



A Message From The Volunteer Association President

Here's wishing you all a very Happy New Year, one filled with contentment, opportunities, and each new day a golden milestone to mark the start of a new chapter in 2018. As many of us start the New Year with brand new resolutions, not all of us keep to them. Good intentions are difficult to fulfill.

First of all, I would like to acknowledge and thank each and every one of you for volunteering your time, commitment and dedication for the hospital, and also in supporting our new pledge of \$500,000 towards Mental Health at Mackenzie Health.



It has been busy these last few months for the Volunteer Association. It was especially pleasing to note that we raised \$5,822 at our International Food Festival, held on November 17, 2017. Our gratitude goes out to the Special Projects team for a very successful and profitable event, as well as all the volunteers who helped to deliver the certificates and plaques.

December saw the end of our Giving Leaves campaign, bringing in a total of \$6,070. A great initiative spearheaded by Gwen Johnstone. Thanks to our branches who always work tirelessly in fundraising; Richmond Heights for their contribution of \$2,000 from their fashion show and to Roses of York for \$1,200 from their Garage Sale and Afternoon Tea.

An invitation was extended to all staff, physicians and volunteers to Mackenzie Health's Annual Holiday Dinner Dance, a "Great Gatsby" themed event. This was a great opportunity to meet, greet and mingle and enjoy the festive season with Mackenzie Health staff. The food and entertainment was excellent and everyone had a fun filled evening.

On December 11, the Volunteer Association, Volunteer Resources and Spiritual Care Teams enjoyed a scrumptious Holiday Cheer breakfast in the Spirit of the Season. Thank you to our hosts Altaf Stationwala and Stav D'Andrea. To our surprise, George Sytnyk, Mackenzie Health Chaplain was honoured with a Kudos Award.. Our thanks go to you George, for your exceptional qualities that you clearly demonstrate at Mackenzie Health. Congratulations! A very deserving award. See more on page 9.

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The Promenade Mall Gift Wrap event, December 8-23, was an overall success bringing together people from all walks of life. No better way to spend time together for a common cause, especially during the Holiday Season. Gifts for wrapping came in all shapes and sizes; quite challenging at times. But all the volunteers managed to keep cheerful and pleasant throughout every shift. The event raised \$4,887. Our appreciation goes to Elaine Cheung, Ray Ang and everyone for their help and support, in making this a successful event. We acknowledge The Promenade Mall for making this possible.

Our appreciation for the Menorah Lighting ceremony on December 18 in the Atrium, presented by Jewish Family and Child, followed by the Christmas concert presented by Mackenzie Health Spiritual Care volunteers on December 21. They were instrumental in sharing warm fuzzy feelings on cold blistering days.

The White Rose Gift Shop operated by the Mackenzie Health Volunteer Association geared up for the Holiday Season introducing “The 25 days to Christmas” specials and Boxing Week sale. Dedicated volunteers, under the direction of the manager Ana Paula Cantafio, run the White Rose Gift Shop and lottery. Our appreciation goes out to you Ana Paula and your team for all your hard work and contributions throughout the year, which help to make our goal of \$500,000 towards Mental Health at Mackenzie Health, more achievable.

We will be looking for volunteers to sell hearts once again on February 10-11, at the No Frills, at 9325 Yonge St, Richmond Hill, opposite Hillcrest Mall. You can sign up for a shift using the volunteer system at Hearts Fundraiser. We most definitely need all the help we can get. Please see page 7 for details on how to sign up.

Last, but not least, our very special thanks go to Karen Andersen, Anna Daigle, Stephanie Sehinson and all the staff in Volunteer & Community Resources for all their help and support throughout 2017, as well as to Stav D’Andrea and her team and the Mackenzie Health Foundation.

Thank you to everyone for all you do at Mackenzie Health.

I wish you all a Happy and Prosperous New Year.

Sincerely,

Sally David

President, Mackenzie Health Volunteer Association

In Picture: (l to r) Sally David, President Mackenzie Health Volunteer Association and Stav D’Andrea, Chief Human Resources Officer



Promenade Mall Holiday Gift Wrap Event in December 2017

Mackenzie Health Volunteer Association, in partnership with Promenade Mall set up a gift wrap station for the mall's patrons and raised \$4,4887! A sincere Thank You to all the amazing volunteers, including members of Mackenzie Health Volunteer Association, Mackenzie Health staff, students from local high schools, and community members who signed up and helped support our efforts. Thank you so much!



