



Why I Volunteer: Jenell Coleclough

"Volunteering gives me a purpose. It makes me feel proud and connected." – Jenell Coleclough, Better at Home Volunteer

North Shore Community Resources (NSCR) was founded in 1976 as a volunteer-run organization. Local North Shore residents recognized the need for facilitating companionship and connection for our neighbours in need and they worked together to fulfill that need. 45 years later, volunteers continue to be the heart of our organization. They are the people who gift us with their time, energy and skills to make our community a better place.

Jenell Coleclough is one of the incredible NSCR volunteers that helps improve the lives of seniors on the North Shore. In early 2020, Jenell found herself with some time on her hands. Her two daughters were in their late teens and she knew she wanted to do something to give back to her community. Jenell stumbled on an ad for Better at Home volunteers through a Google search, reached out and got started. She began by spending time with seniors on the weekends through our "friendly visits" service. "Then Covid hit," she says. "There was no more hanging out."



That could have been the end of her volunteer experience, but Jenell was committed. Due to the risk of transmission, the Better at Home program could not continue to offer their friendly visits service, but isolated seniors still needed help with other things that could be provided safely. "I started grocery shopping on Saturdays," Jenell explains. "My husband thinks it's hilarious because grocery shopping is not my favourite thing to do, but it's so much easier when I'm doing it for someone else."

Picking up a few grocery store items and delivering them to someone's home may seem like a small task, but for isolated seniors, the service makes a huge impact on their quality of life. During the early stages of the pandemic when in-person visits abruptly came to a halt, grocery deliveries provided

an opportunity for safe connection. Willing seniors had an opportunity to have a short, distanced and safe conversation outside their home when collecting their groceries, breaking up the long days at home alone. "It's been great to do something for other people," says Jenell. "I didn't know that people were struggling so much."

Jenell hopes more people make time to volunteer with NSCR's Better at Home program. She understands feeling like there's no time to give (she works full-time and has a family), but she also knows the personal benefit that comes from finding time to give back. "One day I was feeling so busy and overwhelmed and I was asked to deliver groceries," Jenell explains. "The client was 87 and living on her own. I needed the visit and the connection with her more than I knew." Now that friendly visits are offered again and it's possible for volunteers to drive clients in their cars (following Covid protocols), there is an even greater opportunity for connection. NSCR is endlessly inspired and grateful for volunteers, like Jenell, who give so much of their time to support our community.

North Shore Better at Home is designed to enhance seniors' well-being and independence by providing a selection of non-medical services.

The North Shore Better at Home program is open to residents of the North Shore who are 65 years and over or who are between the ages of 55-64 and on disability assistance. To be eligible, a resident must be living independently and not in private or publicly subsidized assisted living or a long term care home. We provide assistance with the following:

- Grocery pick-up and delivery
- Prescription pick-up and delivery
- Prepared meal pick-up and delivery
- Light yard work service
- Minor home repair service
- Transportation to medical appointments
- Friendly visiting (over the phone during the COVID pandemic)
- Light housekeeping service

If you are interested in volunteering with our Better at Home program, please contact Elaine Smith: elaine.smith@nscr.ca or 604-982-3307