



Board and Committee Members Wanted!

Mackenzie Health Volunteer Association's Board of Directors is looking for people to complement our current membership. If you enjoy working as part of a team and have skills which can help us better support Mackenzie Health, we would love to hear from you.

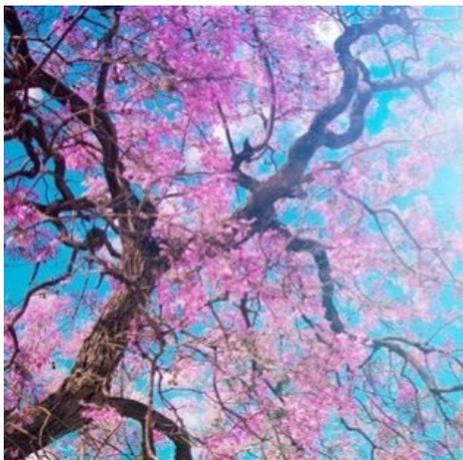
We would especially like to hear from people who could contribute:

- Fundraising Leadership
- Management/Leadership Experience
- Marketing/Sales Expertise
- Retail Leadership

How to apply

We welcome individuals who represent the diversity of cultures, ethnicity, and walks of life at Mackenzie Health. We look forward to hearing from you with information about your background, expertise, and areas of interest. Send your resume or requests for information to volunteers@mackenziehealth.ca

All applications will be acknowledged and reviewed in confidence by the Board's Nominating Committee. Please submit by April 15, 2016.



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A Message from the Volunteer Association President

As I write this on, what I hope is, the last “storm watch” day of this winter, I am reminded of the incredible dedication of our volunteers. Gusty winds, rain, and snow do not dampen your commitment to supporting patients and families of Mackenzie Health.

This kind of commitment inspired the Fazel family to recognize the importance of the role of volunteers, through their generous donation. On February 26th, we formally celebrated the installation of the new Reception Desk in C-Wing lobby. In a video tribute, volunteers Myrna Titleman, Virginia Wainman, and John Lunny eloquently expressed appreciation to the Fazels, on our behalf. Kudos to Virginia, Myrna, John, and all the movie stars—the video shoot may have been a little nerve-wracking, but you handled it like pros! Thanks to the Foundation and Hospital staff for making this tribute possible, and to the volunteers who attended.



Many of you continue to contribute additional time to our Association’s fundraising efforts--cheerfully selling hearts at Hillcrest Mall, Vaughan Mills, and in the hospital throughout February. Thanks to you and to the leadership of Board members, Nancy Cutler and Duayne Siewah, the Hearts campaign has added nearly \$2000 towards our \$250,000 pledge to purchase fetal monitors.

If fundraising is an area of special interest for you or someone you know, we would love to hear from you. The Volunteer Association is actively recruiting members for our Fundraising committee. For more information on this committee, and other Board opportunities, check out the ad on the front cover.

March is a busy time as we plan for the many spring events coming up in April and May. The Volunteer and Community Resources staff are preparing for a fun filled week of volunteer activities, including the Volunteer Appreciation Luncheon (April 10th) and “Coffee with the CEO” (April 12th). Don’t forget the Volunteer Association’s Annual Dinner Dance (Disco Fever) on April 16. No tickets yet? No problem. Email discofever2016@gmail.com.

On May 11, enjoy a card party and luncheon hosted by the Pleasantville Branch. Burn those extra calories on May 7th by joining our team—“Mackenzie Health Volunteers” in the 5K Strides for Stroke Run/Walk. Join online (<http://yofly.in/strides>) or contact the Volunteer office for more information. It’s a great way to spend the morning—walk, jog, or run in support of this worthy cause!

All the best! Let’s enjoy Spring.

Zina Villamagna

President, Mackenzie Health Volunteer Association

Contact Us or Follow Us

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

email: volunteers@mackenziehealth.ca

 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>

National Volunteer Week



A Celebration of our Stars

April 10 – 16, 2016

Date	Time	Event	Location
Sunday 10 th	1PM – 3PM	Annual Awards Luncheon (see page 9 for details)	Thornhill Golf and Country Club
Monday 11 th	all day	Star Treatment	Room 5930 B-Wing
Tuesday 12 th	11AM-1PM	Volunteer Retirement Tea (RSVP: 905-883-2057)	Room 5930 B-Wing
Wednesday 13 th	9AM-11AM	Coffee with CEO (see page 5 for details)	Berwick Family Auditorium
Thursday 14 th	11AM-1PM	Pop in for some Popcorn	Room 5930 B-Wing
Friday 15 th	11AM-2PM	Star Treatment Strawberries & Champagne(like)	Room 5930 B-Wing
Saturday 16 th	6PM-1AM	Disco Fever Gala (see back cover for details)	Le Parc Markham Tickets \$130 ea. Tables \$1200 ea.
	all day	Star Treats	Volunteer Lounge
Sunday 19 th	all day	Star Treats	Volunteer Lounge

