

# Auxiliary News

A Quarterly Newsletter

July 2011

## Wine Tasting



Herma Ender, a connoisseur of fine parties, made this wrap-up comment about our Wine Tasting in the Park – “the rhythm of the evening was excellent.” She was right. An event such as this doesn’t just happen. It takes planning, attention to detail, energy and imagination, among other things. (The ability to scale poles and to lift heavy furniture is also an asset.) Fortunately the committee involved in the planning had all these qualities and then some.

Dale Hodge, as event chair, had the luxury of delegating responsibilities to capable committee members. Along with Marilyn Chapin, Dale also gathered sponsors and gifts. Laura Scrivener “did” the wine from beginning to end. Linda Smith and Brenda Worsnop made a site plan with A-type precision. Gayle Metson canvassed the trailer park in search of ticket sales. Kathy O’Malley secured and scheduled the volunteers for the event. Linda Sedgwick-Sharpe’s fine hand could be seen in the décor. Selena Forsyth was the guiding spirit of the publicity. Shirley O’Neil once again was the procurer of the event poster as well as delegating her daughter as a ticket outlet. As event treasurer, Patricia Fenner did tickets, license, insurance and accounting and as a sideline, communication with our Lions partners.

Committee members came together to set up the tent in record time and with great results.

One element is beyond delegation and that is the weather which was less than promising, to put it mildly. As the afternoon wore on, however, the sun broke through and spirits lifted.

And then everything came together. The musicians came first, then Herma and Tom with their delectable fine cheeses and imaginative garnishes. Then the Smart Serve Lions brigade and our own event volunteers and we were good to go.

From a fundraising perspective, the result of the evening was gratifying. Taken together ticket sales, auction and draw revenue and sponsorships brought in \$8,385.00. Not all expenses are confirmed as we go to press, but the profit is estimated as \$4,733.93.

From a party perspective, we could hardly have asked for more. The generosity of our Lions partners, the vibrant music of Chris Devlin and the North Side Gang and the truly fine food offered by Herma and Tom ensured a great experience. Our volunteers bring an extra level of commitment and style – as always. Together, a “good rhythm” indeed.



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## THE BOARD

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Vice President

Patricia Fenner  
Past President

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Selena Forsyth  
Director, Fundraising

Pat Page Hoisak

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Director, Volunteers

Selena Forsyth  
Acting Director, Communications  
and Public Relations

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Linda Smith

Virginia Tetz

Brenda Worsnop

Dianne Zweerink

# President's Report ...



his will be a bit of a 'fill in the blanks', as much of what has transpired since taking on this position is updated in other parts of this newsletter – but I'm a bit gabby so I will continue.

Two things stand out for me since May, and they are connected back to strategic planning of six years ago, when I first started as a volunteer with the Auxiliary. The first one is the opportunity as President to be part of the Leadership and Quality Committee, the management team at NHH. The presence of an Auxiliary member on this committee is a direct result of successfully changing the conversation that the Auxiliary has with the hospital. It is an eyeopener as to the 'Why' things happen and decisions get made and we benefit enormously from that flow of information.

The second thing flows from that change in conversation, and is the request to/of us to map out two new areas of service that are needed by NHH: Wheelchair management and an ICU volunteer to liaise between visitors to the unit and the very busy staff. These are good conversations. Can we fill the schedule? That is an on-going challenge for sure, not just in these new areas but pretty much across the spectrum of service areas. Recruitment and replacement challenges are always there, and need new perspectives all the time.

The Auxiliary board is undertaking an 'Events' audit, basically reviewing all fundraising 'special events' that we devote time and energy to, and evaluating the time, cost and energy of each, with a view to whether or not it is a good use of volunteers' time and energy vs. money raised for the hospital. New and exciting ideas for fundraising are being put forward, so reflection is consistent with our strategic plan, and we hope to have feedback to you and recommendations for future fundraising by our September meeting. Also at the September meeting, Robert Biron, the NHH CEO, will attend to give us an update the NHH achievements in the past year; more on this to coordinators and into service binders later this summer.

Thank you for your dedication to this wonderful hospital. NHH is richer for our contribution both financially and in volunteering, and we, the Auxiliary, are so much stronger and vibrant for your contribution. Please keep doing what you're doing, giving what you're giving, and doing it all with the kindness, humour and enthusiasm that we are known to provide.

