A Message from the Volunteer Association President

Happy New Year!

Now that the hustle and bustle of the holiday season is behind us, the early weeks of 2017 is a good time to reflect on our recent activities, to recharge, and renew our commitment to the work ahead.

Reflecting on the past few weeks, we are very pleased with the success of a new holiday activity. Staff and volunteers were challenged to show off their creative side by participating in a Gingerbread House decorating contest. For details, check out Gwen Johnstone’s article on page 8.

Heartfelt thanks goes out to everyone who supported our efforts to spread some holiday cheer and to raise funds towards our fetal monitors pledge. While the revenue was modest, the experience was priceless.

Heartfelt thanks goes out to all hospital staff and volunteers who formed teams, sold tickets, and supported our efforts to spread some holiday cheer and to raise funds towards our fetal monitors pledge. We are very grateful to Bulk Barn in Richmond Hill for helping to defray some of the cost of supplies.

As we move into February and “heart month”, we will, once again, be selling paper hearts in support of the Volunteer Association’s fundraising program. The hearts will be sold prior to Valentine’s Day, during designated days and times within the hospital and in the community. Stay tuned for more details. We can use your help to make this a success. Contact the Volunteer office if you are available.

Our signature event, the Annual Gala, takes place on Saturday, April 8. In the past, we have enjoyed the sights and sounds of Bollywood, Arabian Nights, and Disco Fever. This year, the theme is “Latin Night”. Invite your friends and families to form a table of ten. Enjoy good food, good company, and prepare to salsa the night away. The evening begins at 6:00 p.m. at Le Parc at 8432 Leslie St in Thornhill. We are always looking for sponsors to support our event. If you, or someone you know is interested in tickets or sponsorship information, contact Pedro at (416) 903-5760. Hurry, the tickets are going fast. Hope to see you there!

In the coming weeks and months, Mackenzie Richmond Hill Hospital will be even busier than usual. With continued growth and new developments, your patience and support will be critical. In addition to the usual demands on our health care providers resulting from flu season and increased numbers in the ED, Mackenzie Health staff will be engaged in a number of transformational initiatives, as well as preparing for Accreditation in February, and the on-going work related to the new Mackenzie Vaughan Hospital. The final countdown begins to the official launch of electronic medical record (EMR) which takes place in July. This initiative will transform the delivery of patient care, with benefits for patients, physicians, staff, and volunteers. As you can imagine, a great deal of training and preparation will take place during the next six months. As always, the contributions of our dedicated volunteers will be integral to its success. Thank you for all you do in support of Mackenzie Health and those patients and families whose lives you touch every day. All the best in 2017.

Zina Villamagna
President, Mackenzie Health Volunteer Association
Summer Student Volunteers

Current Volunteers
Summer is coming early this year (we promise!). In preparation for our transition to the our new Electronic Medical Record (EMR) on July 8, 2017, we are advancing our usual summer routine by a few weeks. Please ensure that you fill out your Summer Placement Form by April 1, 2017. Whether you are an adult, post secondary or secondary volunteer we need to know if you will be volunteering between May and September 2017. If you wish to try a new placement over the summer, you will need to ensure you get your form in to us on time.

Summer 2017 - Student Volunteer Application Process & Deadlines FOR NEW STUDENTS
Please read carefully as we have changed our process and deadlines from previous years.

Applications for both high school and post-secondary students will be accepted ONLY between March 1 and March 12, 2017. Applications received outside of this period will not be considered.

The selection process will take place between March 13 and March 31, 2017. Status emails will be sent out between April 1 and April 7, 2017 along with screening forms and access to online education courses.

Successful candidates MUST attend an orientation between April 13 and April 17, 2017. Successful candidates will have until May 1, 2017 to submit all the appropriate screening forms in order to be guaranteed a summer placement. If screenings are received after May 1, 2017, we cannot guarantee that you will receive a placement.
Volunteer Accreditation Checklist

What do you need to know?
What to do if there was a fire or another emergency like a violent patient or a patient/visitor falls.
What to do if you become aware of a patient safety issue.

Hand Hygiene – when and how you should wash your hands.
Clean hands, whether using soap and water or hand sanitizer for 15 seconds at a time, every time, including back of hands, between the fingers and fingertips.

