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# NORTHUMBERLAND HILLS HOSPITAL AUXILIARY

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# ANNUAL REPORT

2009 - 2010

July 2010

## President

### Dale Hodge

The delivery of health care may be changing but volunteering remains constant. I would like to thank all our Auxiliary members for your commitment, dedication, assistance and care given in support of patients, families, visitors and staff throughout the Northumberland Hills Hospital.

In Emergency, Ambulatory and In-Patient areas, you have been there with a smile and a willingness to assist people in times of anxiety and celebration, or simply to smooth their way through the system. Your efforts are appreciated. I cannot tell you the number of times I have been told by staff of the important role the volunteers play. Your services complement the staff, which has helped the hospital to regularly report some of the best wait times in the province and to earn a wonderful Accreditation success this year.

Business and fundraising are also part of Auxiliary activities, with volunteers managing and staffing H.E.L.P.P. Lottery, the Little Treasure Shop, vending machines and Petticoat Lane. Throughout the year our special events have successfully involved the community: the Polar Dip in February, Wine Tasting in the Park in June, Tag Days in September

and the Poinsettia Tea in November. A new event was added this year when Petticoat Lane sponsored a Silent Auction of quality items in the Northumberland Mall. All these activities have been extremely successful in raising funds for purchasing much needed capital equipment for the hospital. Congratulations to all who help in these ventures, enabling us to contribute \$200,000 towards the purchases of various types of equipment, leaving some funds in reserve for future needs.

NHH is one of the best small hospitals in Ontario, with accolades often being received for the welcoming atmosphere and efficient service given by both staff and volunteers. Despite reports in the local newspapers, our hospital is well run and has a bright future. The hospital Board and Administration are very aware of their responsibility to acute care, maintaining state of the art equipment, giving best practice in a timely manner, bringing in new revenue streams to maintain sustainability, and working with and for the community. It is essential that our hospital works within government mandates, which sometimes means hard decisions that are not always popular. Health care is a business and must be administered for the financial health of the organization as well as the health care of the community.

The Auxiliary, like the hospital, is forever changing and we would like to invite more people to volunteer as our needs grow and change. We are looking for people who enjoy fundraising events, people with business and computer experience, and those who would like to work with patients and families giving them the extra support they need. Encourage your friends and acquaintances to consider the Auxiliary. Like all of us, they will find fulfillment and pleasure in their association with other volunteers, patients, and with the Northumberland Hills Hospital.

My thanks also go to Board members and Coordinators for their leadership during the last two years; your input has been vital to the health of our organization and I commend all of you for your dedication and to making the position of President a very enjoyable experience. Thank you all for your support and keep up the good work.



NORTHUMBERLAND HILLS  
**HOSPITAL**  
AUXILIARY

## Past President

### Patricia Fenner

The duties of the Past President include Chairing three committees: Nominating, Constitution and Bylaws and Strategic Planning. Of these committees only Nominating has been active in the past year.

The activity of the Nominating Committee has been unusual this year. In June we said goodbye to Donna Bright who served as Director, Finance and we were fortunate to find a replacement in Laura Scrivener whose appointment was confirmed at the AGM.

VP vacancy; Selena Forsyth replaced Gayle as Director, Communications and PR; Sandy Ducharme filled the vacant Director, Volunteers; Margaret Hilborn replaced Sharon Gerber as Director, Ambulatory Care. The one unfilled Board spot remains Director, Fundraising.

New coordinators and treasurers include Marilyn Chapin who has assumed two roles – Coordinator, Emergency & Fast Track as well as becoming Corresponding Secretary. Judi McEwen assumes the coordinator's role on the Inquiry Desk. Bill Logan has taken on the responsibility of the Help Desk/Lab Office. Una Gaudaur has become Treasurer of the LTS and Janice Oliver has taken on the same role at Petticoat Lane. The position of Recording Secretary is vacant.

## Director, Finance

### Laura Scrivener

Thanks to our dedicated volunteers, in all areas of the Auxiliary, our \$150,000 commitment to the hospital was reached again this year.

This was attained by the following accomplishments:

Petticoat Lane	\$ 70,000
Little Treasure Shop	\$ 45,000
H.E.L.P.P. Lottery	\$ 8,000
Crafters	\$ 5,000

Also our "One Time Events" - Marathon Bridge, Tag Day, Poinsettia Tea, Winetasting in the Park and the Polar Bear Dip - raised \$23,700.



We look forward to working toward our goals in 2010.