From the Desk of Altaf Stationwala

At Mackenzie Health we are grateful and appreciative of all the contributions that you, our volunteers, make to the patient experience each and every day. I look forward to celebrating and recognizing your ongoing efforts to creating a world-class health experience for patients and families during Volunteer Week this April. Please join me to personally thank you and update you on Mackenzie Health's recent accomplishments at our annual Coffee with the CEO in the Berwick Family Auditorium on Wednesday, April 13, from 9:00 to 11:00 a.m.



Reception Desk in C-Wing

Recently, we were happy to celebrate the arrival of the new Main Lobby Reception desk with Latif Fazel and his family. Latif and his wife also funded the Atrium in A-Wing and he also contributes as a Foundation Board member. You will notice that we have installed new signage to further improve way finding to the new desk.

Further Improving the Emergency Experience

As you know, we have put great emphasis on improving the patient experience for those arriving for care through our Emergency Department (ED) over the last year. Recent changes include: the implementation of a new electronic preliminary screening tool, which allows patients to take a number and sit, instead of standing while they wait to be triaged; enhanced communication between team members and beginning tests upon triage, when appropriate; as well as the opening of the new Urgent Care Centre (UCC) at 9401 Jane St. in Vaughan, which is also the location of our Vaughan Chronic Kidney Disease clinic space.

The UCC provides an alternative to the ED for patients with serious but non-life-threatening injuries and illnesses not requiring hospitalization or immediate surgery. The UCC is open Monday to Friday from 4:00 p.m. to 10:00 pm. and all weekends and statutory holidays from 10:00 a.m. to 4:00 p.m. Demand for services at the UCC has been steady since it opened and we are pleased to provide quick care for conditions requiring x-rays, laboratory test, cast, stitches and more.

I am happy to report, that these changes are positively reflected in our new telephone follow-up survey, which enables us to have feedback within days of a visit to the ED not weeks or months as in past



continued on page 5

In pictures: Members of the Volunteer Association including Association President Zina Villamagna, join Hospital president and CEO, Altaf Stationwala and Mr. Latif Fazel in unveiling the plaque recognizing Mr. Fazel's donation of the new Reception Desk.

We look forward to continuing to make improvements for patients across the organization and appreciate your support.

On behalf of everyone who works, practices or receives care at Mackenzie Health, thank you for your time, dedication and commitment to helping to create a world-class health experience for patients and families.

Sincerely,

Altaf Stationwala

President and CEO, Mackenzie Health



Exclusively for Volunteers during Volunteer Week **Coffee with Mackenzie Health President and CEO** **Altaf Stationwala**

Wednesday, April 13, 2016 9AM
Berwick Family Auditorium

ALL VOLUNTEERS ARE WELCOME

however, for catering purposes, please RSVP at 905-883-2057

A Message from Mackenzie Health Foundation

Each year, the Foundation hosts several celebrations honouring our donors. We do this first and foremost to say thank you, but to also give them the opportunity to witness and truly feel the invaluable impact their generosity has on Mackenzie Health's patients, their families, and our volunteers. We want our donors to know how lives are being improved because of their support. They should know that they have inspired others. It is our hope that they know that they are making a difference.

Members of the Volunteer Association, including representatives of the reception desk, joined us the morning of February 26th to thank Latif Fazel and his family for their generosity that funded the beautiful new reception desk in our main lobby. I would like to personally thank you for helping us acknowledge the Fazel family for their generosity. The appreciation and sincerity felt by all of you was truly heartwarming.

A special thank you to Zina Villamagna, Virginia Wainman, John Lunny, Myrna Titleman, Pedro Menjivar, Shahbaj Bhatia, Rahim Khalifa, Jane Crescenzi, Tina Kong and Mahtab Nezafat– our movie stars – for participating in the thank you video for the Fazel family.

