A Message from the Volunteer Association President

This is the final Pulse before the summer and my final greeting to you as President of Mackenzie Health Volunteer Association.

I come away from these past two years as President with a greater appreciation for the immense impact that our volunteers have on this hospital and in the community. You wear many “hats” and carry out many roles. From face to face support for patients and families to “behind the scenes” committee and fundraising work, our “people in purple” can be proud of the astounding 92,000 volunteer hours contributed in this past year alone.

During these two years, I have had the pleasure of meeting and working with so many energetic and dedicated volunteers. Thanks to that level of commitment, our goal of purchasing ten fetal monitors for the Woman and Child program is now a reality. In just two years, we fulfilled our three year pledge of raising $250,000.

While it is not possible to name every individual who helped to make this happen, there are groups and teams who should be acknowledged and recognized for their special contributions. These include, but are not limited to:

- Gift Shop Team
- Fundraising Committee
- Event Convenors and Committees (IFF, Hearts, Gingerbread House Raffle)
- Dance Committee (Latin Night Gala)
- Branches (Tea, Fashion Show, Bridge Luncheon, Theatre Night, Garage Sale, Soup in a Jar)

With these contributions and so many others (Coins for Fetal Monitors Jar collection, tribute gifts, generous donations from volunteers), the Volunteer Association continues to make a difference in our community.

As we look to the future, with a new and challenging pledge, we will continue to count on your energy and your passion. Please support our newest fundraiser, “Giving Leaves”, inspired by Canada’s 150th Birthday. If you have not signed up for a pledge sheet, there’s still time to join the many others who are collecting $150 per “leaf” sheet. This has the potential to be among our biggest fundraisers yet. But we need your support! See page 3 for more details.

Coming up—more exciting fundraising news! In partnership with Mackenzie Health Foundation, we will be participating in the Vaughan Pizza Fest 50/50 Draw. As the receiving charity, there is significant revenue potential for our Volunteer Association. We hope you will be available to help us with ticket sales. This is also a wonderful opportunity for our Association to reach out and engage the Vaughan community, and to enjoy some of the best tasting pizza in town! Mark your calendars—July 14, 15, 16 at the Woodbridge Fairgrounds.

continued on page 2
A Message from the Volunteer Association President

Our Annual General Meeting is coming up on Wednesday, June 14 at 7:00 p.m. This year’s meeting will be held in the Latif and Yasmin Fazel Atrium—A-Wing—Level one. Take an active role in your Association—stay informed, learn more about the new Electronic Medical Record from our keynote speaker, and celebrate the outstanding Student Award recipients, sponsored by the Volunteer Association. This year, we are very proud to add a new award—the Ruth Coxford Lifetime Achievement Award—in memory of a truly outstanding volunteer and community member. Please plan to join us.

On a more personal note, it has been an honour to serve as the Volunteer Association’s president. Through this experience, I have had the privilege of meeting, and working with, generous and passionate volunteers who make this hospital and this community a better place.

My best wishes to incoming President, Sally David. I know that she will value, as I have, the support from the hospital Senior Leadership Team and the Volunteer and Community Resources team, the on-going partnerships with Mackenzie Health Foundation, and the contributions from our membership. Our Board of Directors has undergone many changes in the past few years. Our newest members have brought fresh eyes and new ideas to build on the legacy and the experience of our long time members. Thank you all for the countless hours that you have given freely in support of our vision and our projects. It has been a pleasure working with you all.

As we move closer to the opening of Mackenzie Vaughan Hospital with its exciting opportunities and challenges, we continue to seek out and invite dynamic new members to join our team. “Teamwork is the fuel that allows common people to produce uncommon results.” If you are interested in a Board or committee role, we would love to hear from you. Let’s work together to achieve those uncommon results!

Enjoy your summer. All the best.

