

President's Report

A message from the President, Dale Hodge..
Page 2



Presidents Reminders and Nominations Committee
Pages 3

Reports
Pages 4 & 5

Tag Day Photos
Pages 6



Membership Fees Notice
Page 7

Upcoming Events
Poinsettia Tea
Page 7



Tag Days Produce Positive Results



President Dale Hodge at the Independent

The weather was great. We had good feedback and suggestions from some volunteers. The Tag Team will review the suggestions and make recommendations for next year.

The Tag Team is one small team with various other groups who undertake specific tasks. Mary Gill and Rita Bevan put the strings in the tags; Ruth and Paul Morrison whose money counting teams have busy fingers as the boxes come in. Clara and John Manning and Paul Raven who serve as couriers on both days to bring in the cash boxes.

We are so pleased with the total amount of \$6101.01 and sincerely thank all volunteers who worked so hard, especially those who did two or three shifts on the days. We could not have done it without you.

Tag Team: Marg Dennis (Coordinator) aided by Sharon Gerber, Kathy O'Malley-Hamilton, Dale Hodge, Young Mee Kim, Clara & John Manning, Ruth and Paul Morrison, Paul Raven, Janet Trevail.

Written By Marg Dennis

More Photos on Page Six...

Board & Coordinators

Dale Hodge
President

Position Vacant
Vice President

Patricia Fenner
Past President
Director Volunteers (Acting)

Laura Scrivener
Director, Finance

Sharon Gerber
Director, Ambulatory Care

Gayle Metson
Director, Communication and Public Relations

Kathryan O'Malley Hamilton
Director, Inpatient Care and Program Support Services

Young Mee Kim
Director, Fundraising

Leslee Argue
Recording Secretary

Dorothy Allen
Liz Brock

Maureen Bronkhorst

Susan Clement
Sandy Ducharme

Sally Duncan
Selena Forsyth

Yvonne Green
Margaret Grepe

Marg Hilborn

Pat Page Hoisak
Patti McGlone

Ruth Markle

Virginia Mitchell
Shirley O'Neil

Jean Orviss
Mary Park

Lorrie Phipps

Paul Raven

Linda Sedgwick-Sharpe
Sandi Spencer

Dorothy Sommerville
Linda Smith

Virginia Tetz

Eleanor Tryon

Fran Varden

Brenda Worsnop

President's Report

Dale Hodge



September was a spectacular month in beautiful Northumberland Hills so I hope everyone enjoyed summer-finally! The hospital continues to move forward with many proactive projects, seeking shared solutions and community engagement. In fact, some of your families and friends may have received invitations to take part in the Citizens' Advisory Panel which will engage in education and discussion sessions on five Saturdays in late October through early November. There will also be an opportunity for people to participate in a "public roundtable" meeting on November 14 to expand the reach of community engagement. The goal is to ensure that our community has a voice in the future of our hospital with respect to how we balanced our budget, and identifying what health services are deemed appropriate for our area. As volunteers, we are ambassadors for the hospital and help those we talk to understand the process for "shared solutions". The Ministry and LHIN mandate that we balance our budget and the hospital is looking to our community to find solutions rather wait for the Ministry to dictate our future. NHH expects greater transparency and community involvement through this consultative process, making our health care facility stronger and sustainable in the future.

In trying to find solutions and save money, the hospital has studied the customer patterns of the Bistro and concluded that weekend afternoons are not high demand. Therefore the Bistro will be closed at 1:30 pm on Saturdays and Sundays, leaving patients and visitors without their coffee fix. Discussion is currently underway with The Little Treasure shop to sell coffee during their regular weekend hours and this is a fine example of a shared solution – the hospital reduces costs and the shop gains customers.

Volunteering in the hospital certainly maintains its essential meaning and great appreciation. We continue to give cheerful, friendly front line service, enabling staff to focus on patient care and family support. We are fortunate that new volunteers continue to swell our ranks, but remember - there is always a need for more as the needs in our areas of service fluctuate.

Regretfully, two of our Board members, Vice President Janet Trevail, and Director Finance Donna Bright, have moved away from our area and we wish them well in their new communities. The position of VP remains vacant but we welcome Laura Scrivener as our new Director Finance. We are also seeking a future Director Fundraising - someone who enjoys special events in a defined time frame and shows enthusiasm for festive occasions.

The hospital thanks everyone for their support and is very optimistic for our future - we can help realize its mission for extraordinary patient care.

Continued on page three ...

*Presidents Report Continued***Reminders:**

The hospital is a “fragrance free” area. This is not just perfume but includes deodorants, hair spray, creams, etc.

The Ministry has instructed hospitals to eliminate papers, pamphlets and magazines in waiting areas for public use. The sale of papers, books and magazines sold for individual use is still allowed.

Donations: We thank Scotia Employee Retirement program for a \$1000 donation through Gail Winstone ... for the fifth time! Thank you Gail! The Auxiliary would like to remind everyone e that tax receipts are issued for all donations to our charitable organization.

