

The Ross Volunteer

our 98th year

Co-Presidents' Message

This past year has seen many firsts for our Auxiliary. It is the first time we have had two people sharing the position of Auxiliary President. Helen Boston and I have enjoyed our ground-breaking endeavor and thank you for your support. We hope you found the concept agreeable for the short term but it will be nice to be back in the previous format of having one President for the coming two year term.

Another first, our Auxiliary has it's own web-site. We were grateful to be asked by Holly-Anne Franchi of RMH to be part of the hospital's web-site. Please check us out at www.rmh.org.

During the last year or two, our Auxiliary has had the professional services of C.C.I. who are a consulting firm hired by the hospital to help us establish the Gift Shop and Coffee Shop which will be located at the front doors of the new hospital addition. C.C.I. will be a big help to our Auxiliary as we make plans for the future.

This past year saw us volunteering outside the hospital to help our community. We helped the Haliburton Kawartha Pineridge District Health Unit to provide influenza clinics for the areas in the new City of Kawartha Lakes. A drive-through clinic was a first for the Health Unit and our volunteers. Many thanks to all who volunteered their time for this worthwhile event.

This was the last year for the presentation of the Ross Memorial Hospital Student Achievement Awards. In future, these awards given to students in the catchment area of Ross Memorial, who are pursuing a future in the health care field, will receive the "**Ross Memorial Hospital Auxiliary Anne Harrison Student Achievement Award**". This name change was made to honour Anne Harrison who was a H.A.A.O. Life Member, a Life Member of our own Auxiliary, and a dedicated volunteer for many years.

Another first was the largest sum ever made during our Tag Days. In September, 2001 we raised \$15,583.00. What a wonderful achievement by Auxiliary Volunteers. This past Christmas season was the first "Santa Sale" which replaced the previous Kris Kringle Sale. It was a very successful one day sale and the bake sale achieved an amazing total of over \$1,200.00. For the first time we were very pleased to have some of our Volunteens join our regular members attending the H.A.A.O. Convention in Toronto last November. For the first time in over ten years we were pleased to be the hosts for the Region #7 Conference. This event, held at the Moose Lodge here in Lindsay in April was a great success.

The success of our Auxiliary is because of the dedication and work of our volunteers. Space does not permit us to thank everyone individually but if you baked a muffin, knit a mitten, thanked a speaker, stitched a baby quilt, tagged on tag days, convened an event, served a cup of cappuccino in the coffee shop, gave directions to a confused visitor, made a cup of tea for a recovering APA patient, sold a raffle ticket, offered help without even being asked, gave a Christmas gift for a Continuing Care patient, made a pie for Mother's Day or assisted with the hundred and one other tasks that help to make our Auxiliary so successful.....**THANK YOU!** You have made it all look so easy, so our sincerest compliments and our warmest thanks to all.

Sincerely, Helen Boston and Linda Sheppard

VOLUNTEERS ANNUAL REPORT

- Joan Boulton

Over the year 2001-2002 the volunteer convenors have interviewed a total of sixty-two volunteers and are happy to report an increase in our numbers in all areas of service.

We have found our new recruits (volunteers) to be enthusiastic and working well in their new placements.

There is, however, an ever increasing need for both support and patient care volunteers and we look forward to a productive Spring campaign.

In addition to our day-to-day responsibilities, we have met new challenges. The introduction of the new volunteer position in pastoral care program and the inception of a volunteer trainer position in patient care have proven most successful. These are a welcome addition to our support services.

In closing, I would like to express my sincere thanks to Doreen Lamantia for staying on for an extra year. Lisa Bowen, Pat Angiers, Brenda Hymus, Bonnie Haslo and Jane Campbell were a great help to me in making my first year as Volunteer Convenor a success.

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Volunteer Convenor Assistant

- Doreen Lamantia

My three years as Assistant to the Volunteer Convenor with responsibility for Patient Care is fast coming to a close. I would like to thank everyone for the co-operation and support that assisted in my transition to a position of greater responsibility. I am sure that my successor will enjoy the challenges and appreciate the help that is so important in this position.

While I will miss many aspects of this past The teens in patient care have willingly attended the required Dysphasia (feeding) Workshops. New patient care volunteers are now receiving a

position, I look forward to the prospects of learning new things and of continuing to serve the Auxiliary in other capacities. Again, thank you to all those who have made my last three years easier.

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VOLUNTEEN REPORT

- Lisa Bowen

This past year has seen many positive advancements and opportunities in the Volunteen Program.

At the Spring Luncheon and Fashion Show 2001, a teen, Jessica Thurston, graciously modelled. A teen modelling in the fashion show was a first for our Auxiliary.

In the October 2, 2001 edition of the Lindsay Daily Post, we were pleased to have one of our teens, Fahad Kazi, featured in an article promoting the Auxiliary.

