



Testimonials: Volunteers

Service Volunteer Jackie Balances Work Life, Community Care

Jackie began volunteering with Hearts and Hands: Faith in Action in July, 2012, becoming acquainted with the organization's mission after visiting a booth at the Akron Sidewalk Sale. Jackie is a quality engineer at Greatbatch Medical, where she has been employed for 25 years, but because Hearts and Hands makes volunteering easy, Jackie decided to begin volunteering before retiring from her career.

Jackie serves two care receivers on an ongoing basis by visiting their homes and performing various chores. She enjoys the close relationships with those she serves, often able to visit with them when chores are finished, and is willing to do anything to help, including "handy" work. On one occasion when she arrived at a care receiver's home and there was nothing that needed to be done, she sat and talked with the care receiver while they went through old photo albums, a delightful experience for both of them!

Jackie moved to Corfu in July 2010 to stay positioned between her work, three daughters and five grandchildren. She greatly enjoys getting herself out and involved in her community, and wants to become even more involved with the local Hearts and Hands community. She enjoys not only the volunteering, but also the Hearts and Hands' social events and get-togethers to meet more friendly and dedicated people in her area. She says, "Volunteering fills needs for both the care receivers and the volunteers by building relationships and offering needed services."

Due to her committed and dedicated service, Jackie was selected as Hearts and Hands' Service Volunteer of the Year for the Akron Community at the annual Volunteer Appreciation Banquet in April, 2013. Jackie has card for others throughout her life as a nurse's aide in Orchard Park, a certified EMT and volunteer firefighter. She looks forward to volunteering every week because she likes to help and feels that "volunteering makes the heart happy." She hopes to volunteer even more after retirement.

Drivers: Volunteers like Hank and Charlie at Core of Hearts and Hands' Service

Volunteer Hank has been with Hearts and Hands for 8 years, after retiring from the Erie County Highway Department, where he was a mechanic and drove a tractor trailer. "Volunteering with Hearts and Hands is very satisfying. You start helping people, and I think you become addicted to it. Lots of Hearts and Hands volunteers take one assignment a week—or less—but I usually volunteer four times a week. I like doing it—it's very fulfilling to help people. And you learn a lot, because everybody has a different background, and a different problem." *(continued on back)*

Testimonials: Volunteers (continued)

Charlie, a former correctional facilities worker, has volunteered since 2006. "I wanted to do something meaningful with my spare time after retirement. There's a lot more in giving than in receiving. This organization helps people save money because Hearts and Hands doesn't charge them for services. I help people do things they can't do for themselves. People depend on me; they're thankful for what I do and that's a good feeling. You reach out to the people you're helping and share your time with them and you meet some really wonderful people. I'm hoping that maybe when I get older, someone will be available to help me."