



# 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, NOVEMBER 25, 2009** – NHH staff met in the Hospital’s Main Street Bistro this afternoon for the sixth annual Healing Hands Award ceremony.

One of the most popular staff recognition opportunities at NHH, the Awards are presented to employees who, in the eyes of their peers, continually demonstrate the Hospital’s values of teamwork, compassion, respect, integrity and excellence.

Robert Biron, President and CEO, opened the ceremony by noting that more nominations were put forward for the Awards this year than in any year to date.

“The number of nominations combined with the special qualities of the colleagues you have nominated made the 2009 decision-making process very challenging,” said Biron. “This tells me, once again, that we have an exceptional team here at NHH, and I can’t think of a better way to celebrate that than through these important awards.”

The names of NHH’s 2009 Healing Hands Award recipients are provided below, together with excerpts from remarks made about each recipient at the presentation ceremony.

- **Kim Baxter, RN, Chemotherapy** – “Kim is recognized for her professionalism and dedication to ongoing learning, as evidenced by her successful completion of her oncology nursing certificate earlier this year. Her peers feel honoured to work with her. Kim’s nomination even included a letter from a patient, who heard about the Award and wanted to endorse her!”
- **Denise Beaudoin, Environmental Service Worker** – “Described as ‘wonderful and caring’ Denise is always willing and able to help staff and patients alike. She is very patient-focused in her work, giving up her personal time to complete a job or to speak with a patient. Denise is a great team player and she is recognized by her peers for her great compassion.”
- **Sarah Cressy, Occupational Therapy Assistant** – “Sarah received multiple nominations for this Award, recognizing her insight, her deep respect for her patients and her excellent listening skills. Sarah is clearly well respected here at NHH. She epitomizes the role of a team player, and families and patients alike

are very appreciative of the special care that she offers. Her peers confirm that it is a pleasure to work with Sarah here at NHH.”

- **Kathleen Fair, RN, Team Leader, Dialysis** – “Kathleen received multiple recommendations for this award. She consistently demonstrates a high degree of knowledge and understanding of dialysis and her patients, and she encourages others on her team to continue to learn. Her peers describe her as an excellent leader whose strong skills inspire confidence in others. Kathleen is always willing to take on new challenges and her actions reflect a natural compassion for her patients. Kathleen is said to always listen and hear what is being said and done, and she goes “above and beyond” to ensure great patient care.”
- **Jeannie Forsyth, Supportive Housing Worker for ACT (Assertive Community Treatment)** – “Jeannie works with NHH’s ACT clients to improve their living environment and help them with the basics of daily tasks. She lives the Hospital’s values every day and she brings humour to often stressful situations. Jeannie is said to improve the lives of everyone she has an opportunity to work with.”
- **Bill Stillman, Environmental Service Worker** – “Bill works tirelessly with the Birthing Suites staff. He builds an excellent rapport with patients, and it’s rare that Bill doesn’t have a kind word or special thought to share. He is always respectful, and the staff in the units he serves note that he always takes the extra time to ensure the job is completed and the cleaning is top-notch.”

A seventh staff member was also recognized this year. This individual was nominated for a Healing Hands Award for her work outside patient care. Recognized with a Healing Hands Award of Merit was **Cindy Roffey**, Ward Clerk, for all the work she has done and continues to do with the Hospital’s Social Committee.

For more information, please contact Jennifer Gillard at 905-377-7757 or [jgillard@nhh.ca](mailto: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](http://www.nhh.ca).