Another exciting first for the RMH Auxiliary Volunteen Program occurred in November when representatives from our volunteen program and I attended the H.A.A.O. Convention in Toronto. What a wonderful opportunity for our teens to promote our hospital to other teens from throughout Ontario and to gain info and skills that they can apply to their own volunteer position here at the Ross. At our November General Meeting, I was thrilled to have two of the teens who attended the convention speak about their experience.

In the Fall I had the opportunity to speak to a careers class from L.C.V.I. The focus of the discussion was "How teen volunteer positions at RMH could lead to employment" (by providing other career choice options).

training session in their specific department which is capably administered by Heather Newman. This is followed by three or four shifts of

shadowing another teen volunteer, or Heather. Thank you Heather for assuming responsibility for coordinating the workshops, training and shadowing.

As we began our Auxiliary year we had approximately sixteen active volunteers. As our year ends, we currently have approximately thirty-four active volunteers! We now have teens in CCU, LTC, Diagnostic Imaging, Medical, Surgical/Paed, Physiotherapy, Coffee Shop and Newspaper Delivery departments. As the summer approaches and with the hospital expansion, it is anticipated that volunteer opportunities for the teens will increase.

During the past year our volunteers have given in excess of 1,280 hours of volunteer service to RMH. As the Volunteer Convenor, I am very proud of how dedicated our teen volunteers are to not only our Auxiliary, but to the staff and patients of Ross Memorial as well.

I look forward to the challenges this new year will bring for our Volunteer Program and am confident that it will continue to develop in even more exciting new directions.

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SPRING HOUSECLEANING !!!!!

As you are doing your spring housecleaning and happen to come across any baby yarn, maybe you would consider donating it to the ladies who knit baby booties for newborns at the Ross. This is our way of saying "**Welcome**". Any yarn may be left in Stella Bowens cupboard in the Gift Shop.

"TO OUR VOLUNTEERS"

We sometimes take for granted

We continue to send Newsletters out to Auxiliary members who have not picked them up and to designated H.A.A.O. officers. We deliver copies to some specific staff members and keep a few for

*In the rush of all we do
And forget to say a special thanks
To volunteers like you!
So we sent this note to tell you
How much all you do means,
Your gifts of time and of yourself
Are special ones indeed.*

NEWSLETTER EDITOR

- Laurie Ayres

As this first year of my term in office comes to a close, I'd like to thank my predecessor, Marg McGill, for her continued support and encouragement. Dawn Fraser's skills with layout and computer have contributed greatly to the professional appearance of our finished product. Thank you, ladies. Without your help we would have a much less artistic and attractive voice for our Auxiliary.

Support from staff has come from Tammy Young and Frank McDonald. Without their assistance it would have been most difficult to meet deadlines.

Thank you Tammy for your computer time and Frank, for the speedy turn around time in the print shop. You have both been most obliging with your valuable time and expertise.

To those who remembered to pick up their Newsletters and who have often picked up ones for friends and neighbours to save us postage - thank you! Since September you have saved us over three hundred dollars.

our archives. The total number of copies printed of each of the year's five editions has fluctuated between three hundred and seventy-five, and four hundred. (The number is determined by the

number of members on our membership list.)

If you find a little gem of thought in your other reading materials, please continue to have them put into my file for possible Newsletter inclusion.

As space and themes allow, I will put in as many as possible. To those who have already shared special thoughts, poetry or stories, thank you. Providing your Newsletter Editor with choices is greatly appreciated.

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Spring Luncheon, Fashion Show and Bake Sale

- Betty McGuire, Chair

Preparations for the Spring fund raising event are coming to an end (as of time of writing this report). Luncheon tickets sold out quickly with the Moose Lodge accommodating two hundred and fifty-six persons.

Raffle tickets have sold slowly. We were limited to Lindsay Square Mall and Canadian Tire for sales locations. We are competing with more organizations in our fund raising and requests for support from small businesses. With the Auxiliary we were limited to roughly one hundred and forty persons available to sell tickets due to volunteers working at other jobs, going to school, being away, or for other personal reasons.

I want to thank all of you who have responded so well to the five tickets

NOMINATING COMMITTEE

(Supplementary Report)

- Dorothy McTaggart, Chair

In the Committee's last report in our March Newsletter,

enclosed with the Auxiliary Newsletter. Thank you to all the businesses who have donated to the cause and to those supporting the event by attending.

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SECRETARY'S REPORT

- Hazel Scott

Secretarial duties have included taking minutes at General Meetings, Board Meetings and the Annual Meeting.

With the coming of Spring I think people must be feeling better as I have only sent out half a dozen cards since the beginning of March. Throughout this past year, cards have been sent to Auxiliary members to extend sympathy, and to honour special occasions. It will be most appreciated if members will continue to keep my successor informed of these changes and to continue your support.