President



# Past President



This has been an interesting and exciting year to be part of the NHH family. As Auxiliary President, I have had the opportunity to view the changes taking place at our hospital from different perspectives. The process of sitting on two committees – one management and one Board -- has provided me, and through me, our membership, with a front row seat as the initiatives and innovations in service changes rolled out. Our volunteers in inpatient areas have seen the outcome of these changes: Restorative Care, the Hospital Elder Life Program and Recreational Therapy. We have been able to meet some of the changing volunteer needs in these areas and will continue to strive to provide the service required. As the Auxiliary President continues to have a seat on the NHH Board, we are also aware of the overarching governance and financial accountabilities that the Board faces in the current health care system.

Our volunteers in all areas continue to provide stable support to staff in meeting the day to day needs of the services in which they serve. Elsewhere in this report you will see that our active volunteers number close to 400--a sizable presence for a hospital our size. Together we contributed more than 45,000 hours of service to NHH in 2010/11. I'm sure that number is on the conservative side as it is impossible to calculate the hours spent thinking about service improvements, our governance mandate and our recruiting needs.

Our fundraising activities this year have been successful. The four Special Events Fundraisers (Poinsettia Tea, Polar Bear Dip, Wine Tasting in the Park and Tag Days) brought in a total of \$33,192.00. Added to that were the funds from our ongoing activities (The Little Treasure Shop, Petticoat Lane, HELPP Lottery and the Auxiliary Crafters) which totalled \$111,774. Expenses for all of these initiatives are documented in our audited statements. The net profit from these activities augmented by the proceeds of a matured investment allowed us to present \$200,000 to the hospital in fiscal 2010-2011.

As an organization the year has brought us even more closely into the evolving NHH story. It has been a positive experience and, like all good stories, I can hardly wait to see how it turns out.

In this, my 'recycled' year, I have been keeping the President's chair warm for Gayle Metson. Gayle brings a wide range of business and volunteer experience to this position as well as a healthy sense of humour and a strong set of principles. This should insure the ongoing success of our organization.

**Patricia Fenner**



# Immune Status Update

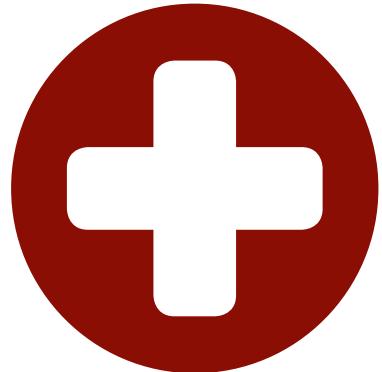
By the time you read this newsletter, July will be slipping by. As you know, July 31st was the date selected as the deadline for securing confirmation of the immune status of existing volunteers at NHH. New volunteers have been asked to complete the process within six months.

It is of extreme importance to all in the hospital family that this protection is in place. Physicians, administrative staff, employees and volunteers who have contact with patients must comply for our mutual safety and the safety of our patients.

We are pleased to report that 49% of such volunteers have completed the process. Results are still trickling in as we write this message and with that in mind, the deadline for compliance has been rescheduled to September 15th. After that date, volunteers who are non-compliant for whatever reason (i.e. allergies, existing medical conditions) will be assessed on an individual basis by staff and a

determination will be made as to their ongoing role at NHH.

To reiterate – this is an issue of best practice and risk management. We are protecting ourselves as we protect the vulnerable people whose care we support.



# AGM



The Auxiliary Annual General Meeting is one of the rites of spring. Held at the Cobourg Lions Centre, the event reports on and celebrates the events of the Auxiliary year. This year's event took place on May 17 and began with a continental breakfast buffet.

Our guests included NHH Board Chair John Hudson, NHH Foundation Chair Jan Boycott, NHH President and CEO Robert Biron, NHH Vice Presidents Cheryl Turk and Elizabeth Vosburgh and NHH Foundation Executive Director Rhonda Cunningham.

Following greetings from Mr. Hudson, Ms Boycott and Mr. Biron, Laura Scrivener, Auxiliary Director Finance, presented a cheque representing the completion of the Auxiliary's commitment for 2010 – 2011 – \$200,000 in total.

