

Vol. No. 51<sup>st</sup> EDITION January 2002

The Ross Volunteer  
our 98th year

### Co-President's Message

Helen and I hope you had a wonderful Christmas Season with family and friends. Our New Year wish is one for happiness, good health and contentment for all.

In November, both your Co-Presidents and Sue Higgins, Lynn Skuce and Nadine Wright attended the H.A.A.O. Convention at the Toronto Airport Hilton. We were especially pleased to have some of our Teen Volunteers attend the Convention with the Volunteer Convenor, Lisa Bowen. I am sure that everyone who attended the Convention would agree that we always return home renewed and a little wiser. So many of the problems we think our Auxiliary is having are small by comparison to some other Auxiliary situations. On Tuesday evening of the Convention we were pleased to be joined by Auxiliary members Marion Louch and Barbara Boyd; also Leo Boyle of the hospital administration team to honour our two H.A.A.O. Life Members, Jean Brown and Betty Hayes. Congratulations to Jean and Betty for their achievements.

If there is someone you feel is worthy of becoming a Life Member of H.A.A.O., there are two categories of criteria required. One is "leadership and executive service", and the second is "longstanding and reliable service". If you would like to nominate someone from our Auxiliary for this honour, please put a letter of nomination and the reasons for such in the Presidents' file at the Information Desk before April of 2002.

Many thanks to all volunteers who donated Christmas gifts for Continuing Care patients. I am sure these little gifts make the season a bit brighter for some who don't have family or friends to remember them at this special time of year. Thank you Marg McGill and fellow volunteers Nadine Wright, Arlene Yateman, Jane Anderson and Sheila Gayfer for packaging the gifts for delivery at Christmas.

In the fall all homes in the RMH area received a publication from the Hospital regarding the expansion. I am sure all Auxiliary members were proud of "Ralph's Story" which was on the back page of the publication. Ralph Griffin and his late wife Louise were dedicated volunteers with the Hospital Auxiliary for many years.

Congratulations to Gift Shop Co-Convenors Helen Vines and Sue Higgins for a successful Christmas Sale at the Shop. Helen, Sue and their dedicated volunteers help us to achieve the great financial

success we are so proud of.

Do you remember the feeling you had when you first moved from the family home to a school dorm or your own apartment? Well that is a little like how we feel now that the Auxiliary has it's own office. It's not new and fancy, it's furnished with hand-me-downs from other areas of the hospital, but it's "OURS" until the hospital expansion occurs and we get something new. It is large enough for small meetings of six to ten people and it's a private area where our Convenors can hold interviews with prospective volunteers. If you wish to book the room for any Auxiliary business, please call the Auxiliary at 324-6111 Ext. 4530.

We had a terrific response to the influenza vaccine clinics. Thanks to Auxiliary co-ordinator Heather Newman and her great team who worked on the Health Unit Clinics. Also, thanks to all who took advantage of receiving a flu shot at the hospital or through their family doctor. Your response was terrific and we were pleased at how well everyone returned their vaccine record to the Info Desk. Your co-operation is greatly appreciated.

If there are items or areas I am not including in my Co-President's report that you would like to hear about, please let me know with a note in my file at the Info Desk, or a message on our hospital voice mail, 324-6111 Ext. 4530.

Respectfully submitted,

Linda Sheppard

## **VOLUNTEER CONVENOR**

- Joan Boulton
- Doreen LaMantia, Assistant in Charge  
of Patient Care

The closing months of 2001 have kept us busy with interviews. There have been new

volunteers placed in the Mammogram Clinic, on Newspaper Delivery, in the Coffee Shop, Day Surgery and Continuing Care. Those who are helping to feed patients will now undergo a training program. This includes appropriate menu selection and feeding procedures. This is to be under the co-operative direction of the Dietary Service and Dysphagia team leaders, and co-ordinated by Heather Newman on behalf of the Auxiliary.