Future Fundraising: **NHH volunteer, Paul Raven, has jumped to the forefront by announcing his participation in the Polar Dip in February 2010. Let's give him lots of support!**

Nominations Committee

The past (and hardly recognizable) summer wasn't without incident for the Auxiliary.

The morning after the Winetasting, Donna Bright who has served as Director Finance for three years, called me to advise that she was leaving her position as CEO of the Cobourg Public Library (and that's a double whammy for me) and thus her position on the Auxiliary Board. We certainly wish her well on her new venture in Ajax. We were fortunate to have a highly qualified replacement in the wings and were able to confirm Laura Scrivener as Acting Director Finance at our August meeting. Her position will come before the membership for confirmation at the AGM in May, but she has settled into the role with enthusiasm. She brings with her many years of experience in the financial sector and fine sense of humour.

Jane McIvor has soldiered on as Coordinator of the Inquiry Desk while working full time elsewhere. She has resigned the post, having scheduled up to part of November. We have explored a number of alternatives for leadership in this important area and have enlisted the help of Sandy Ducharme and Paul Raven in redesigning/ restaffing the 'front of house' duties, including Inquiry, Help Desk and HELPP Lottery. More to come on this project.

And then Janet Trevail 'ups and goes' to leave the Vice Presidency much more quickly than she anticipated. This has left us in a bit of a succession-planning dilemma which will require long-term thinking. We are leaving the position of VP vacant for the time being.

The person we really need to find is the individual who will assume the role of Director Volunteers. This is a vital role in the organization as this person is responsible for the activities of all volunteers serving in the hospital and at Petticoat Lane. We have not filled this position since the death of Mary Ryan as we realized that the structure in place was not adequate to our needs. We've 'fixed' the structure and now we need a Director for the area. The person to fill this role will be the all-important contact between our organization and the staff at NHH. An understanding of the volunteer role and relationship coupled with an understanding of hospital staff needs and expectations is fundamental to this job. The Director will not be responsible for the day to day running of the Human Resources area of the Auxiliary, but will have a broad oversight of the health care needs of NHH and a common sense view our role in supporting these needs. This is a person who will have visibility in the hospital and will support the Auxiliary President in the day-to-day operations of the organization.

Qualifications: Common sense; life experience, possibly health care experience; labour union experience; communications skills. Sense of humour, ability to dream and land the dream.

Inpatient Care and Support Services

Kathryan O'Malley Hamilton, Director

School is in, many NHH volunteers are back from their cottages and some are planning their winter retreat. The 'tag team' has successfully completed their yearly fundraiser, talk of the upcoming Poinsettia Tea abounds and orange is a popular colour. It must be autumn.

The co-coordinators in this area are reporting that 'all is well' with no major challenges beyond staffing every shift which unfortunately seems to be a common problem in most areas of the hospital. The Inpatient Care and Support services co-coordinators and myself met as a group for our service meeting on September 17 with valuable input from our President, Dale Hodge.

We are very sorry to see Janet Trevail leaving our NHH community. Janet was in my position as Inpatient Director before accepting her current role as Auxiliary Vice President. We wish both Janet and her husband Sid, all the best that life has to offer in their new home. What an asset they have been to NHH. We've been lucky to have them!

Little Treasure Shop

Linda Sedgwick-Sharpe & Dale Hodge

The Little Treasure shop never ceases to amaze our customers. When you walk through the door you are immediately surrounded by a sense of calm fun, inspiration and experience something very different and unique.

We are gearing up for the holidays so please come and see our festive look. You will find that perfect gift for that special person on your list.

In celebration of Christmas, we will again be offering a sale in November and a few supreme sales as the season progresses. None of our success would be possible without the constant support of our volunteers. They not only dedicate their time but also serve as a constant reminder of the shop's special purpose.

Petticoat Lane

Lorrie Phipps, Coordinator

Some people complained that this past summer was cool and rainy, but sales were sizzling at Petticoat Lane!

July sales were \$8,592.15, August sales \$8,804.59, and September sales \$9306.47; an amazing total of \$ 26703.21 for the summer! This is astonishing considering the massive number of fifty-cent sales that were made by our faithful customers. Our dedicated volunteers donate many hours of time to sort, clean, mend and organize massive quantities of donations, and as a result of their hard work, the store is able to raise money for the hospital Auxiliary while providing the community with good quality items at good prices - and help recycle. Petticoat Lane was proud to present a cheque in the amount of \$25,000.00 to the Auxiliary in July.

We would like to welcome two new and valuable volunteers who have recently joined the team, Barbara Campbell and Christine Rogers. May Clark has resigned due to other commitments, and everyone was sorry to say good bye. Summer volunteer staffing was a challenge as in all areas of service and we were most grateful to have Marg come in to work for an afternoon. The future of the store's present location continues to be an unknown, despite attempts to get some concrete answers from the owners. Although conditions are not ideal, the store will remain in its present location for the foreseeable future and continue to thrive.