## Director, Fundraising

### Young Mee Kim

The figures speak for themselves.



### Special Events

Tag Days	\$ 6,110
Poinsettia Tea	\$ 11,920
Wine Tasting	\$ 8,860
Polar Dip	\$ 4,764
Total	\$ 31,654

### Ongoing Activities

Little Treasure Shop	\$ 45,000
Petticoat Lane	\$ 70,000
H.E.L.P.P. Lottery	\$ 8,000
Crafters Workshop	\$ 5,000
Marathon Bridge	\$ 630
	\$ 128,630

## Petticoat Lane

### Lorrie Phipps

Petticoat Lane celebrated its official "Grand Opening" at its new location, on April 22 with all the bells and whistles. Deputy Mayor Gil Brocanier, Robert Biron, Dale Hodge and Patricia Fenner participated in the ribbon cutting ceremony. Auxiliary member Piper Bill Ruttle, charmed the crowd of onlookers.

The store hosted its Première Silent Auction May 7th and 8th at Northumberland Mall. The event was a tremendous success, not only selling 210 items for just under \$4,000, but also promoting the store, and its new location. Volunteers had the opportunity to meet other volunteers who work at the shop but are on different shifts. Thanks go out to all the volunteers who participated in the event. None of this would have been possible without the guidance and hours of work put in by Alma Draper. Her house was over run with almost all the auction items for several months! Thank you Alma.

A special cheque presentation to the Hospital Auxiliary President will be held at the store, July 6th at 11:00 a.m. Everyone is welcome to attend. The media will be present to capture this event.

Petticoat Lane thanks all the donors who enable us to provide our shoppers with quality merchandise. Sales for the last quarter were approximately \$25,000. Our team of volunteers donated over 2,500 hours.

*continued ...* Thank you, and a special thanks to all Team Leaders and Captains who go the extra mile. We welcome Eleanor Vardy, Helen Fraser and Delia Catton who joined us recently. Petticoat Lane looks forward to a steamy summer with plenty of sales on our quality merchandise. Do drop by. Have a safe summer.

## H.E.L.P.P. Lotto

### Paul Raven

The past year sales started slow but as we progressed through the year sales began to pick up again. We are fortunate to have a fabulous group of volunteers who not only sell tickets but who also help with information for the public entering the hospital, with the parking payment machine, and with delivering papers, to mention just a few of the extra jobs willingly undertaken. Ann Wilson, who received the well-deserved Cobourg Volunteer of the Year Award, is the perfect example of the dedicated H.E.L.P.P. LOTTO volunteer. If for any reason Ann is away (rarely) everyone asks if she is okay which tells me she is noticed and cared for. Thank you Ann!!



We managed to surpass our \$5,000 obligation to the hospital and presented an amount of \$8,000. A job well done! \$8,000 is our goal this year and we are off to a good start thus far. Once again, a big thank you to all and let's have a great year.

## Little Treasure Shop

### Dale Hodge & Linda Sedgwick-Sharpe

The Little Treasure Shop continues to please customers with interesting gifts and items that draw people in daily or just catch someone's attention in the moment.



On many occasions people will buy an item that was just what they were looking for but had not seen anywhere else. Volunteers love the sound of the Brahm's lullaby as this usually brings families down to buy gifts for a new baby. The shop has survived the down swing of the economy and the political pressures of change, thanks to keeping the buying under control, eye-catching displays and the wonderful smiles of all our volunteers.

Our gross sales were down a little over the year but our expenses were also down giving the shop a profit of just over \$53,000, and therefore allowing a donation of \$45,000, which is an increase to our annual commitment to the hospital. Congratulations to all for an outstanding job of keeping our gift shop viable and a pleasant place to shop and browse.

## Director, Inpatient Care & Program Support Services

### Katherine O'Malley Hamilton

The events of the last several months have had the inpatient areas on a bit of a roller coaster ride. However, the great enthusiasm and commitment of the volunteers have been a constant throughout this time.

The Complex Care and Inpatient Rehab areas are in a holding pattern and there have been no changes in our volunteer shifts. The same is true for our Med/Surg/ Maternity area.

I extend our best wishes to the former Coordinator of the Help Desk, Sandy Ducharme, as she embarks on her duties as Director of Volunteers. I want to welcome Bill Logan, our new Coordinator, who is now at the helm of the Help Desk.

Over the last year the Inquiry Desk duties have been shared by Sandi Spencer, Patricia Fenner and me. On behalf of the Auxiliary I want to welcome Judi McEwen, our new Inquiry Desk Coordinator.