The Volunteer Association continues to play an instrumental role in our efforts to inspire community support and we are grateful to work in partnership with you. We thank you for continuing to inspire us.

Sincerely,

Ingrid Perry

President and CEO, Mackenzie Health Foundation



Update from Our Gift Shop



Spring ahead with RAPZ

Spring ahead with RAPZ, a beach inspired fashion line proudly crafted in Canada, now available in the Gift Shop. The fresh new looks include sportswear styles that double as beachwear, mixable separates for day and evening. We are excited to add this new Canadian-based supplier to our existing list of suppliers. Drop by for a visit and follow our sales on social media.



In celebration of National Volunteer Appreciation Week, The White Rose Gift Shop would like to offer all Mackenzie Health Volunteers 20% off savings on selected merchandise. This offer is valid from Sunday, April 10, 2016 to Sunday, April 17, 2016. Our team of volunteers look forward serving and celebrating with you.

On behalf of our great team we wish you and your family a wonderful and peaceful Easter and Passover.

Ana Paula Cantafio

Manager, White Rose Gift Shop

Donations

Coins for Fetal Monitors

Well last week I was able to hand over another \$80 to Fred our treasurer and that has now brought our total up to \$20,397.85 with many thanks to Susy L., Jackie J., Barrie M., and Kendall W., and the many of you that continue to drop off your spare change into the vase in the Gift Shop. You are all doing a fine job in helping us meet our goal for 10 Fetal Monitors. Keep up the great job you are doing.

POP TABS for Wheelchairs

I made a call to Peter in Markham last week to pick up 160 lbs. of these wee tabs and he said that Dennis would be dancing with joy if he could. Many thanks go out to Brenda E. and the Richmond Hill Food Bank, Marilyn K., Margaret L., Leslie T., Zoey and family, Day Surgery, June G., and to Cathryn of the Richvale Lioness Club and the 80 lbs. that she dropped off. Thank you on behalf of these folks.

Virginia Wainman

Volunteer service can mean more than doing good work at Mackenzie Health.

For Nadia Godsoe, it also created a generous gift from her employer, CIBC. CIBC honours its staff with a meaningful history of voluntarism by making a donation to the organization they support. The volunteer association is proud to assign this gift of \$500 to our \$250,000 pledge to the Mother and Child Program.

Thanks to Nadia for making the CIBC aware of her volunteer work at our hospital.

Gay Harper

In Pictures: Keep Our Hearts Beating Fundraiser

After taking a miss last year, we were back selling our "Hearts" as a fundraiser at Vaughan Mills, Hillcrest and the hospital. While things were a little slow at times at all sites (next year Hillcrest renovations should be completed), overall we had a successful event making just under \$2000. We would like to thank all our volunteers who came out and encouraged loonies and toonies out of the passers-by, either by tempting them in with the hand sanitizers (I hear Stephen was good at this!) or playing on their heart strings with talk about the baby monitors. Which ever, it worked, well done!!



Spiritual Care Hymn Sing Volunteers Present

Thursday, March 24, 2016

2PM



MAUNDY
Thursday

A-Wing Atrium

Pleasantville Branch

Not interested in playing cards?

Please join us for a lovely lunch and enjoy a delightful afternoon while supporting our hospital !



Raffle Prizes

Basket of hair product & appliance
Money Tree
Picture of Large map of Paris
Necklace & Earrings Set
Gordon Ramsay hot plate
32cm footed glass cake stand &
set of 8 Cuisinart placemats

Wednesday, May 11, 2016
11:30AM - 4PM

The Summit Golf and Country Club
11901 Yonge Street, Richmond Hill

Luncheon tickets \$30.00*
Raffle tickets \$2.00 ea. or 3 for \$5.00

For Information & Tickets call

905-884-5552
905-773-4402

***All proceeds go to Mackenzie Health Volunteer Association**

Annual Volunteer Awards & Appreciation Luncheon

Sunday, April 10, 2016 1:00PM

Thornhill Golf & Country Club

7994 Yonge Street, Thornhill

Please consider carpooling as parking may be limited

Instructions to Reserve a Seat

All Adult Volunteers are welcome but as this is a very popular event, we have reserved seating for our award recipients. Once we have ensured that all award recipients have a seat, we will open the remaining seats to other volunteers.

We will begin taking reservations on Monday March 14th at 9am.

Please call [905-883-2057](tel:905-883-2057) to reserve your seat.