Zina Villamagna
President, Mackenzie Health Volunteer Association

Our Volunteers in Action

Right: John Lunny and Pat Young enjoy a break from a busy day of trialing the layout of patient rooms for Mackenzie Vaughan Hospital.
Below left: Efraim and Lea Barmak leading Seder Meal
Below right: Maundy Thursday Service
Donations and Fundraisers

Coins for Fetal Monitors

I was able to turn $80 into Treasurer Fred on Apr. 20 which brought the coins for miles up to $21,131.00. Thank you George J. for the 24 pounds of pennies that I found in the drawer at the Info Desk. Coins and small bills have been rather slow accumulating over the past few months, so let's all work together folks and if you are able to drop some of your coins into the large vase on the floor of the gift shop to help our very tiny newborns that have the need of a Fetal Monitor.

POP TABS for Wheelchairs

Well these tiny things are not slowing down and that is wonderful for the needy folks that require a wheel chair. I would like to thank Augusta M. Colleen, Eva and her friends, Fern W. and her ladies from Living Waters Presbytery, Jackie J., Jean B., Joanna C. of Environmental, Sheila & Friends, and Suraiya H., you have all done an amazing job. I do love to see these little or large bags dropped off to me as these work for a lot of people.

Virginia Wainman

Giving Leaves Fundraiser - Celebrate Canada’s 150th Birthday

Congratulations Mackenzie Health Volunteers! Thanks to your effort and generosity, we presently have forty Giving Leaves sponsors! So, we are well on the way to reaching our goal of 150 sponsors before Canada’s 150th Birthday, July 1.

Also, all sponsors will receive the limited edition Canada 150 pin and an invitation to our tree planting celebration at the hospital, in the fall. Giving Leaves sponsor forms are available by contacting Gwen Johnstone at gwenjohn@rogers.com.

So let’s keep the Giving Leaves, Canada 150 fundraiser going!

In picture (right) the very first Giving Leaves Sponsor - Virginia

Congratulations to Our Volunteers!

Congratulations to everyone on making their personal goals and for participating in the 12th Annual Strides for Stroke 5K run/walk in support of Mackenzie Health.

Even the cold and rainy weather didn’t stop the Mackenzie Health Volunteer Association Team.

We raised a total of $2850.

We hope more of you will join us next year!

In Picture (L to R): Don Daigle, Yulia Pakka and Nancy Cutler
From the Desk of Altaf Stationwala

Thank you to all of the dedicated volunteers who help Mackenzie Health every day. As the first people many patients and visitors see when arriving at Mackenzie Health, your friendly approach is important in helping to create a world-class health experience for patients and families.

During Volunteer Week I was pleased to meet and thank many of you personally for the time you spend helping our team, patients and visitors. We are proud of all our volunteers who generously donate their time and skills at Mackenzie Health. Congratulations to those who received awards at the annual Volunteer Luncheon.

Transitioning into Summer

Thank you to all the volunteers who give their time throughout the year. Each summer a number of volunteers choose to take a few weeks or months of much needed time away to enjoy the summer. We wish you a safe and healthy vacation and look forward to your return in the fall.

At the same time, we are excited to welcome our summer student volunteers who enthusiastically help wherever they can. Thank you to all the students who will share part of the summer with Mackenzie Health and we look forward to providing you with a fulfilling and interesting learning opportunity.

Upcoming Enhancements

Mackenzie Health is preparing to go-live with our new, integrated electronic medical record (EMR) on July 8. Thank you to all the volunteers who will be trained on our EMR for your support and willingness to learn this new system, as required for your role. Your enthusiasm will go a long way as we make this significant clinical change and improve access to information our teams need to provide exceptional care.

For those of you, who currently have access to MyChart, please be reminded that our current MyChart is being discontinued on July 7, and we will be adopting the new Epic MyChart as part of our new EMR. Current MyChart users can expect an email from Mackenzie Health on or close to July 8, 2017 with instructions and a personalized PIN to re-activate their MyChart account. At this time, we are unable to accommodate new MyChart registrations as we prepare for this significant upgrade.