Service meetings were held for all areas over the course of the last year. These are always informative social gatherings organized by your area's Coordinator. Come out if you haven't already, meet other volunteers and enjoy. Diagnostic Imaging and Palliative Care have fabulous bakers!

I do hope that everyone is enjoying the summer and everything this warm weather has to offer.

## Medical, Surgical, Maternal Care

### Virginia Mitchell

During the past year we have continued to distribute water jugs, bedside garbage bags and Kleenex to patients in these areas. We also gift each newborn with a toque from the Auxiliary and 'sibling' certificates to their brothers and sisters.

The calendar year of 2009 saw 592 births in our maternity ward. So far this year, to the end of May, there have been over 200.

Thank you to all those who knitted toques. Anyone who needs wool or a pattern can contact me at 905-377-1164.

Throughout the year we have said goodbye to: Kathy Boggs who has returned to Washington State, USA, Janet West who has taken full time employment and Donna Schroeder who has retired to the London area.

Five of our group participated in the September 2009 Tag Days and have also volunteered for Tag Days 2010.

Thank you to all our volunteers for your loyalty, dedication and cheery smiles.

## Complex Care, Outpatient & Inpatient Rehab Services

### Mary Park

This year has seen a time of change within the hospital structure. The announced closure of the Rehab Outpatient Department and Complex Care Unit created a difficult time for all. The volunteers have been wonderful throughout this unsettling time, and in fact have been "a constant" throughout this period. Patients who were aware of the possible changes were appreciative of the efforts of our volunteers, who faithfully came with a smile and a cheerful attitude. And we were rewarded directly, as many people mentioned how much they appreciated our services.

Two volunteers continued to help in the Outpatient Rehab after the closure of that department. They helped staff with the remaining patients and performed other duties where needed. They continued to be helpful to the staff as the department wound down.

Now that the Complex Care unit has been given an extended time of operation volunteers will continue to work there.

Our efforts seem to be appreciated both by patients and staff in both Complex Care and the Inpatient Rehab areas. Patients welcome the fresh water and the supplies that are replaced in the rooms and they appreciate the smiles and kind words from the volunteers as they go about their tasks.



## Palliative Care

### **Sally Duncan & Dorothy Sommerville**

Thanks to the dedication and hard work of the volunteers the Unit has been running very smoothly. The volunteers have a large part in helping to create a "homelike" atmosphere in the Unit.

We have also started to make pillowcases that match the nightgowns. If any volunteer is interested in sewing or donating some material for the nightgowns and pillowcases please call me: Sally Duncan 905-372-4048.

It requires 3.30 meters of material to make a nightgown and pillowcase either in cotton, cotton polyester or flannel.

Any help would be appreciated. They do make a difference.

## Help Desk

### **Sandy Ducharme**

The Help Desk had a great year due to the wonderful volunteers who work there. They receive high praise from the staff they work with and the only complaints we ever get are when a shift has gone uncovered.

Thankfully, this did not happen often this past year as everyone stepped up to cover vacations and illnesses. We did have a few volunteers leave during the year but they were replaced quickly by new volunteers who all quickly got up to speed.

A big thanks to all of you for your dedication and support. Bill Logan has taken over as coordinator and I wish him all the best going forward.

## Diagnostic Imaging

### **Virginia Tetz**

It's hard to believe that a year has passed since I became coordinator of CT/MR and Women's Health.

The Diagnostic Imaging unit continues to be a busy and enjoyable area to volunteer. The volunteers provide two shifts a day, five days a week in each area. Volunteers greet, assist and interact with the patients. This helps ease the load for the technologist and staff and saves the waiting time for the patients.

CT acquired a new Scanner in March 2009. The Ontario Breast Screening Program opened in Women's Health on November 18, 2009. The OBSP is eligible to Ontario women between 50 and 74; they now have easier access to routine breast screening. For those without a family physician this service allows patients to self-refer. Construction began in Women's Health in February 2010; we now have a third ultrasound room.

In the last four years the number of exams performed in Diagnostic Imaging, which includes radiology, bone mineral densitometry (BMD), mammography, ultrasound, nuclear medicine, CT, MRI and now the Ontario Breast Screening Program, has increased by 8,243. In 2009/10, 60,065 exams were performed, 2,624 over the previous year. The greatest increase was in ultrasound, OBSP, MRI and mammography.