***May all of life's sandtraps be small
and its fairways be friendly.***

We Are Giving More!

Total Auxiliary Hours
2001 - 2002

Adults	38,884
Teens	<u>1,448</u>
Total	<u>40,332</u>

it had nominated the following members for offices becoming vacant this May:

President: Margot Fawcett

Treasurer: Jane Ash

Assistant Treasurer: Hazel Scott
Public Relations: Rosemary Healey
Tuck Cart: Doreen Lamantia

Since then, the following nominations have been received:

Secretary: Lola Dettman
Gift Shop Co-Convenor: Kathy Mae Hellam
Finance Convenor: Alfred Hammond
Volunteer Convenor: Janet Mackie

The positions for Vice President, Coffee Shop Co-Convenor & Ways and Means Convenor remain open.

Further nominations, with the consent of the member nominated, will be accepted by the Nominating Committee up until April 30th. In addition, nominations may be made from the floor at our Annual Meeting on May 27th, 2002.

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HELPP LOTTERY

- John Dettman, Gord Smith

We have several new volunteers and a brand new cart donated by Steve Martin. We hope to have a second cart later in the spring or early summer. Our sales are up and with the second cart, it should raise even more.

GIFT SHOP REPORT

- Helen Vines, Sue Higgins

As we again reflect over this last year, we realize we have so much to be thankful for. There are so many changes taking place, even at our hospital. Sue Higgins will be stepping down as co-convenor in May. She has agreed to stay on and help with the buying, restocking and displays, which is greatly appreciated. Sue will be missed as co-convenor as she has done a super job.

This past year has seen much planning, many meetings and we just know our future at the RMH will be both exciting and challenging.

We are attempting to find and bring into the shop new and interesting products. We appreciate your feedback on these items, both good and bad.

We have had two ladies, Ann Mumford and Marjorie Bull, retire after 10 years of creating our silk flower arrangements. They will be missed and we wish them both well and thank them for their years of service to the Gift Shop. Welcome to Marion Byron who will be taking over the flower arrangements. Marion is very enthusiastic and has many years of experience in this area. We are hoping she will also have some extra time to volunteer in the shop.

We had a new format at our Christmas Sale last year and it was very successful. We hope to do it again this year and any other suggestions are always appreciated.

We have had several 20% off days for staff and volunteers and we have also implemented a 10% off regular priced giftware for all volunteers. This has started out slowly but we hope it will encourage each of us to shop in our Gift Shop.

You, the volunteers in our shop, have done a great job creating a relaxed and pleasant atmosphere. During the upcoming renovations, this will be so important. People coming into the shop will feel so much better if they continue to be greeted with a smile and if our attitude is positive about the upheaval construction creates. So, keep up the wonderful job you have been doing.

Have a safe and healthy summer, but don't forget your shifts. You are very important to the smooth running of our shop.

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COFFEE SHOP REPORT

- Kathy Mae Hellam, Lynn Skuce

The 2001-02 year has been a challenge to keep our Coffee Shop a welcoming place for our customers. Keeping up with staffing and supplies is always a busy job.

With our eyes always looking forward to our new expansion, we began to do business with a new coffee company, "Mister Coffee". They have provided us with new coffee machines, different brands and flavours of coffee and tea and a cappuccino machine to increase the variety of beverages we can offer.

We also continue to watch for different snack products to offer. Some examples this year have been a new cereal bar, muesli bagels, tuna snack packs, ritz bits, cheese packs, fresh fruit and coffee cake.

Another improvement this year has been the expansion of our evening shift so that we now are open from 8:00 a.m. to 8:00 p.m., Monday to Friday. We hope this will increase our profits as well as being helpful to our customers.

We thank everyone for their continuing support of our Coffee Shop and hope to see you soon.

INFORMATION DESK

- Margaret Lidtkie

It is with pleasure that I look forward to my Since this is my last report as Tuck Cart Convenor, I just want to thank everyone that I have worked with and who has worked with the "Cart". I did not work with everyone, but even the people I did not, made my job easier by just being the reliable and caring people that you are. I know you will be just as helpful to the new Convenor. I will be on the "spares" list for now and hope to be able to do more at a later date. Don't forget

second year as Information Desk Convenor. This past year has seen personnel changes due to ill health, returning to work, transfers and the welcoming of new members. To those who have left, thank you for what you have contributed so generously; we are sorry to see you go. To those who are new to the Desk, welcome. We look forward with excitement and enthusiasm to working together to meet the challenges that construction of the new addition will bring. I am sure that, as Auxiliary members, we will all be proud to be associated with these changes that will contribute so much to our community.

