



A Message From The Volunteer Association President

I hope everyone took advantage of the warmer temperatures that finally arrived this past summer. Summer is a time to venture outdoors; it could be a stroll in the woods, heading out to the cottage, golfing, or simply lying in the sun at the beach and spending time with friends. There are so many excuses to get out and enjoy the weather, and that shouldn't stop with the start of autumn. Fall is now upon us with its wonderful colours, and there is so much ahead to look forward to this year.



I would like to take this opportunity to welcome our new Board Members, Jill Walker and Gwen Johnstone, who have come in with a burst of energy and ideas. A special welcome to all our new volunteers, and I thank all our returning volunteers, the Executive Committee, Standing Committee, Branch Chairs, and other members for their time and commitment to raising funds by holding fashion shows, bridge lunches, theater nights, garage sales, teas, food festivals and many other events. Thanks to our ambassadors who reach out to all our communities through fairs and other events. I would also like to take the time to say a special thank you to Tony Petruccelli, Ateet Patel and Rahim Khalifa, who moved off the Volunteer Association Board, for giving so much of their time, energy and many contributions to the hospital.

Thank you as well to each and every one of you for helping us complete our pledge of \$250,000 in order to purchase ten fetal monitors in support of the Women and Child program. The last cheque for \$125,000 was presented to the Mackenzie Health Foundation at our AGM in June, 2017. This could not have been accomplished without your commitment, together with the support of the community, Hospital Leadership Team, the Volunteer and Community Resources Team, and the Mackenzie Health Foundation Office.

This year I am pleased to announce that the Mackenzie Health Volunteer Association Board of Directors has given the final approval to move forward with a \$500,000 pledge to be completed by 2021. The funds are to be allocated in equal parts of \$250,000-- one Group Counselling Room within Mental Health Day Hospital and Aftercare Medication Clinic and one Activity Room/Gymnasium within Mental Health at Mackenzie Vaughan Hospital

Our pledge will benefit the community as a whole regarding their mental health at Mackenzie Vaughan Hospital and Mackenzie Richmond Hill Hospital.

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This past year has also seen two major milestones. The first was the “shovels in the ground” for the construction of the new Mackenzie Vaughan Hospital. The second was the implementation in July 2017 of the new electronic medical record, in collaboration with Epic.

On a sadder note, it is with great sorrow that we note the passing of valued volunteers Joan Moon and Margaret Black in August 2017.

I am looking forward to an exciting future with you and our Volunteer Association. Always remember, you are one of the hospital's most appreciated assets! Enjoy the Fall!

Sally David

President, Mackenzie Health Volunteer Association

Update from Our Gift Shop

Our Volunteers Hope to See You Soon

Our Summer Program has come and gone. We are looking forward to the fall season.

The White Rose Gift Shop team would like to extend a very special thanks to all the volunteers for their dedication and commitment to the Gift Shop and a very warm welcome to all new volunteers. We are looking forward to working with you in our fund raising efforts.

The White Rose Gift Shop welcomes the season with a wide selection of fall merchandise including ladies fashions, accessories and giftware items. The Gift Shop also offers a wide selection of children's clothing and toys and is introducing the new educational Tooky Toy wooden shape sorter.

Ana Paula Cantafio

Manager, White Rose Gift Shop

Hours of Operation

Monday to Friday
8:30am - 8:30pm

Saturday, Sunday, Holidays
10:30am - 5:30pm



Bruna Granziera (l) and Pierina Bosco (r)



Teresa Taraby

Update from our Annual General Meeting

Cheque Presentation



We were thrilled to present a second \$125,000 cheque to the Foundation completing our commitment to purchase ten fetal monitors for the Woman and Child program.

This significant achievement could not have happened without the hard work of countless volunteers and dedication of Association Board members and committee chairs.

In picture (left to right): Ingrid Perry, President, Mackenzie Health Foundation, Zina Villamagna, Immediate Past President and Sally David, President, Mackenzie Health Volunteer Association.

Ruth Coxford Lifetime Achievement Award Presentation



In picture (above l to r): Stewart Coxford, Lois Anderson, award recipient, Nancy Cutler, Past President Mackenzie Health Volunteer Association, and Nancy Coxford.



In picture (right): Lois Anderson, award recipient and Zina Villamagna, Immediate Past President, Mackenzie Health Volunteer Association

From the Desk of Altaf Stationwala

As we gear up for another extremely busy fall and winter season I wanted to take the opportunity to again thank all of the dedicated volunteers who help Mackenzie Health and our community, every day.

