

RMH Volunteer

91st Edition

June 2010

RMH Auxiliary Tea

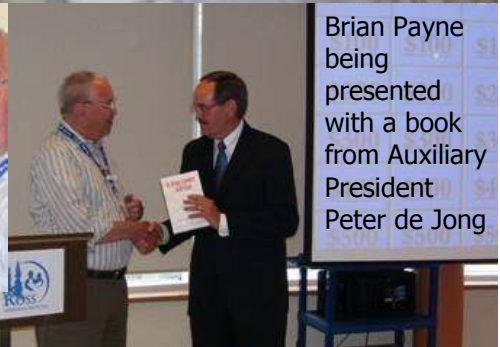
National Volunteer Week



Wednesday, April 21, 2010



Members attending the tea



Brian Payne being presented with a book from Auxiliary President Peter de Jong



Brenda DeKoker - Ross Foundation Board Member



Doreen Cordy receiving flowers for making our green bags



Mayor Ric McGee

Built on a century of service, dedicated to a future of caring



REPORT FROM THE PRESIDENT

Our June AGM brings us to the end of another fiscal year and my first year as your Auxiliary President.

I wish to thank my fellow Board members who served with much vigour and enthusiasm. A thank you also goes to all the Hospital staff and Management who made our Auxiliary members welcome. We also received help and support from our Region 7 Hospital Auxiliaries Associates of Ontario (H.A.A.O.)

The Ross Foundation will benefit financially from the efforts of all Auxiliary departments and functions carried on this past year.

I look forward to working with our new Board members and I urge all Auxiliary Volunteers to attend our June AGM to meet your new Board and invited guests and speakers.

Respectfully submitted,

Peter de Jong, Auxiliary President



REPORT FROM THE VICE-PRESIDENT

It has already been a year since I have been your Vice President, where has the time gone? It seems like yesterday that I was asked to join the Board. Over the course of the last twelve months we have seen tremendous change. As we start into the new year, three quarters of the Board members will be new to their respective roles. You will recall that we had Board members whose term was up, or who left for personal reasons. During this period your Board was pre-occupied with trying to fill the vacancies. This was a difficult time for the Board as we had a number of activities happening at the same time. This Auxiliary came close to not being able to continue. However, a number of us who were left, picked up the gauntlet and persevered. Through contacts in the community, word of mouth, advertising in the local papers and asking for the Auxiliary member's help, we have been able to staff all of the vacancies. In June at our AGM meeting, the members will be asked to approve the new slate of officers. If approved, it will be the first time in the last twelve months that we have a full complement. The next step in this process is to ensure that these new members receive proper training and guidance in their new roles.

In addition to our people challenge, we also undertook to raise funds through various fundraising activities. Our fundraising committee was active in a number of events over the year that raised funds for the Hospital Foundation. This year we will be presenting a cheque for over \$100m to the Foundation. This cheque represents the second of

our three year commitment to the purchase of a new mammography unit. The raising of these sums is a testament to our Auxiliary and our members. Day in and day out our Auxiliary members devote their time and many personal hours to the RMH. We have over three hundred members who each and every day try and help to make this a better hospital. On behalf of the Board I would like to say "Thank You". I am looking forward to working with you in 2010/11

Thank You

Bryan Olson
Vice President



Director of Membership Report

This has been a challenging but rewarding past year. We have filled all the vacant Board positions; we have a new Tag Day Coordinator (Jim Young); and we have a new H.A.A.O. Regional Conference Coordinator (Lisa Bowen) with the conference scheduled for next year. We are introducing some changes in the coming year (i.e. reducing the number of both general meetings and newsletters), and also eliminating the membership dues starting in 2011.

Just a couple of short reminders: 1. adult membership dues for 2010 (last dues) are to be paid no later than June 30th; and 2. please keep us informed of any telephone number, address, or volunteers status changes, so we can keep our data bases up to date. I will accept any payments and/or status change data at the Annual Meeting.

I very much want to recognize the excellent work completed over the past year by the following groups, Pat Presley and her assistants maintaining our data base systems; Shirley Toombs and her Awards Committee; the Nominating Committee; and our Telephone Committee. I also want to recognize Dawna Mahood, (Newsletter & now Director of Communications); Jeanette Sinclair (Director at Large); and Colleen Smith (Board Secretary), for stepping up immediately to temporarily fill vacant Board positions. Great work folks, team work rocks!