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MEMBERSHIP REPORT

- Harry Ash

We currently have 367 Auxiliary members, including 43 volunteers. Our membership has stayed at this level for some time now. There is going to be a greater need for new members in the coming months. Perhaps all of us can think of friends or acquaintances who would make good auxiliaries and we should encourage them to submit an application for membership. To all current members, your membership renewal is due by the end of April. Please get your renewals in as soon as possible. Our newer members who joined between October 1 and December 31, 2001 do not need to pay as their dues are paid for the current year.

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TUCK CART REPORT

- Arlene Yateman

if you are going away for holidays, please let us know. Thanks again and always remember to keep smiling!

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PUBLIC RELATIONS

- Rosemary Healey

Last May, Helen Boston became Co-President of the Auxiliary. I was asked to assume her term as Public Relations Convenor which has been extended to May, 2003. This has been made easier for me by those who have let me know in advance when they needed coverage for an upcoming function, or a picture to be taken for the Newsletter. Please continue to keep me informed.

I look forward to seeing as many of you as possible at our future meetings and events after what I hope will be a restful summer for all of us.

COMING EVENTS

Annual Meeting - May 27, 2:30 - Cafeteria
Board Orientation Meeting - June 3rd
(Old & New Members)

KNITTING DEPARTMENT

- Joyce Pogue, Rosa Crowe

Another Auxiliary year has come to a close as of March 31st and inventories and annual reports are completed. This gives us the opportunity to look at the whole picture of our year's accomplishments and we are pleased overall. Final numbers add up to 87 three-piece knitted baby sets; 24 two-piece sets; 55 separate sweaters from baby size to size six; 14 knitted baby dresses; 98 pairs of booties, bonnets and sets; 34 helmets and Speakers for the day were Marybelle Witterick speaking on Volunteering in 2002; Andrea Shaw from "Hearth Place" (a women's cancer health centre); and David Fraser, an RCMP Officer on Safety in Travel.

toques; 53 pairs of mitts; 66 pairs of slippers; 5 blankets and shawls; and 25 quilts. This represents 8,000 hours of work.

We are truly proud of our faithful knitters and the beautiful articles they create. There is always room for others who would like to participate. Our quilters meet once a month, except for December and the summer months and we have a happy social time as we stitch. More volunteers are welcome and you will find the results very gratifying. A sincere thank you and deep appreciation to all who help in any way.

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H.A.A.O. REGION #7 SPRING CONFERENCE

- Lynn Skuce, Convenor
Committee on Hosting Conference

It was Ross Memorial Hospital Auxiliary's pleasure to host the Region #7 Spring Conference this year which was held on April 10th at the Moose Lodge.

Greetings were brought to our Region #7 delegates from the Ontario Hospital Auxiliary and from our Region #7 President, Laura McCracken.

We also had greetings and words of praise for our organization from Tony Vines, C.E.O., RMH; Pat O'Reilly (on behalf of City of Kawartha Lakes); Brenda DeKoker (Chair, RMH Board); and Blair Bailey (Chair, RMH Foundation).

Installation of Region #7 Officers for 2002-03 was carried out for President, Vice President and Secretary/Treasurer.

I would like to thank the members of our planning committee - Linda Sheppard, Dorothy

McTaggart, Jane and Harry Ash, Lisa Bowen and Rosemary Healey for their great work on this project.

Thanks also to the many volunteers who assisted with various hosting jobs on that day. The baking donated for the morning coffee time was great and we thank all the bakers for that.

Our appreciation also goes to our local businesses who donated table favours in the form of pens, note pads, fridge magnets, key chains, etc. For these donations we thank C.I.B.C.; Dianne's Catering; Lindsay Cleaners; City of Kawartha Lakes; Akers Auto Glass and our Hospital Foundation.

The Conference, in bringing delegates together from Region #7, was a success as a time of learning and sharing.

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THOUGHTS TO PONDER

- Everyone has a photographic memory. Some don't have film.
- A day without sunshine is like, well, night.
- Change is inevitable, except from a vending machine.
- Back up my hard drive? How do I put it in reverse?

FINANCE COMMITTEE REPORT

- Linda Sheppard

During the last fiscal year, our committee consisting of Marion Louch, Jane Ash, Lynn Skuce, Ralph Griffin and Gord Smith met the required six times. In addition to our required meetings, we met with Pat Angiers four times to develop the "Policies and Procedures for the Finance Committee".

We have invested \$112,065.54 during the last year

at rates varying from 3.7% to 5.2%. When added to our previous total, we have \$363,048.80 with interest of 3.7% to 6.25% towards our commitment to the hospital's "Caring for Tomorrow Campaign". HELPP Lottery donations to the hospital and charitable donations to the Auxiliary for a total of \$45,851.56 (which has already been given to the hospital) and will also be credited to our Auxiliary commitment.

Sincere thanks to a great committee, for your help and support over the past year is greatly appreciated.

Warmest thanks also to those generous people who remember our Auxiliary with donations in memory of, or in honour of, family or friends.