

HOSPITAL ELDER LIFE PROGRAM (HELP)

WHAT IS IT?

- The Hospital Elder Life Program (HELP) is staffed by specially trained volunteers, and they use the “4Ms” framework of Age-Friendly Health Care to improve the hospital experience for older and vulnerable patients.
- The HELP volunteers work as part of a team. They spend about 20 minutes with each patient, providing medical and social support services that promote clearer thinking and better function.

WHAT IS THE TIME COMMITMENT FOR VOLUNTEERS?

- Six months of service (two semesters for students)
- Average of three shifts per month

SHIFT TIMES (SHIFTS AVAILABLE SEVEN DAYS A WEEK)

- 11 a.m.-2 p.m.
- 2-5 p.m.
- 5-8 p.m.

Shifts are approximately three hours each and are scheduled a week in advance. There is some flexibility in shifts, with approval.

WHAT TRAINING IS REQUIRED FOR VOLUNTEERS?

- Training includes a four-hour online class and two three-hour sessions of “clinical training”.
- All HELP volunteers must complete the UAB Medicine volunteer application and orientation, and they must have updated TB and flu vaccinations.

WHERE CAN I FIND MORE INFORMATION?

- To learn more about HELP, visit its national website at help.agscocare.org.
- [Click here](#) to watch a video that answers some frequently asked questions about HELP.

WHOM SHOULD I CONTACT AT UAB MEDICINE IF I'M INTERESTED IN VOLUNTEERING?

- Terri Middlebrooks: tmiddlebrooks@uabmc.edu
- Christy McDougal: cmcdougal@uabmc.edu
- UAB Volunteer Services: uabmedicine.org/volunteer-services