I am very grateful to all of the volunteers in both areas. You fill in doing extra duty when needed. You are to be congratulated for a job well done. I wish to express my thanks to each volunteer; your devotion has made my job very easy. A special thanks to Jean Orviss for her understanding and support.

We had a Service Meeting combined with a Meet and Greet, March 17, 2010. There was an excellent turn out (approximately 80 percent). Hopefully, it provided answers to any concerns you may have had and enabled you to met some of the other volunteers.

On June 7, 2010 Women's Health had a MGSM. The attendance was excellent and volunteers were able to meet. Ian Moffat, the Director of DI, spoke to us regarding changes in the department and answered questions.

Wishing everyone a great summer!

"To love what you do and feel that it matters – how could anything be more Fun?"

## Dialysis

### Margaret Grepe

The last year for volunteers in Dialysis has changed a little but remains quite stable.

A year ago there was need for three shifts for patients due to the high demand in this area. The Lindsay area opened up a dialysis department and this meant patients from that area could receive treatment closer to home. This reduced the need here, so there are now two shifts a day, six days a week. Volunteers were required five days a week to make the surgical packs and this has been reduced to four days a week. Each volunteer works on average two shifts a month, with each shift being one and a half to three hours.

There have been Nephrology Out Patient Clinics held in the department for several years but in the past year a volunteer has been requested to assist with patient attendance, weights, etc.

Volunteers now have two separate activities: 1) in patient visits and surgical packs, 2) out patient registration. Outpatients may be new patients with kidney disease but are not yet on dialysis but need regular monitoring.

The number of volunteers actively working in the dept. is 13 and there is one volunteer on long term LOA due to health issues.

There has been one volunteer unit meeting this year. We have had a good year.

## Director, PR & Communications

### Gayle Metson

This year saw the production of four editions of our Auxiliary newsletter, "Aux News", with the winter/Christmas edition printed in colour to show off the loveliness of the annual Poinsettia Tea. In addition to the four newsletters, we also printed an "Annual Report" for the Annual General Meeting in May. It was an experiment in a more formal approach to the annual report, which is normally part of the newsletter. It was met with mixed reviews, in part no doubt because annual reports are not usually riveting reading material. Lots of copies left over though, should any of you run really short of something to read.

We are increasing the number of members receiving the newsletter on-line, which is slowly reducing the cost of printing. Many thanks to Chuck and Jean Orviss and their dedicated group of volunteers, for ensuring that the newsletter is picked up from the printer, folded, labeled, bundled and distributed. Thanks also to Sandi Spencer for taking pictures of the various Auxiliary events that are featured in the newsletter. Peter Cleary was the person who did the technical end of the newsletter for us as he has been doing for the past two years. He has done a great job, but is moving on to a very demanding 'day' job and will not be continuing to fulfill this role in the coming year. We wish him well and thank him for his fine work for our organization.

Finally a big thank you to Eleanor Tryon, for so conscientiously keeping track of those members in need of a note of condolence, congratulations or get well – these gestures on behalf of the Auxiliary are much appreciated by recipients and their families.

## Corresponding Secretary

### Eleanor Tryon

During the period May 1, 2009 to April 30, 2010, the following cards were sent and replies received:

Condolences:	28
Convalescences:	9
Thinking of You:	25
Thank You Replies:	2

Thank you to all who notified me regarding cards to be sent to members or families of members. It was greatly appreciated over my four-year term as Corresponding Secretary.

## Director, Ambulatory Care

### Sharon Gerber

Coordinators in Ambulatory Care have seen few changes in their areas during this past year. They report that "all is well" with no major challenges other than trying to find volunteers to cover every shift. With volunteers away on vacation during the summer months and the "snowbirds" heading south during the winter it is difficult, at times, to staff each shift. We appreciate those volunteers who work extra hours to fill these voids.

I have now completed my four years as a Director of Ambulatory Care. Being a member of the Auxiliary Board has been a learning experience for me and a privilege. I feel very fortunate to have been part of such a successful and productive organization, due in part to the strong leadership.

I want to express my appreciation to the coordinators in Cardiology, Chemotherapy, Day Surgery, Dialysis and ER during these past four years who have made my term as Director a very rewarding and enjoyable experience. Your dedication to your volunteers and support for me has been never ending. Thank you!

Marg Hilborn is the new Director of Ambulatory Care. Marg, a retired teacher, is involved in local theatre; she volunteers in Day Surgery and is co-coordinator of Student Volunteers. She will be a great addition to the Ambulatory Care team and is a leader who will provide much guidance and support. Best wishes Marg. Happy volunteering everyone!