Clean your hands:
• Before touching a patient or any object or furniture in the patient’s environment
• Before any aseptic procedure
• After an exposure risk to body fluids
• After touching a patient or any object of furniture in the patient’s environment

What you need to do
Always wear your ID badge.
Clean your hands! It’s the responsibility of all staff, service providers and volunteers to engage in hand hygiene.

Be positive and speak with pride about the work you do!
Accreditation is a celebration of our daily work in providing quality and safe care to patients.

Questions you may be asked
• How long have you been a volunteer at Mackenzie Health?
• What do you do as a volunteer at Mackenzie Health?
• What are you proud of that you have done in the past year in your volunteer role?
• What type of orientation and training did you receive to be a volunteer at Mackenzie Health?
• What do you do to help keep patients safe?
• Who would you report a patient safety issue to?
• What is your role in the event of a fire?

If you have concerns about any of these questions, just give us a call at 905-883-2057 and we will be happy to discuss them with you.
From the Desk of Altaf Stationwala

2017 Will Be a Very Exciting Year for Mackenzie Health and Our Community

Emergency Department Overcapacity
Mackenzie Richmond Hill Hospital continues to experience extremely high volumes of visits in the Emergency Department (ED). Every day we see approximately 280 patients in the ED – and more than 300 on a really busy day. As volunteers, you know how challenging the overcapacity in the ED and our patient floors is and we thank you for helping patients and families navigate these challenges every day. While we will have the benefit of more beds and expanded programs and services when the new Mackenzie Vaughan Hospital opens in 2020, we are doing all we can to address the wide-spread surge felt across the hospital and in our surrounding communities.

Very Active Flu Season
The flu has further challenged our team this year and has put a significant added burden on our already very busy ED. We encourage patients who have or suspect to have the flu and do not have life-threatening symptoms, to visit their family physician or our Urgent Care Centre, instead of the ED. We also continue to encourage our staff, physicians, volunteers, patients and their visitors to get the flu shot, to not come to work or visit the hospital if sick, as well as to remember to wash their hands, cover their mouths when coughing to prevent the spread of infection, keep surfaces clean and avoid sharing towels, glasses and plates.

Accreditation - February 6-9
Our on-site survey is quickly approaching and we look forward to your participation. Accreditation is our opportunity to share Mackenzie Health’s commitment to safe, quality care and highlight the great things we do to deliver excellent quality care – for every patient, every time. During their visit February 6-9, the surveyors could speak to anyone in the organization, including volunteers, about their role. If you are approached speak confidently and be prepared to share what you are excited about as a volunteer at Mackenzie Health. You may be asked things like:

- How long have you been a volunteer and what do you do at Mackenzie Health?
- What are you proud of in that role?
- What type of orientation and training did you receive to be a volunteer at Mackenzie Health?
- What do you do to help keep patients safe?
- Who would you report a patient safety issue to?
- What is your role in the event of a fire?

Please join us for the Debrief and Celebration in the Berwick Family Auditorium on Thursday, February 9. The event will include a follow-up opportunity for surveyors to share our results from 11:00 a.m. to noon, followed by a Celebration from noon to 1:00 p.m.

continued on page 5
On July 8, we will launch our new EMR which will dramatically improve the way we record, report and access clinical information and sets the stage for the new patient care delivery model in the hospital. We are excited about the opportunities this new system will provide for patients and our team and recognize there will be some impact on volunteers. We look forward to making the transition as smooth as possible for all.

For those volunteers who require training due to their role, more information will be shared in the near future. Registration for training for those who require it must be completed by April 13. Training will begin with a cascaded approach leading up to implementation.

Parking
As you know, we are working to expand our parking facilities to better accommodate our growing health care team and ensure we have parking spots readily available for patients and visitors. We know parking has been an ongoing challenge as we continue to grow our programs and services.

We appreciate your patience and understanding while we make the necessary changes to better support those who come to us for care, as well as everyone who works or volunteers at Mackenzie Health. Your support in reassuring patients and visitors that we are growing to better meet the care needs of our community, that our teams understand that some people may be delayed due to parking challenges and apologize for the inconvenience is much appreciated.

Thank You!
We appreciate your continued commitment to helping us improve care for patients, families and our community and look forward to many exciting opportunities to continually improve care for patients and families this year. We are pleased to have you as part of our team.

