

My nomination for Volunteer Hero is Pat Bulman.

Pat Bulman has been a Senior's Information and Referral Volunteer (I&R) and a Senior Peer Counsellor with Volunteer Richmond Information Services (VRIS) for more than 10 years.

Pat and I are both volunteers for the Senior's Information and Referral program, and I have through volunteering and interacting with Pat can see how she demonstrates all the qualities of a Volunteer Superhero.

Her **Passion** in her volunteer role is seen through her dedication. Pat has described her role as a Senior's (I&R) counsellor like being a detective because you often have to sift through all the information that is out there, and if we have to go searching for the information she recognizes how hard it is for some seniors to understand and find the information that they need as well. Pat will often come into the office to help a client when it is not her shift so that she can spend extra time finding and completing the information that the client needs. She has tenacity, and will always work through a problem for a client looking under every rock.

The **Impact** Pat has had on clients lives is hard to describe, because each client is different and comes into the office with different needs and backgrounds. However, we have received thank you cards from clients who are so happy that they are able to find housing, or receive money from the government that we know the impact we have had on their lives is present. Pat above all is our 'go to' person when it comes to back dated income taxes. Clients come into the office without completing their income tax as far back as 5 years. There was one time when Pat was able to file all the taxes for a client and the client got a couple of thousand dollars back. This is an example of a big impact other little ones can be seen when we notice a senior who qualifies for a bus pass, or fair PharmaCare. In Pat's words "every little bit helps". That is the mentality that she takes, if you don't ask and try how do you know you won't be able to receive the benefit.

People say a picture is worth a thousand words, and in this picture we can see Pat in **Action** she is at the Seniors Activate Wellness Fair, a fair which brings together lots of different organizations that have services for seniors. Aside from her two roles she finds time to go to presentations and fairs to promote and create awareness around the Seniors programs at VRIS. As described above her **Action** for her volunteer work is seen through the **Passion** and dedication she gives. I have spoken more about her role as Seniors Information and Referral Counsellor as I have seen Pat in this role, but I know that she is just as dedicated in her role as Peer Counsellor. She is a senior herself and she tackles challenges and takes on new projects that are given to her. She is given more responsibility because of how involved she is and how reliable and dependent she can be.

Not only is Pat knowledgeable and resourceful, she is extremely kind and patient. Her devotion to Richmonds' seniors is an example to us all and truly heroic.



PHILIPS Lifeline Providence

Volunteer Richmond Information Services

Seniors Community Support Services

I'm healthy & active...
with a little help from my friends

I'm healthy & active...
at 87, what's your excuse?

Caregivers Education & Support Program

Shopping for Seniors

Vancouver Coastal Health
Promoting excellent health

Donate, al care
we
Caregivers Drop-In Support Group