In picture: (l to r) Elaine Cheung, Co-Chair Special Projects Committee with co-workers from Coca Cola Refreshments Canada

Donations

Coins for Health

After handing over to Fred Visco \$120 in December we now have a total of \$21,621. Many thanks to the R.H. Legion Branch 375 for their great donation and to Mary H. who handed me a huge bag of silver a few Sundays ago in church and it amounted to over \$60. Coins didn't come into the bottle in the Gift Shop this season quite like they have in other years, but keep up the great work because every little coin adds to the total. Thanks Folks.

Pop Tabs for Wheel Chairs

Well these little gems keep coming in like crazy and I am loving it. Many thanks to the R.H. Legion Branch 375, Colleen T., Marilyn K. and her swim team, Sheila M. and friends, Jackie J., Betty R., Eva and her friends, to Hazel K. and yes I remember you. Peter picked up another 150 lbs. last week and we are now at a total of 2524 wheel chairs purchased since the Elora Legion began this in 1989. Thanks Folks you are doing a great service to those in need.

Virginia Wainman

From the Desk of Altaf Stationwala

2018 will be a busy and exciting time for Mackenzie Health and our Community

Welcome to another busy and exciting year at Mackenzie Health. We are honoured that you choose to dedicate your time to assisting us in ensuring patients and families have the best possible care experience. Thank you for your commitment.

Very Active Flu Season and Urgent Care Centre Reminder

This year, has again developed into a very busy flu season which continues to challenge our entire care team as well as care providers across the country. If you haven't already received your flu shot, consider getting one. It's not too late to protect yourself, patients and your our community.

For those who need medical attention, with non-life-threatening symptoms, the Urgent Care Centre, located at 9401 Jane St., is open 365 days a year. Hours are 4:00 p.m. to 10:00 p.m. weekdays and 10:00 a.m. to 4:00 p.m. on holidays and weekends.

High Patient Volumes in the Emergency Department

The flu and our quickly growing community are resulting in extremely high patient volumes in the Emergency Department (ED). Every day in our ED, we see upwards of 300 patients, which is close to the projected number of patients we expect at both our EDs once Mackenzie Vaughan Hospital opens in 2020. As you know, the increased burden in the ED is also creating demand for additional services across the organization.

To help relieve some of the immediate strain, we recently opened a number of temporary inpatient beds in various locations across the hospital. These temporary beds will help us move patients from the ED to a bed, faster, but are only a small percentage of the medicine beds we urgently need.

The Reactivation Care Centre - An Update:

To help us create space for more medicine beds at Mackenzie Richmond Hill Hospital, we will soon move 90 complex continuing care patients to the Reactivation Care Centre (RCC), located at Humber River Hospital's former Finch site. These moves follow the successful transition of 30 alternate level of care (ALC) patients in December 2017. In this environment, patients receive specialized, activation therapies, in a setting designed to focus on their specific needs and better support their transition back home or to a retirement home.

Mackenzie Vaughan Hospital Update

Excellent progress continues on the construction site for the new hospital. To see current construction photos on the live cam, visit www.mackenziehealth.ca/mvh.

Parking

As you know, parking at Mackenzie Richmond Hill Hospital has been an ongoing challenge. We have explored many options to create more parking for patients, families, volunteers and staff at the hospital. Recently, we relocated a number of internal departments offsite which we believe will help reduce some of our immediate parking pressures.



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Thank You

We appreciate your patience and understanding while we make necessary changes to better support those who come to us for care, as well as everyone who works or volunteers at Mackenzie Health. With your help, we are creating a world-class health experience, together.

Sincerely,
Altaf Stationwala
President and CEO, Mackenzie Health

Coin Box Fundraiser

Coming Soon – The Expanded Coins for Health Campaign.

The MHVA Special Projects Committee is ready to expand its Coins for Health Project from our one and only container, started and managed by Virginia Wainman, to multiple containers throughout the community. We will be seeking the help of all volunteers to have our coin boxes placed throughout the community.