Do you have magazines that are less than a year or two old and are in good shape? Thanks to the kindness and co-operation of the Info Desk volunteers (who will sort them), we would ask that volunteers working in Patient Care pick up a few magazines at a time, take them to your work station to replace older editions (which are to be disposed of), or to provide reading where there is a lack of it. Thank you for helping us to help our patients.

Are you changing your volunteer assignment; your membership status; learned new skills that might help further the Auxiliary work in the hospital; moving; or know of someone who is making changes? Pat Angiers would appreciate a note dropped into her file at the Info Desk so that she can keep your personnel file up-to-date.

After recent discussions, some changes have been made to the volunteer dress code in an effort to ensure easier identification of Auxiliary members and to ensure a more professional appearance. Please look for "Volunteer Dress Code" elsewhere in this Newsletter. Remember, a uniform left at home does not help identify you in the hospital.

We look forward to seeing you in the New Year and to all of us working together to meet the challenges that it is sure to bring.

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## **VOLUNTEEN REPORT**

- Lisa Bowen

Please review the dress code information in this Newsletter. **NOTE:** All teens **must** wear a Volunteer T-shirt and photo I.D. while on duty. T-shirts may be purchased at a cost of \$10 each (please call me at 324-8118 to arrange purchase).

There is now a "sign-in" book for Teens at the Info Desk. Please use **only this book; do not sign in both books!** In an effort to keep a more accurate record of teen volunteer hours, please sign in at the beginning of your shift, **i.e.**

**Date Name Time In**

Jan. 5 Sally Smith 4:15

At the **end** of your shift, complete the information.

**Time Out Total # of Hours**

6:15 2 hrs.

Also note that teens in patient care must attend one of the "feeding/menus" workshops. You will receive a phone call regarding this (info is in this newsletter too).

Thank you to Sarah Ross and Andrew Schmidt for sharing their experiences of attending the H.A.A.O. Convention with our Auxiliary members during the November General Meeting.

Welcome to new Volunteers: Sue Summers (CCU), Ryan Sisson (CCU), Kristen Larsen (LTC), Keegan Chiasson (LTC), Karen Rea (LTC), Victoria Marcelli (LTC), Elysha Dewell (Med), Jen Hickson (Med), Amanda Rausch (Med) and Amy Ferguson (Paeds).

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**GIFT SHOP REPORT**

Sue Higgins, Helen Vines

The "Santa Sale" held on December 7<sup>th</sup> was a great success. We wish to thank Helen Boston, Marg McGill, Sheila Gayfer, Eleanor Heavrin, Ruth Hooker, Ev Ward, Marg Robinson, Marg Mackay, Ann Allen, Mary Fryer, Nadine Wright, Stella Bowen, Ruth Skidmore and Rosemary Healey for all their efforts in making the day a success. There is a lot of work that goes on before the actual sale and we would also like to thank all those who took the time to make items for the craft tables, who baked all those goodies and who supported us with donations.

All sales for the day were approximately \$7,000. This amount includes monies from the silent auction, a new venture this year with limited success. The highest bidder for the Blue Heron Print was Nereda Rehm, for the Kris Kringle was Gwen Austin, and for the Beanie Pole was Bonnie Harwood.

We would like to welcome two new volunteers to the Gift Shop - Margaret Robinson and Sandra MacPherson.

New schedules are available in the shop. Please check the schedule and advise us of any changes. We have had instances of the shop not being opened when someone failed to show up.

Our Spring Gift Shop meeting will be held in March, with a date to follow.

We thank you for your continued support and the many hours all of you give to the shop. Let's make 2002 a year of unparalleled success!

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### **COFFEE SHOP REPORT**

Lynn Skuce, Kathy Mae Hellam

Happy New Year from the Coffee Shop! We welcome the new recruits that joined us just before Christmas. We are looking forward to a busy winter season with the change in entrance to the emergency department and our new cappuccino machine. Stop by and say "hi"; we are open for business.

## **INFORMATION DESK**

- Marg Lidtkie

I hope everyone has had a good holiday season as we start into year 2002.

