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## Membership Fees Are Due Now!

### Poinsettia Tea: Five Years and Counting!

**"It's Always Something"...** Gilda Radner had it right.

Year One Poinsettia Tea – it was the Grey Cup sandwiches and the tea lineups.

Year Two Poinsettia Tea – it was the tea. It was cold. The sandwiches were fine.

Year Three – we raised the price and almost lost the music. The tea was still cold.

Year Four – they moved the Cobourg Santa Claus Parade to the same day.

However, miraculously, the tea was hot.

Year Five – what else – “the current economic conditions.”

Undaunted, we set the date and soldiered on! Bravely!  
Optimistically!

This year's attendance was somewhat less than has been experienced before, but the room was beautifully staged with two poinsettia displays, glittering table centres and elegantly displayed draw prizes. Guests were given their table assignment in the lower lobby, eliminating the anxiety of finding the best possible table. They were guided to their tables by our intrepid Men in Suits. Every table this year was the best table as the poinsettias and Christmas tree provided a backdrop at both ends, the fashion show went room-wide and

the commentary by Susan Amos was clearly heard back to front. Our musical element was provided by 2 Flutes and a Cello, seated prominently on stage and well amplified. Best of all, the guests seemed to arrive in festive and fashionable mode and, by all accounts, were pleased with the whole event.

Elsewhere in the newsletter you will find the list of sponsors, prize donors and prize winners, volunteer servers and committee members so we won't repeat them here. What cannot be repeated too often is the generous and tolerant support given us by the Best Western Cobourg Inn Staff under the benevolent guidance of Roger Tessier, Director of Sales. Viking Nurseries once again provided plants of superior quality and even one new colour, delivered on time and with care.

And the bottom line. Lower attendance meant a slightly lower profit at the end of the day, coming in at just under \$7000.00. That said, however, the total funds raised over the five years of poinsettias amount to \$41,784.74.

Yes. It's always something. In this case something good!

Next year, November 28<sup>th</sup>.

Watch for some new variations on the theme.

**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**

'Tis the Season and 'tis the time for volunteers to do what they do best ... help where they can with a friendly smile.

The New Year will bring more changes to our health care system, and all the challenges inherent in balanced budgets. As John Hudson, Chair of the NHH Board of Directors, has said, "The status quo is not sustainable. We cannot spend more than we receive."

NHH has taken some unique, proactive steps toward finding solutions, including a Citizens' Advisory Panel, as well as consultation with physicians, staff and volunteers, in an effort to engage all stakeholders in discussions prior to decisions about hospital services. By involving our community and the hospital team, the NHH Board hopes to have good information and advice that will assist them in the decision-making process that begins in January. Careful consideration will be given for all the services to be available as close to home as possible, while some services may be more efficiently provided by other facilities in the CE-LHIN (Central East Local Health Integration Network) catchment area. Any information regarding strategic directions that may be available for our January Board meeting will be included for full discussion at that time. In the meantime, as volunteers in this very vibrant hospital, I know we will continue to provide the high quality service and support that our community expects and appreciates.

The Auxiliary Board wishes everyone a very safe Holiday Season, a Merry Christmas and a Happy New Year.

**Thank You!**

On behalf of the staff, administration and Board, a heartfelt thank you to the more than 400 Auxiliary volunteers whose smiling faces, and acts of kindness make this one of the finest community hospitals in Ontario. We have so much to be grateful for here at NHH, but certainly, the support offered by each of you is at the top of the list.

Happy holidays to you and yours, and best wishes for the new year!

Sincerely,  
John Hudson  
Chair, NHH Board of Directors

Robert Biron,  
President and CEO



***The Fifth Annual Poinsettia Tea***  
*was produced with the support of*  
*these important groups:*

***Sponsors:***

*Lynn Hardy*  
*Generous Friends of the Auxiliary*  
*Vandermeer Toyota*  
*Blake Jones, Scotia McLeod*  
*Langhorne, Irwin, Wharram Spry,*  
*Chartered Accountants*  
*Lynch Rutherford Tozer,*  
*Chartered Accountants*  
*York Super Pharmacy*  
*Paul Leonard, Jeweller*  
*James Irvine, Barrister & Solicitor*  
*Pharmacy 101*

***Fashion Show Participants:***

*Audrey's in Town*  
*Petticoat Lane*  
*Indulgence Specialty Items*  
*Little Treasure Shop*  
*Le Chateau*  
*Ricki's Bootlegger*  
*Sommerville's Leisure Wear*  
*Tan Jay*  
*Wee Swap*

***Musicians:***

*2 Flutes & a Cello:*  
*Pamela Dawn Haskell, flute*  
*Jessica Lindeman, cello*  
*Sally Wolf, flute*  
[www.twoflutesandacello.com](http://www.twoflutesandacello.com)

***Prize Winners:***

*Louise Chernuck*  
*Cheryl Stewart*  
*Kathy O'Malley Hamilton*  
*Betty Baxter*  
*Margaret McDougall*  
*Ruth Gordon*  
*Mary Houston*  
*Joyce Mackinnon*  
*Ann Logan*  
*Dorothy DeLisle*

