A Message from the Volunteer Association President

As this incredible Fall comes to an end and the cold of winter is ever closer, I wish to extend to all of our valued volunteers, the warmest of greetings.

A great deal has happened at Mackenzie Health since our September Pulse. With so much going on—where do I begin?

The new Mackenzie Vaughan Hospital project reached another key milestone as it celebrated the official “Groundbreaking” ceremony on October 25th at the new hospital site. Despite the chilly morning winds, the turnout was excellent and the excitement contagious, as the ceremonial shovels hit the ground. More on that in the months to come.

The Volunteer Association has also been busy, with much to celebrate. Our Branches have continued to impress us with the success of their events. The Richmond Heights Fashion Show, the Thornhill Bridge Luncheon, and the Roses of York Garage Sale (and Art Show!) all took place during these past few months. While these events do not happen without a strong team effort, a special mention goes to convenors Bertha Mohl, Theresa Duncan and Ann Walker, as well as Anna Caporiccio. Proceeds from these, and all fundraisers, go towards our $250,000 Fetal Monitors’ campaign.

The ever-popular International Food Festival took place on November 4, raising over $4000. Hospital staff and visitors were, once again, able to enjoy a selection of delicious foods from around the world. Congratulations, Elaine Cheung, Rahim Khalifa and all committee members. A special thanks to past convenors, Pat Young and Gay Harper, for your gracious guidance and assistance and to Gwen Johnstone for your passion and enthusiasm in assisting with the organization and planning. Finally, heartfelt appreciation to local businesses and volunteer “chefs” who donated food, prizes, and precious personal time. Special recognition is on page 9. We could not have done this without your incredible generosity and support.

Also in this issue:
Meet the Volunteer Association Board page 3
Message from Altaf Stationwala page 4
Mackenzie Vaughan Hospital page 5
Meet Our Volunteers page 7
International Food Festival update pages 8-9
From Volunteer and Community Resources page 10
Upcoming Events back cover

continued on page 2
As we move into December, we are excited about our newest Fundraising initiative—The Gingerbread Decorating Contest and Raffle! All Mackenzie Health volunteers and staff are invited to form teams to show off their creative decorating skills. The event takes place on Monday, December 12. Raffle tickets will be sold throughout the week. Winning tickets will be pulled on Friday, December 16. Don’t be shy...form a team--unleash that competitive or creative side. Look for emails, elevator posters, and other promotional material for more details. We will also require volunteers to help with raffle ticket sales. We welcome your help and support. Contact volunteer services if you can help. This should be a lot of fun.

The holidays are a perfect time to remember those special people in our lives. If you're looking for the perfect gift, don't forget to visit the White Rose Gift Shop. Ana Paula and her team have decked out the shop in holiday splendour. In addition, since the Gift Shop is our Volunteer Association’s primary source of revenue, profit from our retail sales also go towards our Fetal Monitors’ pledge. Your purchase will be a gift that keeps on giving.

We will touch base in January with our next Pulse publication. Until then, continued thanks for all you do. Have a wonderful holiday—may it be a healthy and happy one. Enjoy the blessings of the season.

Zina Villamagna
President, Mackenzie Health Volunteer Association

Architectural rendering reflects current design concepts. Exterior colours and finishes may change with final design.
from the Mackenzie Health Volunteer Association
Board of Directors

Back Row, Left to Right:
Fred Visco (Treasurer), Raymond Ang (Director at Large), Gay Harper (Corresponding Secretary), Pat Young (Chair-ByLaws),
Ateet Patel (Director at Large)

Middle Row, Left to Right:
Rahim Khalifa (Co-Chair-Special Projects/Fundraising), Elaine Cheung (Co-Chair-Special Project/Fundraising), Tony Petruccelli
(Past President), Clarence Au (Co-Chair-Membership)

Front Row, Left to Right:
Pat MacDonald (Chair—Thornhill Branch), Zina Villamagna (President), Nancy Cutler (Honorary President), Pierina Bosco
(Chair—Gift Shop/Retail), Sally David (First Vice President)

Absent:
Nicholas Alexander (Director at Large), Anneli Leivo (Recording Secretary), Anna Caporiccio (Chair—Roses of York Branch),
Bertha Mohl (Chair-Richmond Heights Branch), Yulia Pakka (Chair—PR/Communications), Duayne Siewah (Co-Chair
-Membership), Rhelda Stockall (Chair—Pleasantville Branch)

Contact Us or Follow Us
Mackenzie Health https://mackenziehealth.ca
Volunteer Office phone: (905) 883 2057

email: volunteers@mackenziehealth.ca

www.facebook.com/MackenzieHealth
Pinterest (photos) http://www.pinterest.com/mackenziehealth/
YouTube (videos) https://www.youtube.com/user/MackenzieHealthVideo

https://plus.google.com/+mackenziehealth/
https://twitter.com/MackenzieHealth
From the Desk of Altaf Stationwala

Happy Holidays to all. As we approach the busy holiday season, I wanted to thank you all for your time and commitment to making a difference for patients and visitors. Whether your role involves face to face interaction with patients and families or more behind the scenes support of our programs and services, all of your efforts contribute to our mission to create a world-class health experience. Thank you for your ongoing assistance.

Update on Mackenzie Vaughan Hospital (more on page 5 with photos)
Recently, we celebrated the groundbreaking for the Mackenzie Vaughan Hospital. Thank you to everyone who joined us to help mark the occasion. We now look forward to your continued support as we work toward the completion of the additional hospital for our rapidly growing community by 2020.

