



NORTHUMBERLAND HILLS HOSPITAL

inspiring strength, dignity and compassion

NEWS RELEASE – FOR IMMEDIATE RELEASE

Outstanding staff members recognized at NHH's annual "Healing Hands" Award ceremony

NORTHUMBERLAND COUNTY, Wednesday, October 15, 2008 – NHH staff gathered in the hospital's Main Street Bistro yesterday morning for the fifth annual Healing Hands Award ceremony.

One of the most popular staff recognition opportunities at NHH, the Awards are presented to employees who continually demonstrate the hospital's values of teamwork, respect, integrity, compassion and excellence.

Joan Ross, President and CEO, opened the ceremony with a thank you to Human Resources Director Elizabeth Vosburgh for her creativity in initiating the awards when the hospital was opened. Of the award itself, Joan noted:

"The respect of our peers is something that we all strive to earn, and the six NHH staff members we recognize today have done just that. Their dedication to NHH, their job, their profession and their patients has so inspired one or more of their immediate team members that they took the time to document their achievements and nominate them for this special award."

The names of NHH's 2008 Healing Hands Award recipients are provided below, together with excerpts from the remarks made by Joan Ross while presenting the recipients with a framed certificate and gift.

- **Whitney Lake**, Charge Nurse in the NHH Chemotherapy Unit – *"A registered nurse by profession, Whitney is the Charge Nurse in the NHH Chemotherapy Unit. She is a dedicated oncology nurse who delivers compassionate, patient-centred care. As anyone who knows her will agree, Whitney is committed to maintaining the highest professional standards and continues to keep abreast of the latest treatments and technologies through research, certification and continued learning."*
- **Chris Toope**, Medical Laboratory Technologist – *"Chris demonstrates the NHH values by continually assisting the organization with the Med Tech and other students. He is a very effective mentor, helping the students understand the various opportunities in his area of health care today, and the latest*

developments in Lab technology. His generous nature is further demonstrated by the volunteering work he does for the NHH Foundation..."

- **Wendy Scott**, Medical Radiation Technologist, Diagnostic Imaging Unit – *"An MRT in NHH's Diagnostic Imaging department, Wendy is also the designated "quality assurance" person in our mammography area. Many women in the community know her quite well, and we are all very grateful for her attention to detail! The embodiment of a team player, Wendy demonstrates a high standard of integrity, respect, compassion and excellence in her role at NHH. Wendy communicates clearly and pleasantly with patients and fellow staff in a positive, compassionate and reassuring manner. Patients comment on how kind and helpful Wendy is at allaying their fears and anxiety."*
- **Barb Ellis**, Technician, Central Supply and Re-Processing Unit – *"As part of our hospital's first line of defense against infections, Barb spends much of her day processing the equipment used in surgical procedures here at the hospital. She is very conscientious in ensuring everything she does meets current standards and she is very keen to stay apprised of the latest educational opportunities to continuously improve our practices here at NHH. Barb is a vocal advocate for the protocols in place to ensure patient safety"*
- **Cheryl Dimarco**, Support Service Attendant – *"With duties divided between Housekeeping and Food Services, Cheryl's peers and supervisor report that she is one of those special people who is simply always willing to lend a hand or to help out in any way possible. Her kind and pleasant demeanor make patients and fellow staff members feel comfortable and respected. Cheryl continually goes above and beyond to ensure patients are looked after and continually upholds the NHH values."*
- **Cathy Setterington**, Emergency Department RN – *"Despite the demands placed on her in this very demanding area of our hospital, Cathy is a true model of excellence in professional nursing practice. Always going above and beyond to ensure patients are cared for in a respectful manner, Cathy's peers in the NHH ED report that she is a delight to work with and is always willing to lend a hand."*

A photo with a suggested caption is attached to this release, showing four of the 2008 recipients. For more information, please contact Jennifer Gillard at 905-377-7757 or jgillard@nhh.ca

About Northumberland Hills Hospital – The Northumberland Hills Hospital (NHH) is located approximately 100 kilometres east of Toronto. The 137-bed acute care hospital delivers a broad range of services, including emergency and intensive care, medical/surgical care, complex/long-term care, rehabilitation, palliative care and obstetrical care. A variety of ambulatory care clinics are also offered at NHH. In addition to these, NHH also sponsors a Community Mental Health Centre and an Assertive Community Treatment Team. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs close to 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East LHIN. For more information, please visit www.nhh.ca.