We had an Information Desk meeting on November 22<sup>nd</sup>. Thank you for coming and to everyone who picked up extra shifts that day. The results of the meeting will be at the desk. Please pick up a copy along with the new schedule; they are in the top lefthand drawer.

I want to welcome Mary Naylor to the Info Desk from the Coffee Shop; Marjorie Dewell and Connie Blasco after both were away following recent surgery and wish them a speedy recovery.

To those taking a winter vacation, please be sure you let your Convenor know as it is important for us to keep the Desk staffed. Again, thanks to everyone who gives that little extra something to help us make it work.

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## **MEMBERSHIP REPORT**

- Harry Ash

We have a total of 353 members, 34 of which are volunteers.

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### **HELPP LOTTERY**

- John Dettman, Convenor
- Gord Smith, Treasurer

HELPP Lottery proceeds seem to be on track with the expectation that we will surpass last year's amounts.

### **NEWSLETTER EDITOR**

- Laurie Ayres

You probably don't think that picking up your Newsletter is "any big deal"! However, through such a simple small gesture on the part of about one-third of our membership, we saved approximately \$132.00 on mailing costs for the last two issues. Thank you everyone who has helped in this way.

I would also like to thank contributors to the Newsletter who have obliged our team by meeting deadlines earlier than scheduled in order to cope with special circumstances. It has made meeting the other deadlines possible.

**REMEMBER WHEN?** - Did you know that in 1952 students were asked to bring a cake of soap to school for use at the hospital!

## **KNITTING DEPARTMENT**

- Rosa Crowe, Joyce Pogue

We realize that we have been silent in the pages of our Newsletter for the past couple of issues. We are, however, busy as usual within the knitting and quilting areas.

We truly appreciate the efforts and contributions of each of our ladies who keep adding to our inventory. We couldn't keep in business without you! We get lots of compliments about the quality of the work you do and the variety of items.

It is very gratifying to have high sales totals to help our Auxiliary. Thanks so much to everyone.

## **DONATIONS TO RMH AUXILIARY**

Donations are welcome to commemorate anniversaries, birthdays, memorials, or other special occasions. To make a donation, it may be mailed to the hospital c/o the Auxiliary Treasurer, or brought in and left with the hospital cashier, or Foundation office, or call 324-6111 Ext. 4530 and leave a message for our Co-Presidents. Receipts for income tax purposes will be issued for amounts of \$10.00 or more. Recently, gifts were received in memory or in honour of the following individuals:

Hazel Mattinson

Terry Hargrove

Vera G. Byrne (Dettman)

## **FLU CLINIC REPORT**

- Heather Newman

First of all, I would like to thank all the volunteers who staffed the various clinics. It should be noted that:

- our Auxiliary put in **102 hours** of volunteer work;
- the total number of people who attended the clinics was **2,689** (as of time of reporting).

Some clinics were busier than others with the Lindsay Square Mall and Moose Lodge being the busiest. No doubt the numbers attending the drive-in clinic will pick up in another year with more advertising and a better under-standing of eligibility. The Haliburton Kawartha Pine Ridge District Health Unit expressed their thanks to all who helped them deal with this year's clinics.

### **SPECIAL TRAINING**

For volunteers in those areas of Patient Care that require feeding of patients and/or menu preparation, there will be three clinics to help you to work more effectively. Directed by leaders of the Dietary Service and Dysphagia team, sessions will be held at the hospital starting at 4:00 p.m., lasting 30 - 45 minutes.

- Tuesday, January 15<sup>th</sup>, 2002
- Wednesday, January 23<sup>rd</sup>, 2002
- Thursday, January 24<sup>th</sup>, 2002

Please sign up at the Info Desk or call Heather Newman at 324-2080.

Two youngsters were walking home from church after listening to an impassioned sermon against the devil.

**"What do you think about all that devil stuff?"** one asked.

The other shrugged, **"Well"**, he said, **"you know how Santa Claus turned out - it's probably just your dad"**.

