

NEWS RELEASE/FOR IMMEDIATE RELEASE

**Do you know someone who wants to make a difference in hospital care?
Point them to our growing Patient and Family Advisory Council**

NORTHUMBERLAND COUNTY, Tuesday, April 8, 2025 –Have you or your loved ones received care from Northumberland Hills Hospital (NHH) in the past three years? Do you have an interest in bringing your lived experience of care to future hospital decision-making? If so, the Patient and Family Advisory Council (PFAC) has volunteer opportunities you may want to consider!

Established at NHH in 2016, this Council is now in its ninth year. Through PFAC, patient and caregiver partners are actively engaged in all core patient care areas of the hospital, working as partners with NHH staff, managers, physicians, midwives and community partners on a wide variety of local and regional hospital activities, special projects and program-focused quality and practice committees with one aim: to make the hospital experience as good as it can be.

“We have an extremely committed PFAC team here at NHH, and like the hospital itself—our PFAC is growing,” said Jennifer Gillard, Vice President, Patient Experience, Public Affairs and Strategic Partnerships. “A number of PFAC partners are active in three, four, even more working groups. With over 800 volunteer hours contributed by PFAC in 2024 alone, they would like to expand their capacity. At the same time, we’re also keen to continue increasing the diversity of voices bringing lived experience to our discussions and service planning.”

Interest in NHH’s PFAC is invited at any time, for any program area, though PFAC currently aims to increase representation in the following priority opportunities:

- Cancer and Supportive Care
- Surgical Services/Ambulatory Care
- Communication and Community Engagement

Time commitment

PFAC partners meet as a group for bi-monthly meetings, lasting two hours, six times per year. They also participate—based on their experience, interest, and schedules—on the specific committee and/or project to which they are assigned, requiring additional background reading and meetings ranging between 6-10 times a year. Meeting times vary according to area of service. Most are held in the daytime or early

evening and are currently occurring in a mix of in-person and virtual settings. In-person attendance is encouraged where possible.

How to express interest?

Residents of west Northumberland with an interest in volunteering on NHH's PFAC are invited to review the Terms of Reference and Role Description and complete the Expression of Interest Form. All documents will be found on the [Patient and Family Advisory Council page](#) under the Patients tab of the hospital website at nhh.ca. These documents are available in alternate formats on request. Successful candidates will be expected to complete the necessary confidentiality, vaccination, and police checks prior to commencing volunteer activities.

Questions? Contact Jennifer Gillard at jgillard@nhh.ca or 905-377-7757 or reach out to NHH's PFAC Chair, Bonnie McKee, at bkmckee@tds.net. Join us and share your voice!

Media contact: Amy Seymour, Communications Officer, Public Affairs, aseymour@nhh.ca or 905-372-6811 ext. 4009

About Northumberland Hills Hospital – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, cancer and supportive care, dialysis and 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 67,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 850 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit nhh.ca or follow us on Facebook [@northumberlandhillshosp](#), and LinkedIn [Northumberland Hills Hospital](#).

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