Mackenzie Vaughan Hospital Update

The team has developed refined mock-ups of six specific types of patient rooms to be used in Mackenzie Vaughan Hospital, including furniture and fixtures. They also ran multiple scenarios with appropriate care teams and patient volunteers to evaluate the experience within these spaces. Stay tuned for opportunities to tour these spaces later in the summer.

continued on page 5
As part of its community engagement efforts, in the past year Mackenzie Health has provided presentations to: the City of Vaughan, the Town of Richmond Hill, Township of King, Regional Municipality of York, as well as Vaughan Ward 1, and Richmond Hill Ward 4 residents. These presentations keep residents appraised of Mackenzie Health's ongoing initiatives to improve the health care experience for patients and their families, provide a preview of Mackenzie Vaughan Hospital interior and exterior design, and speak about Mackenzie Health's Smart Hospital Vision.

Thank you for being such strong and dedicated advocates and ambassadors for Mackenzie Health in the community. Your enthusiasm and commitment is appreciated by our entire health care team and your ongoing positive feedback and suggestions continue to improve the patient and family experience.

Sincerely,

Altaf Stationwala
President and CEO, Mackenzie Health

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**Annual General Meeting For All Volunteers**

**Wednesday, June 14 2017**

7:00PM

Atrium – A Wing Level 1, Atrium

**Guest Speaker - Rhonda Warrian, Operations Director, Electronic Medical Record Project**

**Presentation of the Student Achievement Awards**

**Reception with Refreshments Follows the Meeting**

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**Contact Us or Follow Us**

Mackenzie Health [https://mackenziehealth.ca](https://mackenziehealth.ca)

Volunteer Office phone: (905) 883 2057

www.facebook.com/MackenzieHealth

Pinterest (photos) [http://www.pinterest.com/mackenziehealth/](http://www.pinterest.com/mackenziehealth/)

You Tube (videos) [https://www.youtube.com/user/MackenzieHealthVideo](https://www.youtube.com/user/MackenzieHealthVideo)

e mail: volunteers@mackenziehealth.ca

[https://plus.google.com/+mackenziehealth/](https://plus.google.com/+mackenziehealth/)

[https://twitter.com/MackenzieHealth](https://twitter.com/MackenzieHealth)
Update from Our Gift Shop

The White Rose Gift Shop is run by the MHVA and is staffed entirely by Volunteers. Proceeds from the Gift Shop go towards MHVA fundraising objectives.

We extend our congratulations to three exceptional Gift Shop volunteers who received awards during our annual Appreciation Luncheon:

- **Brian Wong** and **Yetunde Saliu** received the Rookie of the Year Award
- **Betty Wong** received the Outstanding Volunteer Award
- **Ivana Cescolini** received the Departmental Volunteer Award.

The White Rose Gift Shop is in a flurry of activity transitioning to the Summer Program. We are in the process of training our incoming volunteers with the much needed help of our current volunteers. The “buddy” system has worked so well in the past, that we have implemented this strategy going forward.

We welcome new student volunteers and returning volunteers.

**In-Shop Vendor Program**

The Gift Shop has re-structured the shifts for the Summer Program and will be adding one volunteer per shift, making that a total of three people on every shift, instead of the current two. We are confident that this will improve the overall operations of the Gift Shop.

The Gift Shop will continue to provide a wide selection of Garden and Home Décor for the Spring/Summer, as well as a wide variety of hats, scarves, Ladies and children's clothing, etc. We receive new merchandise daily.

Looking forward to seeing you in our shop and giving us the opportunity to serve you!