Pledge Fulfilled in Record Time – Thank you!

We are always honoured to have the volunteer association pledge to support an area of need at the hospital. We are thrilled that your efforts over the past two years resulted in completing your pledge to fund 10 fetal monitors a year ahead of schedule. This is truly an outstanding accomplishment and is a testament to your commitment and dedication to the community.

We also appreciate your new goal to raise funds to improve mental health care at the future Mackenzie Vaughan Hospital.

New EMR is Live!

Thank you for your support in the implementation of our new electronic medical record (EMR), the first full-suite EMR system to be implemented in a Canadian hospital built by Epic. As we become more comfortable using the system we are beginning to experience its many benefits. These include quicker access to real-time, integrated clinical information about patients; efficiencies in our workflows; opportunity to spend more time with patients by documenting at the bedside and the ability to send direct orders to the Lab and Pharmacy.

The new state-of-the-art system is a powerful tool for our staff and physicians, but it cannot and will not replace the care and attention we give to patients. Its implementation has earned Mackenzie Health another significant award, EMRAM Stage 6 from HIMSS Analytics. This designation confirms Mackenzie Health is among only one per cent of hospitals in Canada to reach this goal, the second highest level on the international benchmark.

New Inpatient Unit Names.

Earlier in the summer we launched new inpatient unit names as part of our ongoing efforts to improve the hospital experience for patients and visitors. Thank you for being so receptive to this improvement and continuing to reinforce this important change with our patients and visitors. We appreciate your support in identifying solutions and as well as your time in helping develop a clear and intuitive way finding solution that makes locating specific inpatient units easier for all.

Mackenzie Vaughan Hospital Update.

This summer we also achieved a number of milestones in the development of Mackenzie Vaughan Hospital.



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The project continues to move forward at full speed to advance the world-class design. In August we completed the required design development which involves clinical teams, patients and family advisors working together to test mocked-up room designs with real patient care scenarios. Stay tuned for your opportunity to visit the mocked up patient care areas that were tested, and to see how key areas of the new hospital could look upon completion in 2020.

On the construction site, bulk excavation for the main building has started with four tower cranes installed and the concrete for the foundation poured in July and August. In August we also installed signage on the protective hoarding surrounding the construction site which provides some information about the project and recognizes key contributors. To learn more or view current construction photos which are being taken every 10 minutes, visit www.mackenziehealth.ca/mvh.

This is an exciting time for Mackenzie Health and we are pleased and thankful that you continue to lend your time and talents in assisting patients and their families. With your help, we will create a world-class health experience for patients and families, every patient, every time.

Sincerely,

Altaf Stationwala

President and CEO, Mackenzie Health



Flu Shots will be available mid-October

Getting the flu shot and frequently and thoroughly washing hands are among the things you can do to protect yourself and your family from the flu this season.

Flu shots will be available in Occupational Health and Safety for all Mackenzie volunteers when they arrive in mid-October. Stay tuned for details. If you choose to get your flu shot in the community, please bring proof of vaccination to Occupational Health to have your health record updated.

To find a flu shot clinic in the community visit www.ontario.ca/page/get-flu-shot.

For more information on the free flu shot in Ontario, visit the Ministry of Health and Long-Term Care at <http://www.health.gov.on.ca/en/pro/programs/publichealth/flu/uiip/>

Upcoming Flu Events:

Come learn more about the flu. These learning opportunities are open to Mackenzie Health staff, physicians and volunteers.

- October 4 - York Region Public Health Influenza Lunch and Learn from noon to 1:00 p.m. in the Berwick Family Auditorium.
- October 27 - Flu Shot Fun Fair, watch for details on location and timing.
- November 2 - York Region Public Health Influenza Lunch and Learn from noon to 1:00 p.m. in the Berwick Family Auditorium.

Meet Our Volunteers

If you want an example of positive thinking, consider Mackenzie Health volunteer Angela Peloquin.

On Victoria Day she came back on duty as a Monday mid-day Support Volunteer, following a year dealing with breast cancer, chemo, radiation and now one-a-day pills. She's full of laughter, praise of all around her and maintains an up-beat focus on what she does.

"Giving from yourself to others is so rewarding," Angela said. "I try to talk to patients, make them comfortable."

