



A Message from the Volunteer Association President

As I write this greeting on a blustery and wintery March afternoon, it is hard to imagine that, very soon, another winter will be over - finally!

With the calendar and the weather moving ever closer to the arrival of spring, we look forward to dancing the night away at the “Latin Night” Gala, our signature event. Plan to join us on April 8, at Le Parc in Thornhill. Tickets are going fast. See back cover for details on how you can purchase individual tickets or an entire table.



Don't miss out on a fun evening and another way to support the Volunteer Association's current pledge to purchase ten fetal monitors. We are so close to that \$250,000 target, that we can see the finish line! Kudos and sincere appreciation to Anup Kaushal and the Dance Committee team members for all their efforts to help make this happen.

As the Dance Committee winds up activities for this year, the newly created Special Projects Committee is launching the exciting “Leaves for Health” fundraiser. Inspired by Canada's 150th Birthday, it promises to be a huge success— with your support. For details on how you can be part of this project, see page 8. A special thanks to Gwen Johnstone for turning this historic Canadian milestone into an extraordinary fundraising opportunity.

During these past few months, our Board has made an excellent start in establishing and developing a working committee to advance our Special Projects and Fundraising efforts. Our goal is to continue to grow this committee, with the help of enthusiastic volunteers who have a particular interest in fundraising. If you are one of those volunteers, or know of someone who is - we would love to hear from you. We would be happy to direct you to the Fundraising Co-Chairs, Elaine Cheung or Rahim Khalifa. You would become part of a very dynamic and passionate team.

While we direct a great deal of effort and resources to fundraising, it's important to take the time to appreciate our Mackenzie Health volunteers - whatever role we play. Volunteer Appreciation Week is one of those times (April 23-28). I urge you to participate - attend the luncheon, have breakfast with the CEO, drop by and meet members of our Association board - (see page 5 for a complete schedule). Thank you to the Volunteer and Community Resources staff for bringing us together and celebrating our contributions.

Until next time, many thanks for all you do. Enjoy the arrival of Spring.

Zina Villamagna
President, Mackenzie Health Volunteer Association

From the Desk of Altaf Stationwala

To each of the hundreds of volunteers that help us provide the best possible patient experience for every patient, every time, at Mackenzie Health – THANK YOU. Your commitment makes a difference for all patients and families who come to us for care.

Celebrating National Volunteer Week

Each April, we look forward to this opportunity to thank and acknowledge the hundreds of volunteers that help make our hospital a great place to receive and provide care. Together, we are creating a world-class health experience for patients and families.

Please join me on Wednesday, April 26, from 9:00 to 11:00 a.m., in the Corporate Boardroom (Rm. 1301) for our annual Breakfast with the CEO. I look forward to this opportunity to share recent organizational developments and accomplishments and personally thank you for your support and commitment. This event is also your opportunity to ask questions and provide feedback.

Recent Achievements

Thank you to all the volunteers who helped us to achieve Accreditation with exemplary standing for the second consecutive survey. This award is the highest level of accreditation a health care organization can receive and confirms our commitment to going beyond the requirements of Accreditation Canada with demonstrated excellence in quality improvement. This is no small accomplishment and very few organizations have achieved this in recent years. The surveyors highlighted Mackenzie Health's many strengths and praised our programs, patient-focused care, teamwork and organizational culture. Mackenzie Health achieved 99.8% compliance on more than on 1,800 standards which reviewed everything from governance, communication, and patient engagement to infection control and clinical care.

Around the same time, we also received Accreditation for our laboratory and pharmacy teams from the Institute for Quality Management in Healthcare and Ontario College of Pharmacy respectively. Together these accomplishments confirm our commitment to providing safe, high quality health services.

In early March, Mackenzie Health received the Innovation Award from the Richmond Hill Board of Trade at its Annual Business Awards. This award recognizes Mackenzie Health's development of the Mackenzie Innovation Institute (Mi²) which fosters new partnerships and health care innovations that will be adopted across Mackenzie Richmond Hill Hospital as well as the new Mackenzie Vaughan Hospital. Established to be a catalyst for disruptive technologies in the health care industry through research, education and training, Mi² seeks to implement and evaluate innovative and disruptive technologies through collaboration with academic and industry partners.

On March 21, Mackenzie Health was pleased to receive a Certificate of Achievement and incentive cheque from Alectra Utilities (formerly Power Stream) for our retrofit of all light fixtures inside and outside of Mackenzie Richmond Hill Hospital to LED technology. We are very proud to be the first hospital in



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Alectra's service territory to change over to 100 per cent LED lighting. By converting the entire hospital to LED lighting, Mackenzie Health will reduce its annual energy consumption by an estimated 1,536,744 kWh and reduce annual energy costs by approximately \$210,000. The energy savings is equivalent to removing 180 homes off the grid for a year!

