



CARE Volunteer Program

The Care and Respect for Elders with Emergencies (CARE) program, designed for vulnerable older adults in the Mt Sinai, NY ED, incorporates bedside volunteer interventions, many of which are appropriate for older adults with cognitive impairment because they can help engage and re-orient the patient as well as reduce patient anxiety .

Bedside Volunteer interventions to consider:

- Talking & Reassurance: Engage in conversation with the patient
- Volunteer renders visual and/or hearing assistance to the patient
- Brief activities with the patient involving cognitive, tactile, audio, or visual stimulation

Bedside Volunteer "Toolkit":

Consider putting together a kit to facilitate patient comfort and volunteer-patient engagement. The kit could include:

- Hearing amplifiers
- Reading glasses
- Stress balls
- Word search games
- Puzzles
- Books and periodicals

For additional information about the CARE program, see:
<https://onlinelibrary.wiley.com/doi/abs/10.1111/jgs.12646>

The content on this page is from Sanon, M., Baumlín, K.M., Kaplan, S.S., & Grudzen, C.R. Care and Respect for Elders in Emergencies Program: A Preliminary Report of a Volunteer Approach to Enhance Care in the Emergency Department. *J Am Geriatr Soc* 62: 365– 370, 2014.