Halloween costumes and accessories have surfaced and before you know it, so will Christmas goodies. There are massive quantities of good buys waiting to be purchased. The "special event" rack will be up and running soon to help you choose the perfect outfit for that "special" occasion. Summer has given way to Fall Fashions throughout the store – good-bye summer and hello a wonderful fall! Thanks to all the donors, customers, volunteers, Team Captains, and Team Leaders who make Petticoat Lane possible.

Crafters Workshop

Bonnie Greer, Bazaar Chair

The first Crafters bazaar was held on September 25th and was very successful in terms of the amount of sales transactions, and in returning us to our routines. End of month sales are planned, with two smaller ones in the kiosk mid-month in October and November.

The Crafters are most grateful to all auxiliary members and others who have dropped off bags of wool, as well as the cloth and stuffing we have received, which enables us to continue with our sewing projects. Auxiliary members have helped on sale days to supplement our Crafters volunteers, and know that we can count on them for our events throughout the year! The Crafters is a most rewarding way to contribute to the NHH Auxiliary, and we are grateful to the volunteers and staff for their support of our efforts.

Cardiology

Yvonne Green, Coordinator

Over the summer months our hours were shortened with holidays and patient referrals to Peterborough. Patients coming to Cardiology no longer register at the front desk but come directly to us and we verify the health card. Also, patients are becoming much more aware that our area is fragrance free.

In July, our volunteers were invited to share the Kawartha Cardiology Clinic Staff Social - a Trent River Cruise. The Kawartha Cardiology Clinic hosted an Open House in September. Tours included an overview of the building, a behind the scenes introduction to the state-of-the art technology, staff demos with lots of interaction and down-to-earth explanation of the procedures. The décor is outstanding and the atmosphere warm and welcoming. It is a beautiful facility so close to home.

Bridge Marathon

Ruth Markle

The NHH Auxiliary Marathon Bridge group might conceivably be celebrating its 50th anniversary. I say conceivably because no one actually knows. But with a membership of 42 bridge players, I am pleased to announce that we are alive and well for 2009-2010. Schedules are out and games have begun. Our wind-up will be celebrated in May 2010.

I have recently turned over the sum of \$630.00 to the Auxiliary representing the activity to date.

Diagnostic Imaging. CT/MR, Women's Health

Virgina Tetz

A few volunteers have been unable to cover their shifts, due to health reasons or family commitments. Wishing everyone a healthy recovery. Thank you to all volunteers for your dedication and taking extra shifts, it is greatly appreciated. Everyone is doing an excellent job!

Tag Day Photos



Top Photo: Money counters including Noreen Brown, Marg McDougall, Dale Hodge, Paul Morrison, and Ruth Morrison.

Left Middle: the Morrisons

Bottom left: Dale Hodge, Paul Morrison

Bottom right: Marg Dennis



Membership Fees Notice

Under the direction of Patti McGlone and Brenda Worsnop, we are attempting to rationalize our membership records. One of the areas most perplexing is the area of paid membership. We have on our membership lists a number of members who are apparently active either at NHH or at Petticoat Lane whose membership fees (according to our records) have not been paid.

As an organization, we need to be sure that our records reflect reality. We also have to be confident that any member working on our behalf is covered by the hospital's insurance. Being an up-to-date fee paying member assures you of liability coverage should any accident or mishap occur while you are acting as an Auxiliary member.

With this in mind, Brenda Worsnop has undertaken the process of 'archiving' members who have not been recorded as having paid since 2007. If you are among this group, this will be your last newsletter.

For active members, we remind you that the membership fee (\$5.00) is due on January 31st each year. This fee helps to defray some organizational costs (i.e. newsletter distribution) but, more importantly for you, assures your coverage under the blanket HIROC coverage of the hospital.

In the next newsletter mailing, prepaid envelopes will be sent to those whose membership is in arrears seeking confirmation that they either wish to continue as members or to be removed from the list. It would be helpful if you could clarify your status prior to this mailing. Contact Brenda Worsnop at 905-372-6811 and leave a message. Alternatively you could send a message to the website at pfenner@nhh.ca. One way or another, the information will arrive at the right place.

You are important to us. It's also important that we can account for your status within the wider organization.

Fifth Annual Poinsettia Tea Set for November 22nd

Place and Time:

*Ballroom Best Western Cobourg Inn
2:00 – 4:00 p.m.*

Tickets:

\$30.00

Available at:

*Little Treasure Shop, Petticoat Lane
Audrey's in Town, Susan Dewhurst*

Join us for an elegant afternoon. You won't be disappointed!

COMING EVENTS

November 22	<i>Fifth Annual Poinsettia Tea</i>
February 21	<i>Polar Bear Dip</i>



Fifth Annual Poinsettia Tea: Coming Soon!
Buy Your Tickets Today!

