



## **NEWS RELEASE – FOR IMMEDIATE RELEASE**

### **Healing Hands Award ceremony recognizes outstanding staff members at NHH**

**NORTHUMBERLAND COUNTY, Friday, October 19, 2011** – Hospital employees filled the Main Street Bistro at noon yesterday for the annual presentation of NHH's Healing Hands Awards.

Given to members of the team who demonstrate the hospital's values of **compassion, respect, collaboration, integrity** and **quality**, the peer-generated Awards have become one of the most popular forms of staff recognition at NHH.

Robert Biron, President and CEO, opened the ceremony by thanking the many individuals who took the time to nominate a peer for the recognition. "Once again we received a high volume of nominations for this award. One of our winners today received no less than 29 signatures endorsing her nomination! It's my pleasure to recognize seven of our colleagues here today."

Joining Robert for the presentation of the awards was Elizabeth Vosburgh, Vice President, Human Resources and Quality and Chief Human Resources Officer.

The names of NHH's latest Healing Hands Award recipients are provided below, together with excerpts from the comments shared at the presentation from the peers who put their names forward.

**Jessica Martell, Occupational Therapist, Rehabilitation Department** – "Jessica epitomizes the philosophy of person-centred care. She has a professional and gentle approach that places patients, families and co-workers at ease. She gives careful thought to her patients' abilities and limitations when developing goals with them in partnership with their family or friend caregivers."

**Amy Eriksson, Case Manager, NHH's Community Mental Health Program** – "Amy puts forth every effort to provide a supportive, comforting and confidential environment and...she gives 100% to her clients, their families and her co-workers. She is a compassionate individual whose direction is led by the needs of the community members she helps....Amy is an advocate for some of our community's most vulnerable members and she has provided innovative ideas to enhance programs that have directly improved access and quality of care for the residents of Northumberland."

**Ida Francoeur, Porter, Inpatient Units** – "Ida's peers point out that she is very compassionate. She takes special care to ensure patients are physically comfortable and—just as important—she makes them feel at ease. One recent patient event went so

far as to say to one of Ida's colleagues: 'It was as if my own sister was her with me!' Ida is a true team player, working in collaboration with nursing and diagnostic imaging staff, and she always goes "above and beyond" to ensure the comfort and safety of her patients."

**Caralea Calvert, Registered Nurse, Emergency Department** – "Caralea is a true professional with tremendous knowledge and skills. Her sense of empathy and compassion for her patients and their family members provides them with comfort and reassurance, often in times of great distress. The nursing care she provides to her patients exemplifies NHH's commitment to quality and integrity....she is a true collaborator, always ready to work with her team to meet the challenges of the fast-paced Emergency Department."

**Linda Moore, Registration/Admitting Clerk** – "Linda's peers call her the 'go-to-person' in the department...and the one who usually has the answer to any question! Linda is a very compassionate individual. She is always calm and efficient in her behavior towards others, patients and staff alike, and she is always ready with a smile. Linda always takes the time to listen to each person that she encounters on every shift, whether it be on the phone or at her desk."

**Jeri Henderson, Ward Clerk** – "Jeri's compassion and her ability to work together with her team to realize shared goals demonstrates the true spirit of collaboration here at NHH. Jeri is respected for her knowledge and is a great resource to her team. Her exceptional organizational skills and infectious laugh are said to 'keep 2B running smoothly.' She has exceptional organization skills, but she also knows how to act with her heart."

**Jennifer Case, Ward Clerk, Chemotherapy Clinic** – "Often the first point of contact local patients have with the chemotherapy experience, Jennifer makes that important first impression a great one. Very soft-spoken, Jennifer has a natural calming effect on the patients and families of our Chemotherapy clinic. She lives our values every day even while juggling multiple phone calls, time pressures and patient requests.... Patients are visibly at ease in her presence."

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

**About Northumberland Hills Hospital** – Located approximately 100 kilometres east of Toronto, Northumberland Hills Hospital (NHH) delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, and obstetrical care. Post-acute specialty services (PASS) include restorative care, rehabilitation and palliative care. Mental health care, chemotherapy, dialysis and 16 other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. 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 approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network. For more information, please visit [www.nhh.ca](http://www.nhh.ca).