This year the meeting also included the presentation of the Dixie Mikel Award to an outstanding student volunteer. Irene Harmsen, who was accompanied by her mother Lisa and her brother Alexander, met and exceeded the established criteria. In presenting the award, Aux President Patricia Fenner noted that Irene started as a volunteer in 2009 and has contributed over 152 hours of service, mainly in the Emergency Department, and distinguished herself by her reliability, maturity and grace. Irene plans to continue her studies at the University of Ottawa.

The education part of the meeting consisted of a presentation outlining the significant changes that have taken place with

regard to inpatient care. Janet Burn, whose responsibilities include the new Restorative Care beds as well as Inpatient Rehab and Palliative Care, provided an overview of the initiatives aimed at maintaining physical and cognitive function in post-acute patients so that a return home is possible. Included in the team supporting this initiative is Bev Ryan James who spoke about the Hospital Elder Life Program in which we already have some serving volunteers. Amy Ludolph provided some information about her role as a recreational therapist and the programs in which she sees a role for volunteers as well. The program had its official start-up on March 1st and is already showing positive results.

The business meeting and election/installation of officers followed. The slate was accepted as presented and duly installed by Past President Yvonne Green. The names of the new Board members, Coordinators and Treasurers can be found on page two of this newsletter. The members present approved the action of the Executive for the previous year.

We look forward to the next year with energy and confidence and to next year's rite of spring...

# Wine Tasting Photos



# Wine Tasting Photos



# Wine Tasting Photos



# "Bowling for Bucks"



"Sometimes a great notion" ...the name of a novel by Ken Kesey. It's also the origin of a new Auxiliary fundraiser – a notion that occurred to volunteers and sisters Connie Sherwin and Donna Davis. Why not a fundraiser that would encourage some socializing among volunteers who don't often meet one another in the course of their duties? Why not indeed?

All of a sudden we had Bowling for Bucks! The date was set – Saturday, April 13th. Connie and Donna booked the alleys and the shoes and ordered the trophies. Pledge sheets were created.

Members signed up and went seeking friendly pledgers.

It's a good thing we hadn't planned lawn bowling. The rain came, the wind came, the wind and rain continued. But inside the Northshore Lanes, all was bright. Twenty-six bowlers of vastly different skills took to the lanes with enthusiasm and good humour.

The end result was that Team 2 triumphed with a score of 1247. Bowlers who were part of the successful event raised a shade over \$5000. – the great notion bore financial fruit and provided an entertaining afternoon for all participants.

Look for news of this event happening again and be part of the fun.

**Patricia Fenner**



# Early Bird, Six Months Before Christmas Sale

Petticoat Lane's little elves were hard at work on the evening of June 23rd preparing the store for its second annual "Early Bird, Six months Before Christmas Sale", which was held the 24th and the 25th. It took over four hours of hard work packing up what was in the shop and unpacking Christmas items that had been stored for this occasion. The end result was a mixture of summer fun and Christmas magic.

Customers remember our first ever Christmas in June last year and once again flocked in for early bird specials. "Ah! To shop without having to clean snow off the windshield!"

The sale was worth the work. Not only did we ring up \$1,002.15 in sales, we managed to clean out the Petticoat Lane storage area.

June 26th brought the elves back to the store to pack away the Christmas decorations. Once again the store was decorated for summer.

See you all in June 2012 for our "Early Bird Christmas Sale".

**Lorrie Phipps**



## Volunteer Recruitment - Open House

In an effort to attract new volunteers, we held a Volunteer Open House at the end of March. Thanks to the work of the excellent committee, the event came together seamlessly, the displays and information pieces were well done and we had a good representation of our volunteers 'personning' each service area.



The results were positive in that we recruited and placed 6 new volunteers who either attended the event or heard our promotional piece on the radio or cable. As a side benefit, volunteers who attend representing their service areas have an opportunity to socialize with others and, not incidentally, to learn more about other service areas that might interest them.

However, our need for volunteers continues to be a source of concern. In our existing areas, there are gaps in the schedules that cause hardship for some of our coordinators. Post secondary summer students are currently taking up part of the slack, but they will be gone with the summer. Inpatient areas, Day Surgery, Emergency Department, Little Treasure Shop – the list goes on – are all in need. Opportunities continue to present themselves in the Hospital Elder Life Program and Recreational Therapy.