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

Mackenzie Health Volunteers Team "Strides for Stroke"

Donate or join our team here <https://mhf.akaraisin.com/2017strides/MHVATEAM>

Proceeds help bring life-saving medical equipment and technology to Mackenzie Richmond Hill Hospital and the future Mackenzie Vaughan Hospital.



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



Wednesday, April 26, 2017
9AM

Room 1301 - Corporate Boardroom

ALL VOLUNTEERS ARE WELCOME

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

2017 National Volunteer Week

Mackenzie Health Volunteer & Community Resources



April 23 – 28, 2017

Sunday April 23rd	Annual Volunteer Awards & Luncheon See page 5 for details
Monday April 24th	Coffee with Volunteer Association Board Room 5930 B-Wing - 11AM-2PM
Tuesday April 25th	Volunteer Retirement Tea - 11AM Room 5930 B-Wing RSVP - 905-883-2057
Wednesday April 26th	Breakfast with CEO - 9AM Level 1 D Wing room 1301 RSVP - 905-883-2057
Thursday April 27th	Butter Tarts and Nanaimo Bars Room 5930 B-Wing
Friday April 28th	Coffee & Timbits - 11AM-2PM Room 5930 B-Wing
April 29th & 30th	Treats in Volunteer Lounge

Celebrate your Canadianess Eh?



Sunday April 23, 2017

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 April 3rd 2017 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. Maple Glazed Salmon
2. Chicken Marsala
3. Butternut Squash Ravioli

Group Photo Times

2 year recipients	12:00PM
5 year recipients	11:30AM
10 & 15 year recipients	11:15AM
20 & 25 year recipients	11:00AM
30 & 35 year recipients	11:45AM
40 & 45 year recipients	12:15PM
50 & 55 year recipients	12:30PM
Outstanding & Departmental	12:30PM

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

Volunteer Leadership Winners

Two Mackenzie Health Volunteer Association members have received the Ontario Provincial Government's "Leading Women Building Communities Award" which "recognizes and honours women who volunteer in leadership roles in the community."

They are **Zina Villamagna**, the current Volunteer Association President, who received the award through Minister Steven Del Duca, MPP and **Daphne Jackson**, who led the association from 1998 to 2000 and subsequently served as Honourary President, through the office of Dr. Reza Moridi, MPP.

In addition to her terms as president of the Volunteer Board, Daphne worked on a wide variety of Board projects. She was on the Board's Strategic Planning Committee, the Fundraising Committee, the Public Relations and Communications Committee and the 45th Anniversary Committee.

Daphne's in-hospital volunteer service included the Fracture Clinic, Financial Services and Information Desk. She was a Gift Shop Captain, a Share the Spirit of Care Team Leader and was active with our Primula and Geranium Sales.

"Daphne has been a pillar of our operations, both volunteer and hospital related at Mackenzie Health," said Karen Andersen, Director of Volunteer and Community Resources. "Her long commitment to her community through her leadership is most worthy of this award."

Zina joined the Board in 2012, following her retirement from a career in education. She started in the Breast Health Clinic and later moved to the Registration area in Pod C. As 1st Vice President, and President, Zina has served on a number of Volunteer Association and hospital committees including IFF, QSR, Planning and Development, and Human Resources. She puts in about 400 hours annually on Board activities, as well as helping with fundraisers and leading the orientation program for volunteers of all ages.



Nancy Cutler, Honorary President, MHVA, said "I believe Zina embodies the true spirit of this award," adding that "Her quiet, unassuming ways touched with humour put all



at ease, enabling goals to be reached, bridges between communities and cultures to be built and an individual sense of achievement to be felt."

by Gay Harper
Mackenzie Health
Volunteer

Good Citizenship Award Winner

Barrie Moir was recently awarded with the Good Citizenship Award from the Province of Ontario. The nomination came from his fellow citizens in the Township of King and was supported by his friends and family here at Mackenzie Health.

Congratulations Barrie and thank you for setting such a great example for our new volunteers.

Karen Andersen

Director, Volunteer & Community Resources



Our First Dare to Be Fit Challenge Winner

Our First Dare to Be Fit Challenge Winner– **Meredith Thompson**

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.

February's winner is Meredith Thompson. She was rewarded with a brand new water bottle from the White Rose Gift Shop and a jar of homemade soup from the Pleasantville Branch.

Karen Andersen

Director, Volunteer & Community Resources



in picture: Meredith Thompson (l) and Stephanie Schinson (r)

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/>

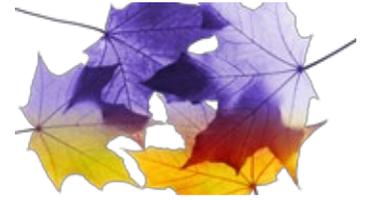
 <https://twitter.com/MackenzieHealth>

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

Giving Leaves Fundraiser - Celebrate Canada's 150th Birthday

How can you celebrate Canada's 150th Birthday and help Mackenzie Health at the same time?