REMEMBER - to attend our Annual Meeting scheduled for June 7, 2010, at 1:30pm at The Lindsay Inn. We will be introducing our new Board members; thanking and wishing our exiting Board members the very best; and we have excellent guest speakers from "Grandmothers Together Peterborough". This organization supports the "Stephen Lewis Foundation", that helps alleviate the plight of grandmothers in Africa as they care for children orphaned by the AIDS pandemic. Don't miss the meeting! Now for the Real Reports:

Membership Annual Report
(April 1, 2009 to March 31 2010)

To give you a perspective of our organization during the past year...

Number of Volunteers

Adult	276
Associate	60
Teen	45
Total	381

Total Number of Hours

Adult	36,255.00
Teen	1,223.25
Total	37,478.25

Total Number of Patient Care Hours

Adult	7,982.25
Teen	443.50
Total	8,425.75

Total Number of Auxiliary Services Hours

Adult	28,272.75
Teen	779.75
Total	29,052.50

Membership Fee Payment Status as at May, 2010

Unpaid Membership for 2009	11
Paid Membership for 2010	119

Nominating Report for 2010/2011

President:

Peter de Jong 2010/2011

Vice President:

Bryan Olson 2010/2011

Secretary:

Colleen Smith 2010/2012

Directors:

Finance -	Chris Ryan	2010/2011
Volunteers -	Tim Middleton	2010/1012
Business		
Affairs -	Arlene Yateman	2010/2012
Membership -	John Albin	2010/2012
Fundraising -	Gillian Vernon	2010/2012
Communications -		
	Dawna Mahood	2010/2012
At Large -	Jeanette Sinclair	2010/2011
At Large -	Margaret Howe	2010/2011

Awards Committee:

Shirley Toombs, Chair
Jane Ash
Rhona Bryant
Lila Mack

Nominating Committee:

John Albin, Chair
Lisa Bowen
Bryan Olson
Margaret McGill
Rosemary Healey
Barbara St. Thomas

Data Base Systems:

Pat Presley, Manager
Margaret Howe
Linda Allen
Irene Pfaff

Telephone Committee:

Margaret Piper
Lorraine Jorgenson
Jean Richardson

Submitted by: John Albin

A household hint: Stop dusting and you can use your coffee table as a message board





DIRECTOR OF VOLUNTEER SERVICES' REPORT

There are at least 20+ areas within the hospital where you will find our volunteers. I encourage you to expand your knowledge of your hospital and your Auxiliary by asking volunteers you encounter in your travels "what they do in their roles?" Keep in mind that many volunteers contribute to the Auxiliary without stepping foot within the hospital too.

During the year our volunteers also contributed above and beyond their "regular" duties by contributing towards the purchase of Christmas gifts for the CCP patients and assisting the Haliburton Kawartha Pineridge District Health Unit with community flu immunization clinics.

Our VolunTEEN program continues to have some very responsible and caring teens dedicating their time to making life better at the Ross. With Patricia Zahorec – VolunTEEN Coordinator- overseeing this program things have been running very efficiently!

I would like to thank the members of the Volunteer Services TEAM for the valuable role they play in the success of our Auxiliary and for the role they have played in making my job more manageable!

These members are:

Patricia Zahorec:	VolunTEEN Coordinator
Irene Pfaff:	Patient Care Coordinator
Kevin Sawka:	CCP Coordinator
Don Hayter:	Support Services Coordinator
Heather Newman:	Patient Care Trainer
Pat Presley:	Data Base Manager

Two of the staff members who contribute to the success of our volunteer program are: Sheryl Wallis, from the Staff Education Department, who enthusiastically conducts Orientation for all new volunteers and Phyllis Wells, in Occupational Health, who cheerfully ensures that our new volunteers are healthy while they carry out their volunteer duties!

It has been a pleasure and an honour to have served as Director of Volunteers for the past 5+ years. I have enjoyed welcoming new volunteers into our Auxiliary and watching them thrive in their roles. I wish my successor well and hope that the role of Director of Volunteers is as rewarding for him as it has been for me. I look forward to a new role within the Auxiliary as I coordinate the preparations for hosting the 2011 H.A.A.O. Region 7 Spring Conference.

And, as always, I will end my report with a quotation:

"A dependable performance earns us a shining reputation."

The Ross Memorial Hospital Auxiliary volunteers are certainly dependable, efficient and enthusiastic as they bring their many talents and abilities to the hospital each and every day! Thank you to everyone for ensuring that the Ross Memorial Hospital Auxiliary continues to have a shining reputation!

Submitted by: Lisa Bowen
Director, Volunteer Services

A positive attitude may not solve all your problems, but it will annoy enough people to make it worthwhile.