***Prize Donors:***

*Viking Nurseries*  
*MBS Services*  
*Rona*  
*Serenity Day Spa*  
*Zest Bar & Bistro*  
*Spice of Life*  
*Cameco Capital Theater*  
*Blockbuster – Cobourg & Port Hope*  
*Furby House Books*  
*Railside Restaurant*  
*Holton Flowers*  
*The Palm Restaurant*  
*T. G. Barker*  
*Hoselton's Sculpture*  
*Mark's Work Warehouse*  
*The Dutch Oven*  
*Paulmac's Pet Food*  
*Gilmer's Home Hardware*  
*Flo Large, Dog Groomer*  
*Best Friends Doggie Day Care*  
*The Grafton Inn*  
*Oasis Bar And Grill*  
*Lou Rinaldi, MPP*  
*Barberian's Steak House*  
*Susan Dewhurst*  
*Mayor Peter Delanty*  
*Meet at 44 King*  
*Peg McCarthy Photography*  
*Ganaraska Art & Framing*  
*Jake's*  
*Little Treasure Shop*  
*Bualai Taste of Thai*  
*Downey's Pharmacy – Colborne*  
*From the Bottoms Up*  
*Hinchcliffe and Lee*  
*Shoppers Ontario Street Port Hope*  
*Campbell's Clothing Company*  
*Ken Bell, Bling on King*  
*Genesis Hair Stylists*  
*The Northside*

## Corresponding Secretary Report

*Elenor Tryon*

I wish you all a wonderful and healthy New Year during 2010. Also my term is up the end of April; should anyone be interested in taking on this position please contact me at: Elenor Tryon, 905-372-2562 or [etryon@eagle.ca](mailto:etryon@eagle.ca)

Cards sent to members and families on behalf of the Auxiliary Members during the month of November 2009 are as follows:

Convalescence: Carol Henley, Suzanne Kerr, Lorrie Phipps

Condolences: Peter Briand – Death of Mother, Yvonne Briand (a member); Jerry Chatten – Death of wife Reta (a member); Donna Davis – Death of Sister, Yvonne Briand; Connie Sherwin – Death of Sister, Yvonne Briand; Evi MacDonald – Death of Husband

Thinking of You: Sally Lowrey, Jean Wade, May Williams

## Membership Renewal

*Brenda Worsnop*

The Auxiliary values your participation and membership and understands how valuable its volunteers are to the effectiveness and strength of our contribution to the hospital.

We are now approaching the deadline for payment for the 2010 memberships; we would like all members pay their membership for 2010 **before January 31, 2010.**

It is important that you maintain your membership to ensure that you continue to be covered by the

Hospital's insurance. Being an up-to-date, fee-paying member assures you of liability coverage should any accident or mishap befall you while you are acting as an Auxiliary member - at the hospital, at Petticoat Lane or any official Auxiliary function or event.

If you are an Associate member, which means you have no active service area assignment, and you do not renew, then your membership will be considered terminated and you will no longer receive communication from the Auxiliary. This will take place effective February 15, 2010.

You may pay your membership in the Little Treasure Shop at the hospital, or mail it to:

The NHH Auxiliary Membership  
Northumberland Hills Hospital  
1000 De Palma Drive  
Cobourg, ON  
K9A 5W6

If you are paying at the hospital, please sign your name on the sheet provided at the Little Treasure Shop and leave your membership information and fee with the volunteer.

As you know, we have recently been updating our membership records and you will have noticed in the Autumn 2009 *Auxiliary News* that we have identified members whose membership for 2009 are in arrears.

If you receive an envelope in this edition of the *Auxiliary News*, your membership has lapsed. Please use the envelope to either pay your 2009 and 2010 membership (total \$10), or let us know that you wish to be removed from the list.

Thanking you in advance for your prompt attention to this notice and wishing you all a wonderful holiday season.



# Membership Fees Are Due Now!

## HELLP Desk Report

*Paul Raven*

The HELLP lotto desk is doing well, at a consistent pace. I would like to thank all our volunteers for the tremendous job they do selling tickets, as well as helping visitors out and chatting with those waiting and watching over other areas. I would also like to thank the Inquiry desk and the Help desk for their help and watchful eyes whenever we need to be away from our desk. It is that time of year for family and celebration and on behalf of our lotto volunteers I wish the entire staff of the hospital and all of the auxiliary a safe, healthy and happy holiday season. We hope to see you down at our desk in the coming year.

## Inpatient Care and Support Services Areas

*Kathryan O'Malley Hamilton*

If you haven't yet treated yourself by attending our Poinsettia Tea you just have to get there next year! What a beautiful occasion it is and a wonderful way to

ignite anyone's Christmas spirit!

Some of our members are heading south in the near future or they are already comfortably there! We wish those safe travels and a good winter season.

It was good to see so many of you at the special meeting on November 25th. Your expertise and willingness to work together were very apparent.

All of the co-coordinators in our area report of your continued commitment to the community with the volunteer time that you give to the hospital. Thank you!!

