <li>• Invite patients into the program</li> <li>• Coordinate volunteers</li> <li>• Work with the health care team to make sure patients are getting the best care possible</li> <li>• Monitor patients' progress</li> </ul>
<p><b>Volunteers</b> Over 70 volunteers who donate their time to this program</p>	<ul style="list-style-type: none"> <li>• Speak with patients and help them when needed</li> <li>• Promote well-being for patients</li> <li>• Work with the health care team to let them know if there are any problems</li> </ul>

**Talk to us if you think your loved one could benefit from our program.**

**Find us at:**

Hospital Elder Life Program  
Toronto Western Hospital  
General Internal Medicine – Unit 8A and 8B  
Email: [TWHHELP@uhn.ca](mailto:TWHHELP@uhn.ca)

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