Herm Albright (1876-1944)



Complex Care Program Review

First of all I would like to take this time to thank our volunteers in Continuing Care for their dedication and love of the jobs they participate in every day. The patients would surely miss each and every one of you and the contribution you make to this special area of the hospital.

I would also like to thank Melissa and Jess who work in Continuing Care for their support and assistance in all of the volunteer programs.

There has been a lot going on in CCP over the past year. I will do my best to include all of the changes and happenings in the area.

PEOPLE HAPPENINGS

We said goodbye to Recreation Therapist Barb Hilts who retired last August to enjoy the retirement life. Jess Flynn was hired in September as a part time Recreation Therapist. She is a great asset to the staff and volunteers in CCP.

I would like to welcome our new volunteers who have joined us over the past year. At this time we are almost fully staffed with our volunteer needs and for the first time in a long time we have a volunteer for every day of the week assisting the Physio Therapists and Occupational Therapists in the 2nd floor Rehab area. We also said goodbye to a few volunteers who moved to other areas of the hospital or who moved out of town and are now hopefully making patients smile at another hospital or long term care facility.

WHAT'S NEW

Starting in May 2010, CCP1 has transitioned to the GERI Unit which has a wellness focus that encourages patient activity, mobility and social integration. The new model of care is an abilities focused collaborative team model promoting 'quality of life.

PEOPLE AND PROGRAM HIGHLIGHTS

There were lots of highlights over the past year...here are a few of them...

- ❖ The Recreation sale on Entrepreneurial day was a big success;
- ❖ The patients loved the Christmas gift program, which brought smiles to all who participated in the event and especially those who received the gifts;
- ❖ The Recreation Raffle, with donated items from our generous volunteers, held in April;
- ❖ The monthly 'special themed luncheon' is something everyone looks forward to attending and helping with;
- ❖ The pet therapy program, including dogs and the occasional cat who always bring a smile to the patients, especially those who have a pet at home;
- ❖ The special guest singers and dancers who come in to entertain;
- ❖ Helping patients connect with family and friends via the new card writing program;
- ❖ Added sessions of fun & fitness and brain fitness;
- ❖ We are in the process of updating the CCP volunteer procedure manual.

I must give special mention to the article in the local paper highlighting 90 year young Ralph Griffin and his 25 years of dedicated volunteer work.

TRANSITION UNIT

Since the retirement of Barb Hilts in August 2009 the 3rd floor Transition Unit has been in it's own state of transition which has unfortunately resulted in less patient participation in the activities, including the discontinuing of the patients eating their lunch in the lunch room. The volunteers working in this area are now helping out on the 1st and 2nd floor CCP areas as well as continuing to visit the patients on the 3rd floor.

Once again I would like to thank each and every volunteer who made the past year so successful. It has been a joy working with all of you. Welcome back to all of the snow birds...including myself (& thanks to John Albin for taking over my duties while I was having fun in sunny but unusually cool Florida).

I know we are all looking forward to the warm sunny days of spring/summer and being able to take the patients outside for some much needed fresh air and sunshine.

Kevin Sawka
CCP Co-ordinator
bsawka@interhop.net
705-799-2756



REVENGE

'Cash, check or charge?' I asked, after folding items the woman wished to purchase. As she fumbled for her wallet, I noticed a remote control for a television set in her purse. 'So, do you always carry your TV remote?' I asked. 'No,' she replied, 'but my husband refused to come shopping with me, and I figured this was the most evil thing I could do to him legally.'



DIRECTOR OF BUSINESS AFFAIRS REPORT

Director of Business Affairs Report

reflections gift shop has had a very busy and successful year. We thought with the economy in a recession, that sales would be down. What a great surprise we had. There was a lot of great stuff for Christmas and the shop was very busy. Spring brought some new and interesting Products. The prices are good, and then come the sales with even better prices. There are lots of great things to see now for your garden, for gift giving, entertaining & just having fun. Be sure to drop in soon and visit with our ever pleasant and helpful staff.



- | | |
|---------------------|-----------------|
| Manager - | Rosemary Newman |
| Assistant Manager - | Lizzie Breivik |
| Buyers - | Rosemary Newman |
| | Lizzie Breivik |
| | Dawn Maddock |
| | Donna Moore |
| | Jane Ash |
| | Debbie Peeters |
| | Marg McGill |
| | Diane Allen |
| | Mary Fryer |

Income	\$216,375.54
Expenses	136,291.31
Net Revenue	\$ 80,084.22

Keep up the great work, we all appreciate your dedication.

reflections

cafe is doing very well and keeping busy as usual. We have a new yogurt machine now and the response has been great! Be sure to try some! We also have a new, larger pop cooler in time for the hot weather.