The theme of this campaign is “Support Mental Health Services in Our Community” and all monies raised will go towards our \$500,000 pledge in support of Mental Health Services at Mackenzie Health.

Volunteers will be asked to speak to owners/managers of local businesses they frequent to request placement of a coin box at the check-out counter. To guard against multiple approaches to the same retailer, prior notice to the committee will be required. Participation details will be released shortly.

Elaine Cheung
Co Chair Special Projects



Proud to support
Mental Health Services
at Mackenzie Health



EXCEPTIONAL CARE BELONGS HERE

The Campaign for Mackenzie Health

*All proceeds go to Mackenzie Health Volunteer Association

Annual Hearts Campaign

Mackenzie Health Volunteer Association is holding its Annual Hearts Campaign.

Volunteers are needed to help collect donations at

Enzo's No Frills
9325 Yonge St.
Richmond Hill, ON
L4C1V4
February 10 and 11, 2018.

Volunteer Hours will be granted for this fundraising activity.

Please sign up to help using this link <http://bit.do/MHVAhearts>



*All proceeds go to Mackenzie Health Volunteer Association

VSys Portal

Still haven't tried your VSys Live Portal? Here's what you're missing!

- Ability to update your own information – address, email, education etc.
- Ability to print a report of how many hours you have completed.
- See your own personal calendar with hospital events included.
- Drop and pick up shifts.
- Find helpful documents, archived newsletters.
- Sign up for special projects (coming very soon)

If you haven't logged onto your portal, give us a call at 905-883-2057 and we will get you started.

Contact Us or Follow Us

 Mackenzie Health <https://mackenziehealth.ca>
Volunteer Office phone: (905) 883 2057

email: volunteers@mackenziehealth.ca
VSys Portal: <https://mackenzie.vsyslive.com/>

 www.facebook.com/MackenzieHealth

 <https://plus.google.com/+mackenziehealth/>

 Pinterest (photos) <http://www.pinterest.com/mackenziehealth/>

 <https://twitter.com/MackenzieHealth>

 YouTube (videos) <https://www.youtube.com/user/MackenzieHealthVideo>

From Volunteer and Community Resources

National Volunteer Week 2018



Hold the Week
April 18-24, 2018



Mark your calendar!

Sunday April 22, 2018

NEW VENUE

Maple Downs Golf and
Country Club

11101 Dufferin St.
Maple, ON L6A 1S2

Reservations will be taken starting
April 1, 2018

From Volunteer and Community Resources

Recognizing our Volunteers and Community Members



In picture: (l to r) June Graham, Altaf Stationwala and May Loo



In picture: Bassouma Kassouf (Mackenzie Health Volunteer) with the team of H&A Lazer Clinic



In picture: Bassouma Kassouf (Mackenzie Health Volunteer) with the team of Sahara Travel



In picture: Bassouma Kassouf (l) with Staff from Sir Wilfred Laurier SS and Sally David (r)

From Volunteer and Community Resources

Member of Volunteer & Community Resources recognized with a Kudos

George Sytnyk, Chaplain at the Hospital was nominated by his co-worker Anne Li, Social Worker for Emergency Medicine.

George works closely to support patients and their families who are critically ill, or coping with the death of a loved one. He demonstrates his knowledge and respect to the diverse community by helping them practice their faith.

His show of empathy, compassion and warmth brings comfort to the patients and family who compliment him on his attributes.

He is always at hand when needed to comfort distraught families, working closely with the health care teams. He always thinks of others in need by providing them with clothes, blankets and gift cards. George is well known throughout the hospital.

Whether it is physicians, clinical practitioners, management, staff, volunteers or visitors, he always finds time to converse with everyone.



In picture: Altaf Stationwala (l) and George Sytnyk (r)

Congratulations George

Karen Andersen

Director, Volunteer & Community Resources



A Special Session for Mackenzie Health Volunteers

Friday, February 23, 2018

9:30a.m. - 10:30a.m.

D1 Room 1301

Presented by **Rahim Khalifa**
Innovation Project Consultant
Mackenzie Health Volunteer

Light Refreshments will be served. Please RSVP volunteers@mackenziehealth.ca

Upcoming Events

"High Tea"

Sunday, April 15, 2018 3:00p.m.