## Day Surgery

### Pat Page Hoisak

Day Surgery is a very busy department and volunteers need to be in great physical condition. (We have clocked four miles on a three hour shift!) That being said, there has been a tremendous turnover in personnel this year. We have had upward of 30 volunteers over the year (including summer students) but are currently trying to make do with 15 people for 36 shifts. Clearly, thanks to the generosity of time from our volunteers, there are people doing more than two shifts per month, which is both a physical and a time commitment.

Our volunteers tend to be retirees and/or summer students. We lose our students to paid summer work and our retirees to illness in their families or themselves. A particular concern in the winter is that many of our volunteers are "snowbirds" and we are short staffed due to the siren call of the Sun.

This year, extra funding has been allocated and there are three more Eye Surgery Days scheduled in the month, above the normal one day per week. Eye days require three volunteers to be on duty and this puts us in the situation of trying to find three people to work on a day where one person had been sufficient.

## Emergency Department

### Shirley O'Neill

During the six years I was Coordinator of Volunteers in the Emergency Department, I witnessed many changes; the introduction of Fast Track to treat non-urgent patients; the amalgamation of the Admitting and Emergency Room volunteers; the creation of the Blue Zone to treat mid-level patients; and the soon-to-be closure of Fast Track, because usage has dropped significantly due to the influx of doctors into our area. All these changes have happened to improve the patient experience in the department and, generally, it has worked. Wait times have decreased by about 30 percent and patients are being processed faster.

I have enjoyed my time as Coordinator, working with this dedicated team, even though a few people desert us every winter to head south. Imagine – what nerve! And I want to thank everyone for making my job so easy. This past year we have attained about a 70% coverage rate for shifts, a difficult thing to do, considering that we need 63 hours covered every week.

I'll still be volunteering in the department, but our new Coordinator, Marilyn Chapin, will be telling me what to do. That will take some getting used to!

Thanks again, everyone - you were great!!

## Cardiology

### Yvonne Green

Our volunteers continue to work a variety of shifts on Monday and Tuesday. We work with Dr. Hughes, Dr. Reesor, the Holter Monitor technician and the Echo Lab technicians. We enjoy a very collegial relationship with all of the staff.

Patients for the two cardiologists register with the volunteer on duty. Their health cards are checked. We ensure that the examination room is always ready. We keep a wheelchair on standby.

Although there is no immediate hospital staff within our area, we have the security of the Cardiology staff working beside us to respond to any concerns.

The work provides an interesting insight into cardiac care, the technology involved and the associated language.

## Director, Volunteers

### Patricia Fenner (Acting)

The role of this Director is an important one and in being "acting" didn't make it much less busy. Our new process of intake and placement (Linda Smith), maintenance of volunteer records (Patti McGlone) and volunteer information manager (Brenda Worsnop) has been working smoothly and has had positive results.

We have processed and placed approximately 30 volunteers from April, 2009 to March 31, 2010. Many other applications have been received and dealt with but these potential volunteers – for one reason or another – have not completed the process.

As of March 31st our current volunteer count, arrived at after much checking and purging of records, is as follows:

#### Membership Report as at March 31, 2010:

Active	371
Associate	76
Leave of absence	2
Lifetime	21
<b>TOTAL</b>	<b>470</b>

The other part of this job is being liaison between the hospital and our Auxiliary. Dale and I were both very involved in dealing with matters of concern to our members and resolving them to the satisfaction of all.

## Student Volunteer Program

### Margaret Hilborn & Pat Page Hoisak

Our Student Volunteers come from local high schools in the Port Hope/Cobourg/Colborne area. Some work in Med/Surg or Complex Care /Rehab delivering water to patients for a couple of hours once a week after school. Others work in the Emergency Department or Petticoat Lane.

We had a slow start to the program this year as applications did not begin to arrive until October. This year, we did not receive enough applications to place students on every floor, every evening. The students were all working on getting their required 40 hours of volunteer work on record before graduation from High School.

Patients look forward to seeing the young people on the ward and they are a pleasant addition to ward life. Unfortunately, many students find it hard to fit volunteering into a busy life of sports, drama, school trips and keeping up with academics. As a result, we have frequent absenteeism and students who drop their commitment after a few short weeks. This has been a problem for us this year and we suggest that there be a reassessment of the Student Volunteer Program and our hospital's involvement in providing local high schools with a volunteering opportunity.

We are sad to report that the Dixie Mikel Award will not be offered this year as none of our students met the criteria.