Sincerely,
Altaf Stationwala
President and CEO, Mackenzie Health

iLearn Update
How many iLearn modules have you completed? Click here to sign on to iLearn
https://ilearn.mackenziehealth.ca/elearning/bins/index.asp

Mandatory Volunteer Modules for current volunteers are due by March 31, 2017.
  Mandatory Privacy Basics
  Mandatory Accessibility
  Mandatory Volunteer Resources Safety Module

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<td>Accessibility</td>
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<td>Influenza</td>
<td>23.03</td>
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<tr>
<td>Safety</td>
<td>18.26</td>
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</tbody>
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If you are having any difficulties accessing your iLearn from home, please make an appointment by emailing stephanie.sehinson@mackenziehealth.ca.
Volunteer Parking Incentives

While the hospital continues to work with its community partners to find additional parking solutions, we know that there are several opportunities for volunteers to help alleviate the stress experienced by patients as well as for us to alleviate the stress experienced by volunteers.

Helping Patients and Visitors
Remembering the principles of AIDET, let's help reduce patients' anxieties with respect to parking
- Acknowledge and empathize AND ensure them that the hospital is working with the community to find more solutions.
- Let them know that the staff are aware of our parking challenges and understand if the patient is late for their appointment.
- Escort the patient to their appointment and support the patient while they register.
- Thank them for their patience.

Helping Volunteers with Parking
- We will be happy to work with you to adjust your schedule, when possible, to a time outside the peak parking times (weekdays 10am - 3pm).
- Please do not come before 10am for an afternoon shift. You are using a parking spot that may be used by a visitor for those 2 hours.
- We can work with family members who both volunteer to find you shifts at the same time, eliminating the need to bring 2 cars.
- We can work with friends and neighbours who would like to carpool to find matching shifts, thereby eliminating at least one car.

Join our Fitness Challenge
The staff in Volunteer Services all have fitbits and are excited to encourage you to join us on our quest for better fitness. If you are within walking distance of the hospital (whatever that may be for your ability) we encourage you to walk, run, cycle, snowshoe, cross country ski, whatever works, rather than driving and parking. Every time you leave the car at home and find another way to the hospital, we will enter you in a monthly draw for health and fitness related prizes.*

Richmond Hill Community Bus (see page 7 for map and schedule)
The community bus is a great alternative to driving, particularly on inclement weather days. It runs between 9am and 4:40pm and has multiple pick up locations at high volume community locations and drops you off at the front door of C-Wing (eliminating cleaning the car and walking through snow and rain). For those that choose to use the community bus, we will enter your name in a separate monthly draw. *

Frequently used community bus stops include:
- Hillcrest Mall
- Weldrick, Baif and Observatory Land Apartments
- Harding Blvd Apartments
- Rosetown Apartments
- Dunlop Residences

The cost for a senior 65+ is $22 for 10 rides
under 65 is $35 for 10 rides.

* These offers are limited to volunteers with weekday shifts between 9am and 4pm and will run February 1, 2017 through April 30, 2017.
On Monday, December 12, 2016, the A-Wing Atrium was abuzz with the sounds of laughter and holiday music, while 60 participants assembled to drink delicious hot chocolate and build gingerbread houses, while the beautiful fireplace was ablaze. With the helpful support from Santa, nineteen teams collaborated using all their creative talents to design and construct very beautiful and interesting gingerbread houses. After hours of collaboration in construction mode, the completed gingerbread houses were transported to Room 2938, to be displayed for the raffle, for the rest of the week. Raffle tickets were made available so everyone had an opportunity to purchase a ticket and hopefully win one of the spectacular gingerbread houses. By the way, the gingerbread house that sold the most tickets was the team from Surgery. Way to go team! The draw for the lucky winners of the different gingerbread creations took place back in the A-Wing Atrium on Friday, December 16. With the help of Santa and the kind support of Mackenzie Health's Chief Human Resources Officer, Stav D'Andrea, a wonderful reception was held with delicious treats for attendants to enjoy. The following winners took home a beautifully decorated gingerbread house:

