

April 12, 2016

## **TRILLIUM HEALTH PARTNERS CELEBRATES ITS 2,400 VOLUNTEERS AND THEIR DEDICATION TO SUPPORTING HEALTH CARE IN OUR COMMUNITY**

(Mississauga, ON) – During National Volunteer Week, Trillium Health Partners recognizes the commitment of hundreds of volunteers across its three hospital sites who play an integral role in helping the hospital deliver high quality care to patients and the community.

Trillium Health Partners' Volunteer Patient Discharge Program is just one important way volunteers support patient care every day. When a patient is ready to leave the hospital, the Volunteer Patient Discharge team is there to help ensure the patient gets from wherever they are within the hospital, to the car of a waiting family member or loved one safely and seamlessly.

"Once a patient is ready to be discharged, we contact their family member or loved one and ask them to come to the hospital's discharge area. While they wait in their vehicle, a volunteer on the team meets the patient and helps them to the waiting car," says Deb Folkes, Director of Volunteer Resources, Trillium Health Partners. "This important volunteer service helps bring peace of mind to both patients and their families."

"As a volunteer in the Patient Discharge Program, I enjoy being part of a team that's dedicated to customer service at our hospital. It's a great feeling to be able to give our patients a friendly ride to the discharge door and to see them placed safely in their loved one's car. It's all part of delivering a good experience to all the patients who come to our hospital," says Vel Alevé, Trillium Health Partners' Volunteer Service Leader, Patient Discharge Program.

The Volunteer Patient Discharge Program has been a support to patients at Trillium Health Partners' Mississauga Hospital for the past 20 years and was recently expanded to the Credit Valley Hospital site. The program runs at Mississauga Hospital from Monday to Friday between 9:00am and 6:00pm, and at Credit Valley Hospital site between 9:00am and 4:00pm, with contribution from at least 125 volunteers.

The Discharge Program volunteers assist with helping discharge approximately 1,200 patients each month – the record number of pick-ups in one day in 2015 was 115.

"Not having to park in a busy parking garage is a huge relief for families who are picking up their loved ones. For families who have stayed in the hospital to wait with the patient, it is a relief when a volunteer can wait with the patient while they retrieve their car. Many people are grateful for the seamless door-to-door experience this service provides," says Cathy Annetta, Coordinator of Volunteer Resources at Trillium Health Partners' Credit Valley Hospital site.

Trillium Health Partners' more than 2,400 volunteers support patients and families across its three sites in a myriad of capacities, such as providing information and wayfinding, meal time

assistance, visiting with elderly patients, helping with fundraising or administrative duties and much, much more. They bring compassion, excellence and courage to the roles they fulfill, strengthening the hospital and helping to provide patients and the community with high quality care. In 2015-2016, Trillium Health Partners' volunteers contributed more than 216,000 hours of selfless service.

**About Trillium Health Partners:**

Trillium Health Partners is one of the largest community-based acute care facilities in Canada. Comprised of Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, Trillium Health Partners serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities. Trillium Health Partners is a research and teaching hospital affiliated with the University of Toronto Mississauga and the Mississauga Academy of Medicine. To learn more, visit: [www.trilliumhealthpartners.ca](http://www.trilliumhealthpartners.ca)

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