Since we have changed to Kawartha Dairy, we have been selling a lot more milk, especially the chocolate milk. If you haven't tried it yet, you should. The café is now carrying meat pies, lasagne, wraps and subs that are selling well, especially the lasagne. We are a little short of staff in the Café right now so if you know of anyone interested in helping out, please give them an application.

Manager - Denyse Morgan
Assistant Manager - Carol Errington

Income	\$216,323.08
Expenses were	143,592.72
Net Revenue	\$ 72,730.36

I want to take this opportunity to say thanks to all the staff for their great work and for filling in for missing shifts.

The Lottery is keeping busy. The staff, as usual, are great, always pleasant and smiling. Since Sigi has left her position, Marie Young has agreed to take over as new Manager and is doing a great job! Thanks Marie!

Manager - Marie Young

Income	\$37,771.16
Expenses	12,129.52
Net Revenue	\$25,641.64

The Bingo is doing very well. We have our two teams set up with Wayne Ireland, Peter de Jong, Shirley Clements & Noreen Archer. We could use a couple of spares if anyone is interested in helping out. Give Peter a call at 705-793-2601 or myself at 705-799-1293.

Income	\$2127.35
Expenses	169.20
Net Revenue	\$1958.15

Thanks to all of you, you're all doing a great job!

I am looking forward to a great "new" year ahead and meeting all of our new Board members. We have come through a very challenging year, but then we have had them before and made it through. This year was a little harder and very stressful, but when it is something you really want to work, and you know it is very worthwhile, you all pull together and do what is necessary to get the job done. We are all looking forward to meeting and working with our new members and hopefully a new and exciting term.

Have a good, safe and healthy summer!
Respectfully Submitted

Arlene Yateman



VolunTEEN CORNER May 2010

LOOKING BACK

We have just completed another volunteering year. Our year runs from April 1 to March 31.

Below are some of the milestones that we can celebrate:

**TOTAL TEEN HOURS VOLUNTEERED
IN THE YEAR 1,223.25**

**779.75 of these hours were working
directly with patients**

**This feat was accomplished by 54
VolunTEENS**

On Monday June 15, 2009, we honoured the following Teens for volunteering over 50 hours in the previous year:

Shannon Reid
Jaclyn Lugmayr
Lyndsay Bowen
Erica Palmer
Hailey Durand
Brittaneé Hart

On November 14 & 15, 2009, two of our Teens, Shannon Reid and Erica Palmer attended the Hospital Auxiliaries Association of Ontario Student Volunteer Conference.

Brenda Bozak received the Anne Harrison Student Achievement Award of \$500. Brenda volunteered over 100 hours at Caressant Care and was accepted into a General Arts & Sciences Pre Health Program last fall.

The past year has been a challenge at times for our Teens, with the Flu outbreak and the temporary closing of the Medical Floor.

I want to extend a heartfelt thank you to all of our Teens for their ongoing commitment to the Hospital. It is wonderful to have so many young people who are taking the time to work here and help out the community.

I also want to thank all of the Auxiliary Volunteers and Hospital Staff who take a lot of time to train and monitor the Teens in the hospital. THANK YOU ALL.....

Respectfully Submitted by:

Patricia Zahorec,
VolunTEEN Co-ordinator
Ext. 4386



WHO DOES WHAT

A man and his wife were having an argument about who should brew the coffee each morning. The wife said, 'You should do it because you get up first, and then we don't have to wait as long to get our coffee. The husband said, 'You are in charge of cooking around here and you should do it, because that is your job, and I can just wait for my coffee.' To which the wife replied, 'No, you should do it, and besides, it is in the Bible that the man should do the coffee.' Husband replies, 'I can't believe that, show me.' So she fetched the Bible, and opened the New Testament and showed him at the top of several pages, that it indeed says'HEBREWS'

**ROSS MEMORIAL HOSPITAL AUXILIARY
ANNUAL GENERAL MEETING
Monday June 7, 2010
1:30 p.m.
Lindsay Inn**

AGENDA

Call to Order	Peter de Jong
Introduction of Invited Guests	Peter de Jong
Speaker	Veronica Nelson Grandmothers Together, Peterborough
Presentation of Cheques for Foundation to Brenda DeKoker	By Peter de Jong and 2 Auxiliary Members
Presentation to Lisa Bowen for years of Service	Peter de Jong
Financial Report	Peter de Jong
Adoption of Minutes	Peter de Jong
Adoption of directors Reports as circulated in Newsletter	
New Business	
Approval of Constitution and By-law amendments re Article VII Meetings Section	Peter de Jong
Nomination from floor for new Board Members	
Presentation of New Board Members	
Swearing in of New Board	Brian Payne

"Exceptional People Committed to Providing Exceptional Care"

There's nothing sadder in this world than to awake Christmas morning and not be a child.