<table>
<thead>
<tr>
<th>Department</th>
<th>House Name</th>
<th>Winner</th>
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<tbody>
<tr>
<td>Procurement</td>
<td>Off Season</td>
<td>Amy Proulx</td>
</tr>
<tr>
<td>HR/OD</td>
<td>Less is More</td>
<td>Marissa Salmon</td>
</tr>
<tr>
<td>Volunteer Services</td>
<td>Always in the Doghouse</td>
<td>Aileen Shaw</td>
</tr>
<tr>
<td>Volunteer Escorts</td>
<td>Santa visits Mackenzie Health</td>
<td>Joan Smith</td>
</tr>
<tr>
<td>Strategy and Transformation</td>
<td>#noblueprints</td>
<td>Rahim Khalifa</td>
</tr>
<tr>
<td>CSSO</td>
<td>Sweet Vacancies</td>
<td>Michelle</td>
</tr>
<tr>
<td>Occupational Health</td>
<td>Sweet Ski Chalet</td>
<td>Frank Cantafio</td>
</tr>
<tr>
<td>Health Information Services</td>
<td>'Twas the Christmas before Epic</td>
<td>Merle</td>
</tr>
<tr>
<td>Food Services</td>
<td>Foody Goody House</td>
<td>Susy</td>
</tr>
<tr>
<td>Cardiac Rehab</td>
<td>Gingerbread Gym</td>
<td>Anna Caporiccio</td>
</tr>
<tr>
<td>Volunteer Board</td>
<td>Ski Chalet</td>
<td>Shaferoon Dipchan</td>
</tr>
<tr>
<td>Foundation</td>
<td>The Giving House</td>
<td>Rita</td>
</tr>
<tr>
<td>Executive Assistants</td>
<td>Home for the Holidays</td>
<td>Frank Cantafio</td>
</tr>
<tr>
<td>Lab</td>
<td>The Sweetest Results</td>
<td>Ed Draycott</td>
</tr>
<tr>
<td>St. Elizabeth</td>
<td>Gym Class Heroes</td>
<td>Amy Proulx</td>
</tr>
<tr>
<td>HELP</td>
<td>Stuck in the Chimney</td>
<td>Amy Diamontouros</td>
</tr>
<tr>
<td>Surgery</td>
<td>3 Little Bears</td>
<td>Anneli Leivo</td>
</tr>
<tr>
<td>Medical Affairs</td>
<td>Winter Candy Land</td>
<td>Joan Kinnunen</td>
</tr>
<tr>
<td>Hands up for Health</td>
<td>North Pole Academy</td>
<td>Michelle Baratto</td>
</tr>
</tbody>
</table>

Overall, this was a very well-received and festive event, enjoyed by all in the Mackenzie Health community. In the spirit of the holiday season, there was a lot of fun, laughter, collaboration, and good food shared with this gingerbread house building event.

On a final note, there was a passionate team from the Mackenzie Health Volunteer Services office and members of Mackenzie Health’s Volunteer Association, who collaborated to organize this event. We are grateful to the Bulk Barn
store in the North Elgin Centre, 11005 Yonge Street, Richmond Hill, who generously supported this event by offering a large discount on the supplies purchased. Thank you very much for your generosity.

This engaging and fun holiday event brought together volunteers and staff from throughout the organization and the Mackenzie Health Volunteer Association is already working on planning for next year’s event! So, get ready for the second annual gingerbread extravaganza and Santa, please save the date!

*by Gwen Johnstone*

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The Gingerbread Decorating Contest Display (top)
Group #15 St. Elizabeth’s Rehab - Gym Class Heroes (right)

Group #17 Surgery Program - Three Little Bears (top)
Group #19 Hands up for Health - North Pole Academy (left)

Group #3 Volunteer Services - Always in the Dog House (left)
Group #9 Food Service - Foody Goody House (middle)

Group #1 Procurement - Santa’s Vacation (right)
New Wellness Initiatives open to all volunteers

At Mackenzie Health, we recognize and believe that a happy and healthy team is a valuable asset and a critical resource to our organizational success. Happier and healthier staff members translate into better patient care at the hospital, benefitting the community at large. Please take a moment to visit our new wellness website, part of our Learning and Wellness Academy program. (http://mackenziehealth.ca/learning_wellness_academy_program.php?id=676)

Mindfulness Workshop
This workshop is designed to help you see things clearly and live moment to moment. Being able to focus on the present allows you to respond considerately to problems, handle stressful situations more effectively and improve your overall physical, emotional and social health.

Schedule: For dates, locations and information about upcoming workshops, visit the Learning & Wellness Academy.