Service and Refreshments

The Summit Golf & Country Club,
11901 Yonge Street, Richmond Hill.



Special Guest-Emilio Zarris, Tenor- from the Original Cast of Miss Saigon,
Toronto Performance.

Tickets, \$40.00*

For tickets call Anna Caporiccio, 416-873-1608. Limited seating.

*All proceeds go to Mackenzie Health Volunteer Association

Remembering Our Volunteers

Fern Russell

It is with sadness we announce that Fern Russell, Charter Member of the Mackenzie Health Volunteer Association, passed away on Sunday, January 21, 2018.

For most of her years, Fern volunteered in the Gift Shop. She received an Outstanding Volunteer Award in 1992 and the Ontario Volunteer Award in 2002. Fern was a very warm and kind volunteer who will be missed by many of her longtime friends here at Mackenzie Health.



Update from Our Gift Shop

Meet our latest co-op students.



Hello my name is Eva Yang. I am the co-op student for the White Rose Gift Shop. I have been here for the past four months and have taken great pleasure in working with all the volunteers. Through this experience, I was able to further develop my interpersonal skills and build up my confidence. Working at the White Rose Gift Shop has given me the chance to gain valuable experiences which will help me build my path for my future. I am grateful for all the volunteers who have supported me along the way.

Hello, my name is Jonathan Mossiagin. My co-op experience at the White Rose Gift Shop was a spectacular learning opportunity. Throughout my placement time, I learned a variety of important information that will help me for the rest of my life. While working at the gift shop, I learned how to effectively meet customer's needs and how to communicate with customers in a diplomatic fashion. This is a skill that is necessary for my future career, since strong communication and problem solving skills are necessary to perform almost every job successfully. I appreciated the learning opportunity that I was given, and I tremendously enjoyed working with the wonderful gift shop volunteers.



We are pleased to contribute to a sense of community in our hospital with Staff, Volunteers and patients by offering “Be My Valentine” promotion again this year.

Pick from 3 choices of gifts
Put your name on the tag or sign “Your Secret Admirer”

All orders must be placed by Tuesday, February 13, 2018 and paid in full to be delivered on Valentine's Day, Wednesday, February, 14, 2018.

Ana Paula Cantafio
Manager, White Rose Gift Shop

Assorted Pralines
\$3.99 ea

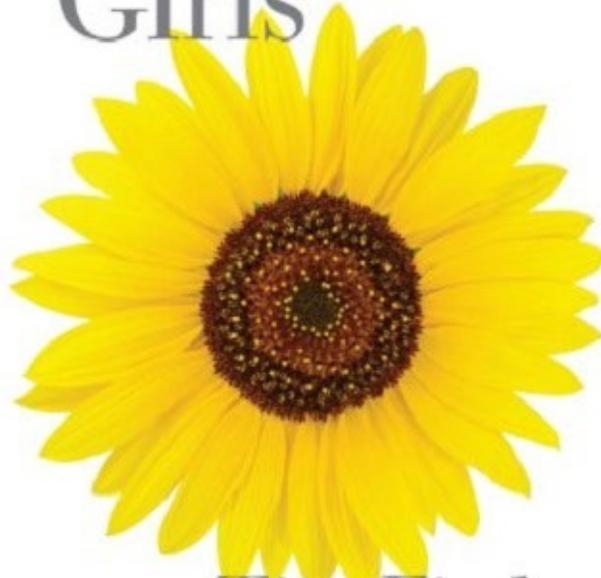
Heart Plush
\$ 5.99 ea



Solid Peanut Free Milk
Chocolate \$1.99 ea

Thornhill Branch Charity Theatre Performance

Calendar Girls



Tim Firth

Tuesday, May 22, 2018

8p.m.

(doors open 7:15p.m.)



Tickets \$25* (No reserved seats)

For information and tickets please call 905-881-4946

The Curtain Club
400 Newkirk Road
Richmond Hill

“This captivating comedy is a celebration of life, friendship and love. Based on a true story, Calendar Girls takes us on a journey with a group of Women’s Institute members who set out to raise money to buy a memorial settee for the local hospital and end up posing nude for a fund-raising calendar.”