Easy. Become one of just 150 Mackenzie Health Volunteer Association members pledging to raise \$150 each through a just-established Giving Leaves campaign. The celebration is designed to raise \$22,500 or more by giving and celebrating Canada's 150 Birthday.



The process is simple. It starts with a "Maple Leaf" and sponsorship form. Tell everyone you know about this opportunity to celebrate Canada and support Mackenzie Health, and ask them to donate any amount toward your \$150 Leaf pledge.

Friends and family who donate may sign your Leaf, which will eventually be displayed at the hospital. Leaf sponsors of \$10 or more will receive a tax receipt. You can involve many people or purchase a Leaf by yourself. All Leaf sponsors will be invited to a Fall Recognition Celebration, highlighted by the planting of a live Maple Tree at Mackenzie Health.

Giving Leaves sponsorship forms and your signing Leaf are available by contacting Gwen Johnstone at gwenjohn@rogers.com. The campaign will run between March and July 1. As well, Leaf sponsors will receive an official Canada 150 lapel pin. So, let the birthday party begin, recognizing Canada's 150 and giving to the Mackenzie Health Volunteer Association, supporting one of the many worthy fundraising goals.

Please contact Gwen Johnstone (gwenjohn@rogers.com) if you would like to be a part of the Giving Leaves Fundraiser.

by Gwen Johnstone
Project Chair

Donations

Coins for Fetal Monitors

Since November 11, 2016, we have had a wonderful total of \$215 come in between coins and bills and I would like to thank all of the staff & volunteers for their kind donations including Bev & Paul and the R. H. Legion and Mary H. We now have a long standing total for the 14 years plus that I have been doing this of \$21,051.00.

Thank folks, well done as we really need these monitors. Keep up the great job you are doing.

Pop Tabs for Wheelchairs

I have had several bags come in from many people, but no names on the bags and I would like to thank the many of you that do drop them off and would appreciate even just a first name. Peter picked up another load at the end of November of 120 lbs., and I will receive a load of 60 lbs. in 2 days which means 2 more wheel chairs for two needy persons that cannot afford one. Many thanks to Eva P. and her friends, Raza, Mary H. and her family, and Marilyn and her swim ladies, Richvale Lioness Club for their donation of 60 lbs., Deborah C. and especially to Karen Owens & G.B. Little Public School for their very generous donation. You are all doing such a fine job.

Virginia Wainman

Update from Our Gift Shop



Spring has finally arrived and what better way to celebrate the warmer weather than to visit the White Rose Gift Shop.

We have brought in the newest spring fashions and accessories from trendy and elegant suppliers with varying price points to suit everyone.

We will be honouring our volunteers during VOLUNTEER APPRECIATION WEEK by offering them a 25% discount coupon, which they can use to purchase the wonderful new merchandise. We would like to take this opportunity of thanking all of our volunteers for their support and commitment to the Gift Shop.

Ana Paula Cantafio

Manager, White Rose Gift Shop

Compliments From a Grateful Patient



I was hospitalized for 8 days in February, and my good experience began in Emergency where the kindest volunteer saw I was having difficulty with my balance and offered to empty and rinse my cup so I wouldn't have to walk far.

The extraordinary staff were kind and caring during my entire stay, and as I became more ambulatory, I would walk to the lobby where I further noticed and experienced the attentiveness of the volunteers.

Thanks to all at Mackenzie Health, from the Emergency Dept. to the Stroke Unit, to the amazing and patient MRI department, and of course the volunteers!

Mackenzie Health Recognized for converting to 100% LED lighting

On March 21, 2017, Mackenzie Health received a cheque in the amount of \$127,314 and a Certificate of Achievement from Alectra Utilities (formerly PowerStream) for the recent installation of new LED lighting inside and outside Mackenzie Richmond Hill Hospital.

Mackenzie Health is the first hospital in Alectra's service territory to change over to 100 per cent LED lighting.

By converting the entire hospital to LED lighting, Mackenzie Health will reduce its annual consumption by an estimated 1,536,744 kWh and reduce annual energy costs by approximately \$210,000. The savings is equivalent to removing 180 homes off the grid for a year.

Across the province, lighting is a prime target for electricity conservation since it is where almost 40 per cent of institutional building's electricity is consumed. As a controllable operating expense, electricity reductions result in corresponding reductions in operating costs.

At Mackenzie Health, we are proud to have significantly reduced our energy consumption with the installation of our new lighting solution.

Thornhill Branch Charity Theatre Performance



The Curtain Club
400 Newkirk Road
Richmond Hill

Outlaw



Wild Western Comedy by Norm Foster

Tuesday, May 30, 2017

8PM

(doors open 7:15PM)

Tickets \$25* (No reserved seats)

For information and tickets please call 905-881-4946

“In this wild, wild western comedy, the year is 1871 and a Canadian farmer travelling far from home is accused of committing a murder in the state of Kansas. With only his wits to defend himself, he turns the law of the land, and the men hell-bent on enforcing it, upside down!”

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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