Meditation Workshop
If you are looking for a way to become a healthier and happier you, give meditation a try. It can help you decrease stress, lower blood pressure, and positively impact your sleep, chronic pain and tension headaches. Schedule: For dates, locations and information about upcoming workshops, visit the Learning & Wellness Academy.

Yoga Classes
With classes that are suitable for all levels - ranging from beginners to intermediate, yoga is a great way to get with fitness and flexibility, but it’s also allows you to de-stress and focus on yourself.
Location: Atrium, A-Wing
Schedule: For dates, locations and information about upcoming workshops, visit the Learning & Wellness Academy.

Pilates Classes
Pilates focuses on relaxing tense muscles and on strengthening muscles in your body, especially your core. If you are looking for a great workout without added stress on your joints, Pilates may be the right class for you. All levels of experience are welcome to join.
Location: Atrium, A-Wing
Schedule: For more details on class times and schedule, please visit Learning & Wellness Academy.

Weight Watchers
Interested in losing weight? Weight Watchers meetings will be held weekly to help you on your journey of learning about nutrition, weight loss and making healthier choices. In our group setting, you will find the support and encouragement to reach your goals. Weight Watchers started January 2017.
Length: 1 hour (12:30 p.m. – 1:30 p.m.)
Schedule: Meetings Wednesdays; for dates and information about upcoming workshops, visit the Learning & Wellness Academy.

Orangetheory Fitness
Did you know that we have an Orangetheory Fitness Corporate Membership? It's a gym that offers workout sessions that are split into intervals, focusing on cardio and strength training. It's a great way to increase your energy levels, reach your fitness goals and become active.
For corporate membership details contact Orangetheory Fitness, Elgin Mills location: 10775 Leslie St., #405 Richmond Hill, ON, L4S OB2

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GoodLife Fitness
Getting fit just got easier. GoodLife Fitness Corporate memberships are available to all Mackenzie Health staff, physicians and volunteers. You can become a new member or transfer your membership over to our corporate rate. Signups or membership transfers occur four times during the year: January 1st, April 1st, July 1st and October 1st. Emails will be sent by the Human Resources Department approximately one month in advance of each enrolment period to provide further information.

Massage Therapy
Massages help release muscle tension and stress. Whether you are struggling with an injury or just looking for a way to relax, take a break with head, neck and hand massages. Weekly massages will be available starting January 2017, so check the Learning & Wellness Academy for scheduling details.

Wellness Workshops
To help you keep learning in your Pursuit of Wellness, we will bring in internal and external vendors that focus on improving health through fitness, nutrition, disease prevention and de-stressing. Learn tips from various experts in the field to help you move forward on your wellness journey.
Schedule: For dates, locations and information about upcoming workshops, visit the Learning & Wellness Academy.

Stretch Break Program
Looking for a way to increase energy, prevent injuries, decrease muscle tension and boost your mood? Drop by for a quick stretch break to feel energized! For details on where the drop-in sessions will be held, please visit the Learning & Wellness Academy.

Perkopolis - Perkopolis.com
Mackenzie Health is pleased to offer exclusive access to various discounted products and services to all employees, physicians and volunteers through our newest discount partner, Perkopolis! Perkopolis is a free, easy-to-use, and exclusive benefit program that provides you with access to discounts to over 1,000 products and services such as:

- Theatre Tickets
- Hotels
- Attractions
- Movies
- Health & Wellness
- Sporting Events
- Automotive & More…
DINNER, DANCING, LIVE ENTERTAINMENT, SILENT AUCTION, & AN ALL-INCLUSIVE BAR

Grant our wish of raising funds for the fetal monitors so we can make more families’ wishes come true!

MACKENZIE HEALTH VOLUNTEER ASSOCIATION

Latin Night GALA

SATURDAY
APRIL 8, 2017
@ 6:00PM

LE PARC
8432 LESLIE ST.
THORNHILL
ONTARIO

INDIVIDUAL TICKETS: $130
TABLE OF TEN: $1200

FOR INFO CONTACT:
PEDRO (416) 903-5760
ADRIANA (416) 418-2640

EMAIL: latinnightgala2017@gmail.com

CHARITABLE NUMBER:
1193 06207 RR0001

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PIXEL THOUGHT MEDIA INC.

Mackenzie Health Volunteer Association