Angela started volunteering in 2015 and loves working with her Volunteer Team. "When I was off I missed the group and volunteering," she said. "I really like to help and I'm glad I chose that shift. The group is very nice and we get along. When we're busy, we're BUSY." She visited her Volunteer friends while undergoing treatment. "I missed my group, a wonderful group. I showed them my bald head and we laughed."



The cancer diagnosis came in 2016 and Angela is full of praise for the Mackenzie Health cancer care team. "I was not afraid," she said. "I knew whatever it is, they will find a way to cure it with the exact kind of treatment needed." Angela told the team she wanted to "address the problem head on" and told them she would do whatever was needed.

In the middle of the chemo treatments, "I felt so beaten that the desire to quit crossed my mind, but out of love for my son and daughter I got that thought out of my mind right away, before it took root in my mind and heart."

In the beginning some negative thoughts did come out, she admitted. "I was overwhelmed with what was happening and the thought crossed my mind, 'am I going to make it?'" The cancer team doctors, nurses, therapists and others "explained very clearly. I asked questions and they replied very in a clear way." The result was a very willing-to-follow-direction patient.

Angela also had positive words for the Volunteer and Community Resources office staff. "Beside working with my Support Volunteer group, I really like how the Volunteer Office works," she said. "They are really great. Anything I need, I go there and talk to them."

She said "Karen (Andersen), Anna (Daigle) and Steph (Sehinson), as a group, interact together to bring objectives of volunteering to a point that's very successful. They are there to help. They make you feel comfortable whatever you need as they are willing to help."

A native of Guatemala, Angela has a son who lives in Richmond Hill and a daughter who lives in Ottawa. She said that if she was ever to win the lottery, she'd like to bring the rest of her family from Central America to the safety of Canada.

by Gay Harper

Corresponding Secretary, Mackenzie Health Volunteer Association

Remembering Our Volunteers

Joan Moon

It is with great sorrow we let you know that one of our valued volunteers has passed away. Joan Moon was a volunteer in our Cardiac Rehab Program. She was well known and appreciated for her efforts with the other Cardiac patients. Her warmth and generosity will be missed by all of us.



Margaret Black

Margaret was a 53 year member of the Thornhill Branch of the Mackenzie Health Volunteer Association. She was an accomplished artist who lost her sight later in years. She donated many beautiful pieces of her work to the Volunteer Association for fundraising. She will be missed but her artwork will remind us of her every day.



Donations

Coins for Fetal Monitors

Over the summer, coins have been quite a bit slower coming in but many thanks to Janice S. and the many of you that I am not aware of that continue to drop your change and the odd bill into the vase in the gift shop. I was able to bring in \$120 to Fred Visco last week which brings up our total since 2002 to \$21,316.

Pop Tabs for Wheel Chairs

You folks are doing an amazing job with these little tabs as they are coming in quickly and I am loving it. Peter picked up over 120 lbs. in June and I already have another 120 lbs. for pick up this week of Sept. 11. Many thanks to Catherine & Theresa and the R.H. Lioness Club for their 50 lbs., Day Surgery, Zoe & ICU, Marilyn K. and her swim ladies, Lydia M., Joanna, Rosa L., Charles Howett P.S., Eva P. and friends, R.H. Legion Br. 375, Augusta M., Sheila M., Brenda E. and the R.H. Food Bank, Jackie J., Teresa P., Emma T., Shea E. and Margaret L. & St. Matthew's United Church. You have all made someone very pleased to receive a wheel chair that they cannot afford.

Many Thanks

Virginia Wainman

Thank you to Pat Cromie of Richmond Hill for her donation of 150 premie toques to mark Canada's 150th Birthday.

What a great way to celebrate and help the community.

Karen Andersen



From Volunteer and Community Resources

Brand Ambassador Events

Members of the Volunteer Brand Ambassadors have been out all summer representing Mackenzie Health at various community events.



Nancy Cutler and Clarence Au at Councillor Karen Cilivetz's BBQ



Duayne Siewah and Rosanna DiCenso with MP Reza Moridi at his Annual BBQ



Councillor Castro Liu, Sally David, Clarence Au at Councillor Castro Liu's BBQ



Sally David, Councillor David West and Nancy Cutler at Councillor David West's BBQ



Fred Visco (l) and Rahim Khalifa (r) at Pizzafest

Coming Soon - The Biannual Provincial Volunteer Engagement Survey

The Standardized Volunteer Opinion Survey (SVOS) is an important tool that provides a comprehensive and balanced view of volunteer engagement in your organization.

