



Heartland Health Region

Healthy People, Health Communities and Service Excellence in an enduring System

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Patient Centred Care at the Heart of the Volunteer Program in Rosetown

They come to the Rosetown Health Centre every Wednesday and Thursday of the week from 3:30—5:30 pm. Their goal is to make things easier for patients in the hospital or to provide assistance to the care staff in the facility. These young people are possibly thinking about a career in the health care field and this provides them the opportunity to be in a health care setting. Hollee Minish is a grade 12 student in the program who is interested in pursuing a career in nursing or radiology. “I love it; we get the opportunity to actually be in the hospital setting and work with the patients and other staff of the hospital. It is a great experience.” says Minish.

These nine students from the Rosetown Central High School and one from the North West Central School at Plenty are caring people who want to make things easier for the patients in the hospital. They play crib with an elderly gentleman, do puzzles, read to patients, or catch up with a patient who just wants to visit with them and find out how they are doing this week and what is going on with them. By volunteering their time every week they are making the patient experience a better one for those they engage with. They also help stock the nursing carts with the help and guidance of the nursing staff, make beds, fluff pillows, fill water jugs, deliver supper meals to the patients and any other jobs that they can help with to make things easier for the care staff and enhance the care of the patients.

Shelly Robson, Assistant Head Nurse of the Rosetown Health Centre says “The program has been great for the patients. The volunteers are able to take the time to visit with the patients, play games with them, read to them or whatever they would like and the patients look forward to Wednesdays and Thursdays every week!” “The students have dug right in and help in so many ways. The staff has embraced them and looks forward to the time they spend at the Health Centre every week.”

Kathie Delowsky is the Volunteer Services Coordinator for Rosetown. She saw the need for such a program last fall when she witnessed a young woman as a patient in the facility in need of some visits. She approached some teachers at the high school to see if there was an interest in the volunteer program and there definitely was. With the help of the Preceptor Chapter of the Beta Sigma Phi, the United Church Ladies Group and Judy Kahovec from Classic Makings who all provided some donations to cover the costs to get the program up and running, they kicked off the program in November 2010.

Kathie believes that this is such a priority and is so pleased that the program has worked out so well for patients, staff and volunteers. She encourages the volunteers to visit with the patients as much as they can every week as the patients do look forward to their weekly visits and the time they spend with them to make their hospital stay a more pleasant one. Nina Flach is one such patient who says she looks forward to when they come and visit! The volunteers involved in the program are Morgan Kleinsasser, Kyla Collins, Johann Morhart, Hollee Minish, Jenelle Minish, Kaitlyn McIntyre, Megan McFarlane, Michelle Hettrick, Marissa Ross-Ruszkowski, and Ashley McDonald.

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