### **SPECIAL DATES TO REMEMBER (2002)**

Jan. 15,23,24/02 - 4:00 p.m. - **Special Training**

Jan. 28/02 - 2:30 - **General Meeting** (Cafeteria)

Mar. 25/02 - 2:30 - **General Meeting** (Cafeteria)

May 9/02 - **Spring Luncheon & Fashion Show**

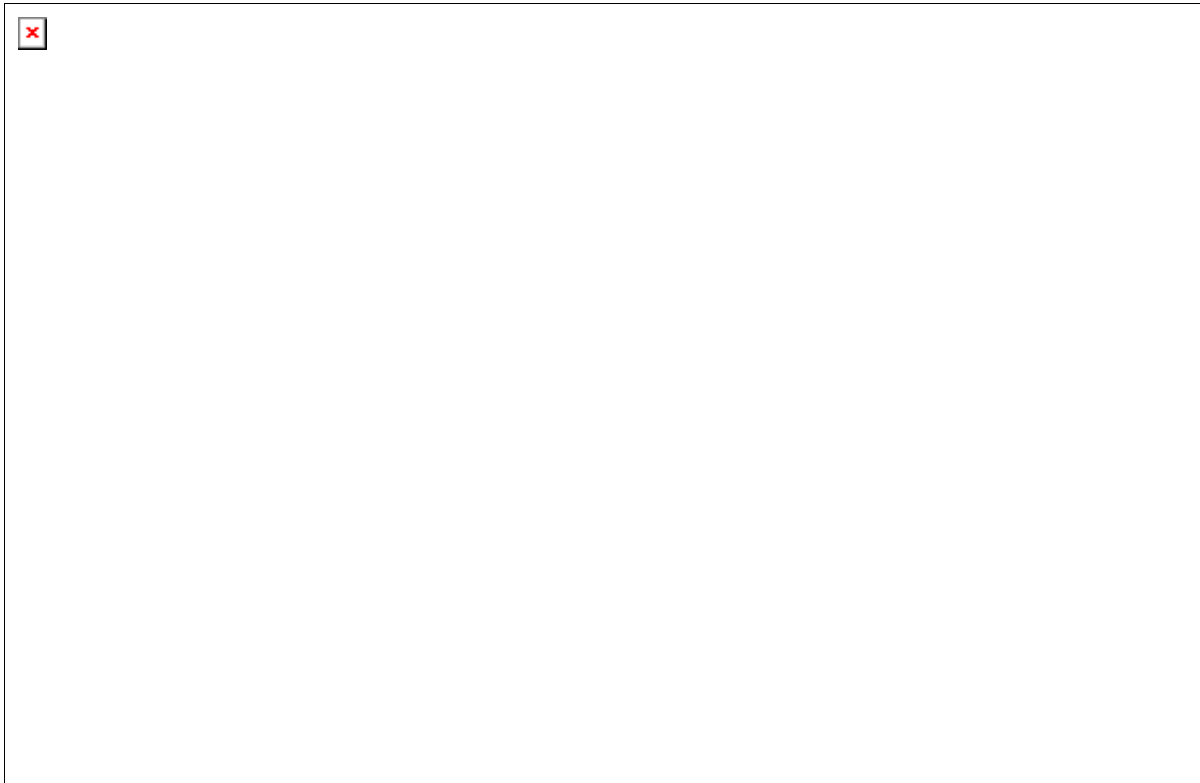
at the Moose Lodge (details to follow)

May 27/02 - 2:30 p.m. - **Annual Meeting**

### **PUBLIC RELATIONS**

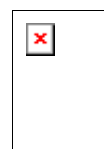
- Rosemary Healey

At our September 24<sup>th</sup> General Meeting, awards were presented to Frank and June Weaver for Outstanding Service; Sally Wileman received a Certificate of Appreciation; and Dorothy Ferguson, a Life Membership Award. On hand for the presentation were Linda Sheppard, Helen Boston and Dorothy McTaggart.



**SANTA'S SALE:**

**re Bake Table (\$1,136.00)**



I would like to take this opportunity to thank all who helped make this event a great success. It was very encouraging to have members offering to help with the telephone committee and for working on the day of the sale. To all who made the time to bake and to those who gave donations, thanks again.