In addition, we have been asked to consider two new areas of service. Elaine Burr, whose portfolio of responsibility includes ICU has identified a need in that area. As you may be aware, our only volunteer activity there consists of the morning water jug patrol. Elaine, having spent some time in the unit observing the staff load has identified an opportunity for a "Greeter" or, more properly a volunteer who would act as liaison between visitors, staff and patients. She envisages two shifts per day, five days a week. Do the arithmetic. This would be an interesting and very useful opportunity for volunteers.

**HELP  
NEEDED!**

And the issue of wheelchairs has raised its head again. It is cyclical. The problem is that wheelchairs tend to congregate or be hoarded in areas remote from the services in which they are needed. The hospital, spurred on by our very own Captain Polar Dip Kevin Burn, is undertaking an inventory, labelling process which would make it clear which chairs belong where. When that is done, there would be a potential volunteer role in returning the chairs to their proper location, at least once a day. It remains to be seen whether this would be an add-on to an existing position or a new function altogether.

In any case, these two opportunities/needs underline the real need we have for volunteers. Many of you are already committed to more than one service area. We wouldn't dream of 'poaching' volunteers, but would be happy to speak to anyone who might enjoy an added responsibility.

We will be launching a media initiative to seek new members, but in the meantime – an appeal to you. We know from experience that personal contact is often the most powerful recruiting tool. We urge you to consider your family/friend/neighborhood circle. Someone you know might well be looking for an opportunity to volunteer and might respond positively to an invitation to come and explore the possibilities. Don't be shy!

Remember – it's the place to volunteer!



# Volunteer

It's in the way twenty hands come together to build a house  
or an old man reads a poem aloud to children in the library  
It's in the way a teenager commits to build a well in an African village  
or a woman in a yellow dress seats people for a summer concert  
It's in the way a man wades into a flooded river to pluck out a boy  
or the girl who breathes life back into him when he is on dry land  
It's in the smile of a senior giving directions at the hospital  
or a man in a wheelchair coaching twenty two young legs on a grass pitch  
It's in the seemingly effortless artist's sweep that inspires a child to paint  
or the woman who holds the hand of a dying widower into the night  
It's in the way thirty voices raise the roof and, goose pimples  
or the man who simply listens to an Alzheimer-addled mind  
It's the way, our singular desire to improve the  
quality of others' lives, to volunteer!

**Jill Battson, Cobourg's Poet Laureate**



# Membership Renewal

First, thank you to all the volunteers who have renewed their membership for 2011 and beyond. This has saved many of us a lot of paperwork, time and energy. When a membership is in arrears coordinators are asked to do the follow up which entails a mountain of paper to be distributed, a lot of phone calls and emails sent.

So, please, would those active members who have not yet paid their \$5 membership for 2011 do so as quickly as possible. You are currently 6 months in arrears and therefore not legally covered by the hospital liability insurance.

There also seems to be some confusion about the renewal date and membership cards. Clarification:

Renewal time: This is always January 31 for the upcoming year. For example, pay January 31, 2011 and you're covered until January 31, 2012.

Membership cards: The Auxiliary Board determined some years ago that only those members who have paid for multiple years will receive a membership card to remind them of when their membership expires.

If you don't have a card, your membership is due January 31st every year.

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

**The NHH Auxiliary Membership  
Northumberland Hills Hospital  
1000 DePalma Drive  
Cobourg, ON K9A 5W6**

Cheers,

**Brenda Worsnop  
HR Membership Coordinator**



## Coming Events

August 15th	Board Meeting
September 8th & 9th	Tag Days
September 15th	Immune Update - Deadline Extension
November 27th	Poinsettia Tea

**The following people and companies helped make our annual wine tasting the huge success that it was!**

### Sponsors

- Acme Electric
- Burnham Family Farm Market
- Gilmer's Building Centre
- HODGESLODGES.CA
- LSS Interiors
- Lynn Hardy, RBC
- Stage Right
- Vosburgh Home Décor

### Prize Donors

- Nor Ag Resources Inc. – Ben Currelly
- Dieter Pung Pride International Inc.
- Little Treasure Shop
- Petticoat Lane
- Capitol Theatre
- Limestone Steakhouse
- Kokimo Candles
- Northumberland Mall

### Auction Prize Winners

- Charmaine Lindsay
- Laura Scrivener
- Chris Bihun
- Alan Hodge
- David Cunningham
- Kelly Curtis
- Mark Brown
- Brent Daigle
- Nicole Leach



Thank  
You