When RSVPing, please ensure you indicate your meal preference

1. Atlantic Salmon with Light Lemon Cream Sauce
2. Chicken Schnitzel
3. Asparagus Bouletti (vegetarian ravioli)

Group Photo Times

2 year recipients	12:30PM
5 year recipients	12:15PM
10 year recipients	12:00PM
15 year recipients	11:30AM
20 year recipients	11:30AM
25 year recipients	11:45AM
30 year recipients	11:45AM
35 year recipients	11:45AM
40 year recipients	12:00PM
45 year recipients	12:00PM
50 year recipients	12:45PM
Outstanding & Departmental	12:45PM

During Group Photos, there will be time for other volunteers to have their pictures taken on the Red Carpet and enjoy refreshments. We suggest brushing up on your movie trivia before the big day! There will be a quiz!

2016 ANNUAL PLANT SALE - See page 11 for the order form.

Order Forms will also be available at the beginning of April

- in the Gift Shop, or
- by calling Anna @ 416-873-1608.

Deadline for Orders

- Saturday, April 30, 2016

Orders can be picked up

- Friday, May 27, 2016 (4:00PM to 8:00PM)
- Saturday, May 28, 2016 (10:00AM to 2:00PM)

from 161 Oxford Street, Richmond Hill (Yonge St. - South of Elgin Mills)



In Memoriam

It is with great sadness that the Pleasantville Branch announces the passing of one of their members, Jean Day.

Jean was a 35 year member of the Volunteer Association. In the 80s Jean volunteered in Mental Health and the Volunteer Services Office. After her retirement from in service, Jean was presented with a Volunteer Association Outstanding Award in 1991 and the HAAO Lifetime Achievement Award in 2005. Jean remained an active member of the Pleasantville Bridge up until her passing in early 2016.

We will miss our dear friend.



Important Dates

March

13 Daylight Saving Time starts
17 St. Patrick's Day
20 Palm Sunday
24 Purim / Maundy Thursday
25 Good Friday
27 Easter Sunday
28 Easter Monday

April

23 First Day of Passover
29 Orthodox Good Friday
30 Last Day of Passover

May

1 Orthodox Easter
4 Yom HaShoah
5 Ascension Day
5 Isra and Mi'raj
8 Mother's Day
12 Yom HaAtzmaut
15 Pentecost
16 Whit Monday
22 Trinity Sunday
23 Victoria Day
26 Lag B'Omer

ANNUAL PLANT SALE ORDER FORM

(DEADLINE FOR ORDERS: Saturday, April 30, 2016)

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

Geraniums are available in individual 4" pots, flats of 12 (4" pots) or 10" hanging baskets

Begonias are available in flats of 48 (12 X 4 pack) cello containers

COLOUR	GERANIUMS			BEGONIAS
	Pots (Q-ty)	Baskets (Q-ty)	Flats (Q-ty)	Flats (Q-ty)
Red				
White				
Hot Pink				
TOTAL				
PRICES	Total Q-ty	PRICE INCLUDES HST		
Begonias Flats		X	\$ 15.00	\$
Geranium Pots		X	\$ 3.25	\$
Geranium Flats		X	\$ 36.00	\$
Geranium Hanging Baskets		X	\$ 17.00	\$
Total Payment				
				Cash
				Cheque

ONLY PREPAID ORDERS WILL BE PROCESSED

Please make cheques payable to MACKENZIE HEALTH VOLUNTEER ASSOCIATION

Pick up dates

FRIDAY, MAY 27 (4:00 PM- 8:00 PM) or SATURDAY, MAY 28 (10:00 AM - 2:00 PM)
at 161 OXFORD ST, RICHMOND HILL, ONTARIO

For more information or questions please call ANNA (416) 873 -1608

*All proceeds go to Mackenzie Health Volunteer Association

DISCO FEVER

GALA IN SUPPORT OF



Mackenzie
Health Volunteer
Association

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

**DINNER, DANCING, LIVE ENTERTAINMENT,
SILENT AUCTION & AN ALL-INCLUSIVE BAR**

SATURDAY

APRIL 16, 2016
@ 6:00PM

LE PARC

8432 LESLIE STREET,
THORNHILL, ONTARIO

INDIVIDUAL TICKETS: \$130
TABLE OF TEN: \$1200

FOR INFO CONTACT:

PEDRO (416) 903-5760

ZEITON (647) 830-2686

EMAIL: discofever2016@gmail.com

CHARITABLE NUMBER:

1193 06207 RR0001

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