Erma Bombeck (1927-1996)



RMAH TAG DAYS

On September 17th & 18th (Friday & Saturday) , we are asking for **volunteers to stand or sit** at the entrance of businesses to solicit

donations for the Auxiliary's digital mammography commitment. Donors are given a small tag with the Auxiliary logo in return for their donation. Volunteers are asked to work for a two hour shift. Places of various businesses will be: Lindsay, Bobcaygeon, Fenelon Falls, Coboconk, Omemee, Cannington, Woodville, Kirkfield, Kinmount and Little Britain. Also, we are **looking for people to count and roll money** from canvassers at the hospital and for community coordinators for Fenelon Falls, Bobcaygeon and Little Britain. All money raised this year will be put toward the Auxiliary's digital mammography commitment.

This has traditionally been a major fundraiser for the Auxiliary.

HOW CAN I BECOME INVOLVED?

- I. Mark September 17th and 18th on your calendar. You will be phoned in August to ask if you are willing/able to put in one or more shifts. **IF FOR SOME REASON YOU AREN'T CONTACTED PLEASE PHONE THE UNDERSIGNED.**
- II. Speak to your friends or family and see if they might be interested in assisting.
- III. If you are willing to coordinate activities in one of the outlying communities, please contact the undersigned as soon as possible.

We appreciate your assistance.

Jim Young (328-0507),
Gary Barnes (328-2821)
Co-Chairs: RMHA Tag Days, 2010

Pondering Thoughts

In her wonderful book, *The Wealthy Spirit*, Chellie Campbell describes how, when she was a girl, her mother taught her to play "The Glad Game." On days when Chellie came home from school complaining about something - a bully on the playground, a harsh teacher, a skinned knee, or difficult homework, Chellie's mom would hug her, kiss away her tears, and then suggest, "OK, enough complaining. Let's play 'The Glad Game.'"

The Glad Game is another name for a Gratitude List. The Glad Game helps you focus on what's right in your world today, instead of what's wrong. Chellie's mom was a very wise woman, teaching her that no matter what your troubles, there are still plenty of things to be grateful for: a sunny day, good food to eat, a loving family, a house to live in, a family pet to love, a handful of friends to enjoy, and much, much more.

Chellie would follow her mothers suggestion:

- "I'm glad I have you as my mom."
- "I'm glad the weekend is almost here."
- "I'm glad I have some nice clothes to wear to school."
- "I'm glad I don't have to share my room with my sister anymore."
- "I'm glad I get to watch TV when I finish my homework."
- "I'm glad we have pie for dessert."

Playing The Glad Game is a terrific way to change your attitude in a hurry. We all slip into self-pity once in awhile; after all, we're only human. The important thing is to cut the pity-party short and shift into gratitude. An attitude of gratitude will get you much farther in life than complaining and self-pity. Try it and see!

Mac Anderson, Founder, Simple Truths

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OUR VALUES

Spirit

We create a welcoming and compassionate work environment that fosters friendship and trust.

Communications

Our communications build strong relationships. We listen with respect to other view points.

Recognition

We value and recognize members' work, both as "part of the job" and "above and beyond".

Community

We embrace a diverse membership, support our community, and protect our environment.

Ethics

We practise high ethical standards in everything we do.

Safety

We never compromise the safety of our members or the public.



Your Board of Directors Contact Information - November 2009

President	Peter de Jong	793-2601	peterdejong@i-zoom.net
Vice President	Bryan Olson	324-5719	bryan1.olson@hotmail.com
Secretary	Barb Harrison	454-8944	rlharrison@sympatico.ca
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Director, Volunteers	Lisa Bowen	324-8118	lbowen@rmh.org
Director, Business Affairs	Arlene Yateman	799-1293	iayateman@hotmail.com
Director, Communications	Ron Raw	887-2561	ronald.raw@sympatico.ca
Director, Fundraising			
Director at Large			
Director at Large	Jeanette Sinclair		

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