The SVOS provides a unique opportunity to seek feedback from volunteers and to benchmark with organizations from across the hospital sector. The survey was first piloted by nine Toronto hospitals in 2006. Following the pilot project, the survey was conducted in 2007, 2009, 2011, 2013 and 2015 with 6,833 volunteers participating, representing 36 hospital programs/sites. The survey continues to provide continuity in benchmarking for organizations who have previously participated in the survey.

This year, the survey will run from November 6th to November 26th. Watch for updates in the next few weeks.

VSys Portal Updates

For those using the [VSys Portal](#), you will be familiar with your personal calendar on the main page. If you are looking for information about various education possibilities, weekend office hours, fun hospital events (e.g. Ice Cream Truck), you will find them on your personal calendar.

For those who have not started using VSys Portal but would like to consider it, please contact the Volunteer Services Office and we will get you set up.

Mackenzie Health's IT team along with a team from VSys have been looking into what causes the delay in information transfer on the VSys Kiosks. Admittedly, it has baffled both teams but they believe they may have a solution. We hope to have the solution implemented by the middle of October. In the meantime, if the Kiosk is not working, please ensure you add your hours to the clipboard in room 2936 or if allowed, enter your hours from home using Regular Hours function.

Karen Andersen

Director, Volunteer & Community Resources

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>

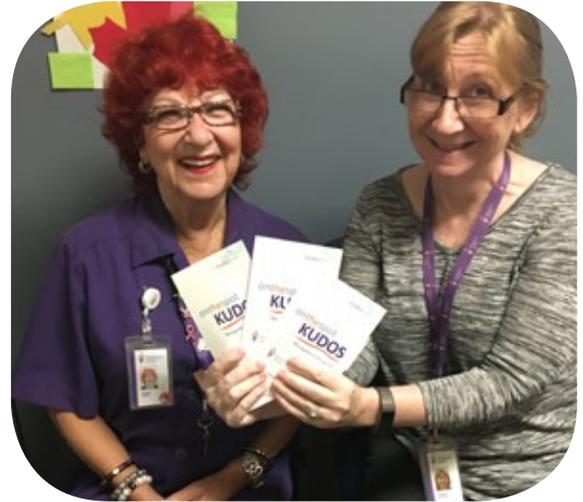
 YouTube (videos) <https://www.youtube.com/user/MackenzieHealthVideo>

Kudos to Two Amazing Women

Sheila Mogul received not one, not two, but three On the Spot Kudos this summer.

Sheila's sparkling personality helps calm the nerves of women coming into the hospital for a mammogram. One patient even wrote, "I had a great time." That's saying a lot for a mammogram.

Carol McCormick was the recipient of the President's Kudos Awards for going over and above on one of the rainiest days of the year to assist one of our senior community members with a parking dilemma. Carol was nominated by Karen Andersen and Barrie Moir. (Nomination below)



One very, very rainy Friday in May, Carol met an 82 year old visitor who was visiting her husband in A Wing. On her way out of the hospital, Mrs. T was identified by Carol as requiring some assistance. Mrs. T was having difficulty walking and as I mentioned, it was raining very hard. Carol proceeded to get Mrs. T a wheelchair and some sort of rain poncho (although I am not sure where that came from, our volunteers can be very creative). Carol and another volunteer then assisted Mrs. T to pay for her parking and wheel her out to her car.

During the exiting process, Mrs. T struggled to get out of A Lot and she managed to get turned around so that she was trying to exit the incoming gate. By this point, Mrs. T was exhausted and confused and did I mention it was raining really hard?

Although I would never ask a volunteer to do this, Carol made a decision to take a small risk and assist Mrs. T with her dilemma. Carol called the main parking office and spoke to the staff there, explaining that she was going to turn the car around, drive to the exit gate and would need the parking staff to open the gate once she got there. After confirming for Mrs. T that she was indeed a careful and responsible driver, Carol received permission to turn the car around and drive to the exit gate. Carol pressed the button and spoke to the parking staff who opened the gate and from there sent Mrs. T. on her way.