2010 will bring the accreditation process for NHH; 'Patient Safety' is a priority in this accreditation and is being brought to the forefront for all staff and our auxiliary members. There are many things that you do every shift that speak to a patient's safety; when you think about it how many can you identify?

Wishing you all a joyous holiday season and a Merry Christmas, too!



Top Left: Guests reviewing the unique draw prizes.



Bottom Left: Santa pays a visit to Sharon Gerber and her grandchildren Lainey and Hayden Shannik.



Bottom Right: Deborah of Tan Jay struts her stuff in the Fashion Show.

## The Anatomy of an 'Effortless' Event

Everybody knows that one of the signs of a good party is that to the guests it seems effortless.

Anyone who has ever given a party knows that effortless is achieved by good planning and attention to detail. That's why one of the major comments about the 2009 Poinsettia Tea has been that it all seemed to go so smoothly and that everyone was relaxed and enjoyed the event.

The planning started in earnest in August when a committee was struck. On that committee were Dale Hodge who looked after prize donations in Port Hope, and Kathy O'Malley Hamilton who covered Cobourg and points as far away as Toronto. Kathy also repeated her jam production of last year, making small batches with great care. She also was appointed 'Servery Senora' and was in charge of the preparations taking place in the Best Western Servery. Laura Scrivener once again was our link with Viking Nurseries, assisted with the transport of the plants and supervised the draw table on the day of the event. Yvonne Green was the 'table' lady and assisted with seating and the fashion show on the day. Brenda Worsnop and Sharon Gerber with the assistance of Marg Hilborn were the creative force behind the fashion show. Linda Sedgwick-Sharpe created the table centres and oversaw the arrangement of the poinsettia displays. Janet Trevail sought sponsors – a difficult task. Patti McGlone created seating plans. Gayle Metson provided comfort and joy by transporting planks, planters, teapots and tea cozies in her ferocious vehicle as well as overseeing the publicity for the event. She even persuaded her husband, John, to be the on-site liaison with our musical group. Virginia Tetz was the money lady, taking care that accounts were meticulously kept.

Kathy engaged Virginia Tetz, Jane McIvor, Ruth Morrison, Sharon Holmes and Gayle Metson to assist her in serving the assembled guests. Sandi "Flash" Spencer captured the event pictorially.

Our "Men in Suits" – Robert Biron, Bill Gerber, John Metson and Bob Fenner's assistance with seating the tea-goers was also much appreciated.

The Chair's job – keeping all the various balls in the air – is a juggling act. But when it comes together with good will and support, it's worth every moment.

Thanks to all,  
Patricia Fenner  
Chair, Poinsettia Tea

Photos: Left: (L to R): Bill Gerber, John Metson, Robert Biron and Bob Fenner



## Report of the Nominating Committee Chair

*Patricia Fenner*

In a volunteer organization such as the Auxiliary, one of the most important considerations is succession planning for positions of responsibility. It is a primary responsibility of all Directors, Coordinators and Treasurers to be conscious of the need to have someone – ‘in the wings’ as it were – who can be brought up to speed on the particular tasks of their jobs and succeed them when their terms come to an end.

Under our Constitution and Bylaws, the term of office for all positions is two years with the possibility of two more one-year terms as necessary and appropriate. Thus, a possible four years.

That said, it is time for some serious thinking about nominations for many of the offices/services within the organization.

At the Board level, some of our Directors are reaching the end of their fourth year in their particular offices. In addition, we are in need of someone who will step up and fill the role of Director, Volunteers. We will, most likely, be in search of a Director, Public Relations and Communications and someone to step up to the role of Director, Fundraising and Director, Ambulatory Care.

With regard to Coordinators, the scheduling function on the Inquiry Desk has been assumed for the time being by Sandi Spencer. This is an area in which a co-coordinator situation or the use of Team Leaders might make the job more manageable. Several other Coordinators have completed their terms of office and might be pleased to be relieved of their duties or to mentor another volunteer with the expectation that the mentored volunteer will assume the Coordinator position when ready. As to Treasurers, there are opportunities for service in our fundraising activities.

In short, if our members are not willing assume leadership roles at whatever level, the NHH Auxiliary is faced with a situation that is not just one of governance, but one of, ultimately, survival. We are all volunteers and thus cannot be forced to do anything we don't wish to do. However, the willingness of volunteers to take on more responsibility on a limited time basis is what makes a volunteer auxiliary work. The alternative to this is the paid Volunteer Manager option. I'm not sure how this might be fashioned at NHH but I know that in some facilities, a staff person has this task loosely tacked on to other responsibilities. As an auxiliary, we could not assume the financial responsibility of paid staff and still manage to meet our financial commitment to NHH. The Auxiliary, as we know it, would disappear.

The bottom line of all this is that the nominations process is ongoing. I urge coordinators to speak to their volunteers about assuming or sharing a leadership role; I urge volunteers who have not yet held a position of responsibility to consider stepping up.

It's a job worth doing.

Please feel free to contact me with regard to process and details.

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*More Memories of a Successful Day!*



NORTHUMBERLAND HILLS  
HOSPITAL  
AUXILIARY