**REMI NDER:**

**Do not forget your "Nomination" form. There are 11 positions to fill on the Board. Please place your completed form in a sealed envelope and put them in the Nomination box in the Gift Shop!**

**FINANCE COMMITTEE REPORT**

- Linda Sheppard



Unfortunately, our Finance Committee meeting will not be held until after the deadline for this Newsletter so there isn't a lot to report.

The Finance Committee, Auxiliary Treasurer and Assistant Treasurer have completed their "Policies and Procedure Manual". This manual will be of great benefit to a new volunteer taking on a new position in the above mentioned areas.

The committee, treasurer and assistant treasurer wish to thank Pat Angiers for leading us through the process of creating a manual which will be a valuable asset to the Auxiliary.

Our financial thermometer records the amount our Auxiliary has invested to-date for the "Caring For Tomorrow" campaign. The latest Investment Statement from CIBC Wood Gundy who has our Investment Account shows that we have \$353,000 to-date. Added to that amount is the Charitable Donations received last year of \$1,800 and the HELPP Lottery receipts of \$38,000 for the past two years, we now have a grand total of \$392,800. All Auxiliary members are to be commended for all their hard work at helping us achieve such an impressive amount.

CONGRATULATIONS!

There are **no** unimportant jobs!

There are **no** unimportant people!

There are **no** unimportant acts of kindness!



Thermometer is at: **\$349,283.26**

## **ROSS MEMORIAL HOSPITAL AUXILIARY**

### **"DRESS CODE"**

1. You must be neat and clean. Appearance is important.
2. Personal cleanliness of body, clothes and hair is essential.
3. Fingernails should be clean and well trimmed.
4. Hair must be neat and under control.
5. Auxiliary uniforms and smocks are not to be worn to and from work.
6. Auxiliary blue blazers, smocks and cobbler aprons **MUST BE WORN AT ALL TIMES, while on duty at Ross Memorial Hospital. FAILURE TO DO SO IS CAUSE FOR AUXILIARY DISCIPLINARY ACTION.**

7. Auxiliary **VolunTEEN** T-Shirts are mandatory effective immediately  
November, 2001.

8. Jewellery, makeup, perfume and men's cologne should be kept to a  
minimum at all times.

9. Photo I.D. should be worn at all times.

10. Adult volunteers may not wear jeans or shorts.

11. Adult and teen volunteers may wear tights or leggings, only if covered  
by a dress or skirt.

12. Dress slacks and skirts are acceptable dress attire.

13. **VolunTEENS** may wear jeans if in good repair. They must not be  
**FADED, FRAYED, OR TORN.**

14. **Shorts are unacceptable attire for VolunTEENS**

#### **THE ROSS MEMORIAL HOSPITAL AUXILIARY NOMINATING FORM**

In conjunction with the By-Laws of the Ross Memorial Hospital Auxiliary, the following form has been prepared for the consideration of the General Membership. Members are invited to nominate members for each of the vacant positions. Members must secure the consent of the member whom he/she nominates for each office. Please sign and return by the January General Meeting. A ballot box will be placed in the Gift Shop during the month of January.

Nominator's Signature

- President, or
- Co-Presidents . . . . .
- Vice President . . . . .
- Secretary . . . . .
- Treasurer . . . . .
- Assistant Treasurer . . . . .
- Coffee Shop . . . . . 1. Lynn Skuce  
2.
- Gift Shop . . . . . 1. Helen Vines  
2.
- Finance . . . . .
- HELPP Lottery . . . . . John Dettman
- HELPP Lottery Treasurer . . . . . Gord Smith
- Information Desk . . . . . Margaret Lidtkie
- Membership . . . . . Harry Ash
- Newsletter Editor . . . . . Laurie Ayres
- Public Relations . . . . .
- Tuck Cart . . . . .
- Volunteers . . . . . Joan Boulton
- Ways and Means . . . . .