*Ana Paula Cantafio*
Manager, White Rose Gift Shop
In Memoriam

Joan Paton

Joan Paton, a remarkable founding volunteer of York Central Hospital, now Mackenzie Health, passed away on April 27, 2017. During her many years as a hospital volunteer she served as President of the Volunteer Association (1974 to 1976), was Founding President of the Foundation Board (1977 to 1983) and a member of the Hospital Board from 1974 to 1988. She was a member of the Richmond Heights Branch and was pleased that her first in-hospital volunteer task was acting as a Tour Guide on the day the hospital opened. She volunteered as a Guide, in Baby Photography and with numerous events. Arguably her most important service was spearheading a drive to establish a Hospital Foundation, which was only the second such organization in the province. At that time, the hospital had to raise $1.5 million without an overall fundraising organization or process.

New Inpatient Names Coming in June

To improve the experience of our patients, families, staff, physicians and volunteers, Mackenzie Health is adopting a new consistent and intuitive naming convention for all inpatient units. This important change will make finding specific inpatient units easier for all.

These changes will come into effect on Tuesday, June 20, 2017 with updated directional signage.

Developed together with patient, family and volunteer advisors, the new inpatient unit naming convention:

- uses intuitive geography,
- clearly identifies each area by program name, and
- celebrates Mackenzie Health’s brand using our corporate colours to differentiate between co-located units.

Thank you to all the volunteers who worked with our teams to support the development of the new unit names to enhance way finding for patients, families and visitors.
This year’s Volunteer Week theme was Celebrating Canada’s 150th Birthday. Everybody enjoyed the festive activities and showed some Canadian pride. We would like to thank Gwen Johnson for making this great photo booth and Mary from Chartwell Retirement Residences for her support of the Retirement Tea.
Annual Volunteer Awards & Appreciation Luncheon

L to R: Mike Wong, Jan Drzewinski, Emilia Tung, Mary Walsh, Diane Gonzalves, Deena Alexander, Ivana Cescolini, Janice Rusland, Misbah Tahir

L to R: Marissa Fraccaro, Irene Preston, Ellen Fung, Gauttam

Sue Weingott and Perce Mossop

L to R: Eva Jones, Mary Anne Grossman, Sally David, Stephen Petruccelli, Zoe Jackson, Pat Soundy

Connie Risi
L to R: Daphne Jackson, John Fantin, Rhelda Stockall

Anneli Leivo

Bertha Mohl (L) and Sheila Morrow (R)

Miriam Webb (L) and Jean Barber (R)

L to R: Evelyn Lazenby, Carmen Clephan, Mary Kearns
John Lunny (R) - City of Vaughan Award with grandchildren and Vaughan Mayor

Retirees Jennie Polyniak-Balaura & Pat Bruce

Jersey Day - Breakfast with CEO

Anne Bacon Town of Richmond Hill Award with Staff from OR Scheduling

(L) Volunteer Achievement Award Recipient - Enid Mills.

(R) Senior Volunteer Award Recipient – Anne Bacon

Watch the video here https://www.youtube.com/watch?v=PZUAnCADE1U

Watch the video here https://www.youtube.com/watch?v=xgdrjSG-OPs
Upcoming Events

Roses of York Branch

Annual Garage Sale
and special “Canada Day” celebration

Saturday, June 10, 2017
9:00AM to 2:00PM
161 Oxford St. Richmond Hill
Yonge St. & Elgin Mills Rd.

Antiques, Collectibles, Furniture, and Many Household Items.

Come to shop or rent a table and sell your own “treasures” ($20*)

Call Anna @ 416-873-1608 for information.

"Tea in the Garden"
Late summer 2017

Call Anna @ 416-873-1608 for information.

Richmond Heights Branch

Fashion Show and Lunch

September 13, 2017
1:30PM to 3:30PM

at the Richmond Hill Presbyterian Church.
Fashions by Peach Tree Originals
Refreshments courtesy of Delmanor Seniors Communities

Tickets $20.00*

For information or to reserve tickets call Ursula @ 905 887-5627
or any member of the Richmond Heights Branch.

*All proceeds go to Mackenzie Health Volunteer Association