Now soaking wet, Carol returned to her support volunteer duties and never mentioned it to the staff in Volunteer Services. It was another volunteer who told us this story and then it was a phone call from Mrs. T's son praising the efforts of the volunteers that really highlighted the impact of Carol's extraordinary efforts.

see "Kudos to Two Amazing Women" story on page 10



In picture: Volunteer & Community Resources Staff and Support Volunteers celebrating Carol's Kudos Award

From Our Branches

Thornhill Branch

Luncheon and Bridge

Wednesday,

October 25, 2017

11:30 AM-4:00 PM

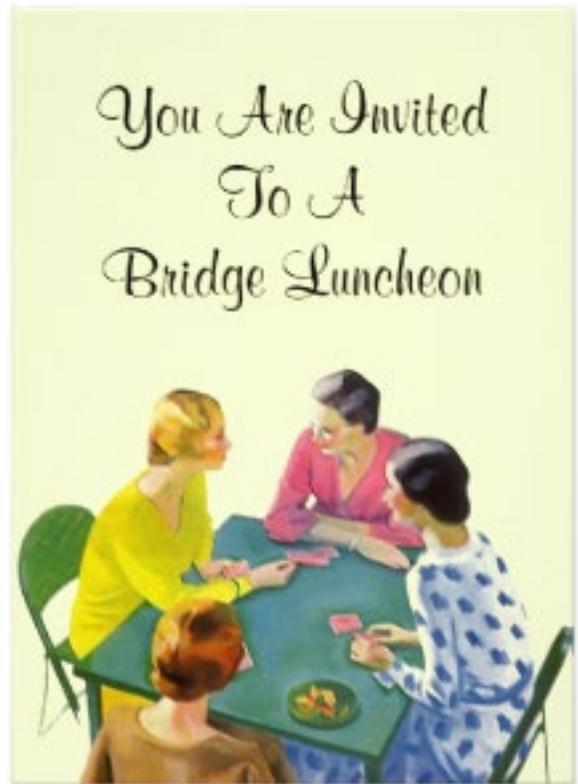
THORNHILL GOLF & COUNTRY CLUB

Tickets \$35*

For tickets please contact:

Ann (905) 707 5219

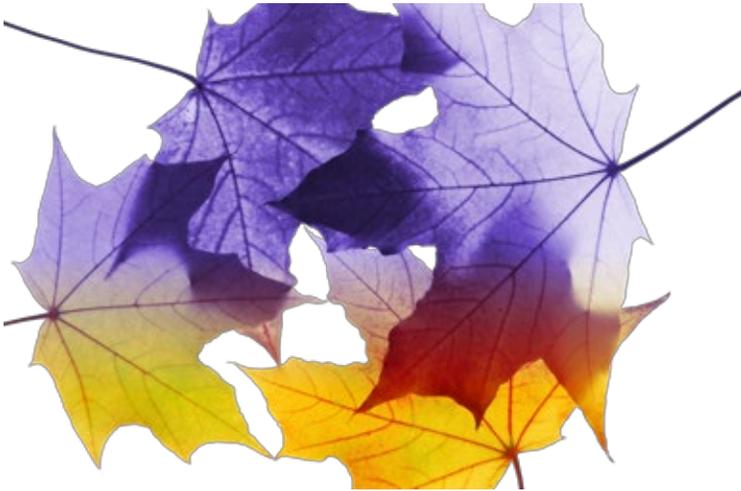
Miriam (905) 889 8839



*All proceeds go to Mackenzie Health Volunteer Association

Giving Leaf Tree Planting on October 11, 2017

The Volunteer Association's celebration of Canada's 150th Birthday, the Giving Leaf Campaign, will highlight its success by planting a live maple tree at Mackenzie Health Richmond Hill Hospital and focusing on maintaining its fundraising efforts through the end of 2017.



"Giving Leaf" asks volunteers to take a Leaf Challenge, inviting friends and family to pledge a gift to our hospital. The goal for each individual Leaf is a total of \$150, representative of our country's special birthday. Leaf sponsors will receive official 150th birthday lapel pins.

The first phase of the project will be completed in October, with the tree planting celebration from 10 to 11 a.m. on October 11th at Mackenzie Health Richmond Hill Hospital. The event will start in the

Giving Leaf will continue through 2017, the 150th birthday year. Volunteers are invited to pick up a Giving Leaf pledge form at the volunteer office. Sponsors can buy an entire Leaf or gather donations from many others to make up the \$150. Donations of \$10 or more will receive income tax receipts.



8th Annual International Food Festival

Delicious food from around the world

FRIDAY, NOVEMBER 17, 2017

11:00 AM – 1:30 PM

Berwick Family Auditorium

Emergency Entrance Elevators, Lower Level, D Wing

(cash only please)