Parking
As you know, we are working to expand our parking facilities to better accommodate our growing healthcare team and ensure we have parking spots readily available for patients and visitors. We know parking has been an ongoing challenge as we continue to grow our programs and services. We appreciate your patience and understanding while we make the necessary changes to better support everyone who works or volunteers at Mackenzie Health and comes to us for care.

Accreditation
From February 6-9, 2017, Mackenzie Health will once again participate in accreditation with Accreditation Canada. During our last accreditation in 2013, Mackenzie Health achieved Accreditation with Exemplary Standing and we are striving for this once again. We look forward to your participation in this opportunity to share Mackenzie Health’s commitment to safe, quality care.

New Electronic Medical Record
We are making great progress on our new electronic medical record (EMR) to be implemented in July of 2017. This transformational change will dramatically improve the way we record, report and access clinical information and sets the stage for the new patient care delivery model in the hospital.

One of the largest clinical projects in our organization’s history, this transformation will result in a completely paperless EMR. Our partnership with Epic Systems Co. will provide real-time, secure records that will ‘move with the patient’ through their treatment and be accessible once they are discharged into the community.

Happy Holidays!
Thank you for your continued commitment and enthusiasm as part of the team at Mackenzie Health. I wish everyone a safe and happy holiday season and the very best for the coming New Year.

Sincerely,
Altaf Stationwala
President and CEO, Mackenzie Health
Construction Started on the Mackenzie Vaughan Hospital

On October 25, 2016, Mackenzie Health marked the largest milestone to date for Mackenzie Vaughan Hospital with the beginning of construction and an official groundbreaking ceremony.

Joined by Minister of Transportation and MPP for Vaughan, Steven Del Duca, John Fraser, Parliamentary Assistant to the Minister of Health and Long-Term Care, and Mayor of Vaughan, Maurizio Bevilacqua to help mark the occasion, Mackenzie Health broke ground and looks forward to completion of the new additional hospital by 2020.

Mackenzie Vaughan Hospital will be the first hospital in Canada to feature fully integrated “smart” technology, featuring systems and medical devices that can speak directly to one another to maximize information exchange. The smart hospital vision includes the existing Mackenzie Richmond Hill Hospital creating a truly connected patient experience inside and outside the hospital.

Upon completion, Mackenzie Vaughan Hospital will provide modern surgical services and operating rooms, advanced diagnostic imaging and other specialized services. The hospital will have 342 beds on opening day and the majority of patient rooms will be private.

The groundbreaking marks the realization of Mackenzie Health's vision to create a two-hospital model of care for our community – one that will provide much needed access to expanded services and programs to our growing community, closer to home.

Groundbreaking follows the August 2016 announcement of Plenary Health as the preferred proponent team to design, build, finance and maintain the new Mackenzie Vaughan Hospital.

For more information and to view artists renderings of the future Mackenzie Vaughan Hospital, visit www.mackenziehealth.ca/mvh.
Update from Our Gift Shop

During the Holiday Season, when Christmas and Hanukah gifts are in demand, the shop carries an assortment of gift giving ideas, as well as garments, handbags, jewelry, accessories, children’s wear, toys, plus delightful tree ornaments. It is compact, stuffed with eclectic displays and staffed by friendly and knowledgeable volunteers.

The variety and quality of gift shop merchandise inspires a steady stream of comments, with regulars like: “I didn't know you had such great clothing...” “It’s amazing…” “You can find everything here…” and, a special favourite at this time of year, “I can pretty much do my entire gift shopping here.”

We provide a great service to hospital staff. We hear, time and time again, how convenient our shop is for them. It is also a happy place and a respite for many of our visitors. The most important aspect, of course, is the fact that all the money goes to the hospital.

In fact, it’s a fundraising little-engine-that-could and has become a shopping destination for many staff and visitors.

The shop is run by the Mackenzie Health Volunteer Association (MHVA) and all profits support the Association’s regular pledges to the hospital. Right now the goal is $250,000 to buy ten fetal monitors for the Woman and Child Program. Two years ago the MHVA completed a $500,000 pledge for the new MRI.

We would like to take this opportunity in wishing all Volunteers Seasons Greetings and a heartfelt thank you for your continued support.

Ana Paula Cantafio
Manager, White Rose Gift Shop

In the spirit of giving, we continue to offer all Mackenzie Health Volunteers

A 20% discount on all regular priced items (some exclusions may apply)
Show your Volunteer ID (December 12 to 23)
Meet Our Volunteers

Looking For A Volunteer’s Volunteer? Ask Leo Cornacchia About His “Spare Time”

Volunteer Leo Cornacchia has no problem with filling spare time because, he admits, “I don’t have any spare time.”

His statement is understandable. Leo volunteers at Mackenzie Health four days a week, putting in an average of 28 hours a week! (That’s one reason he won a Volunteer Excellence award last year.) He also has other volunteer work.

Leo starts his Mackenzie Health week as a morning Escort, putting in 2 to 3 hours a day from Tuesday to Friday. Tuesdays and Thursdays he serves in Pod B, helping patients to register and find their destination. At noon Tuesdays he moves to the Emergency Department, where he directs patients through the triage system and is in Emergency again on Wednesdays. Fridays he’s in the Gift Shop and on the OLG Lottery desk.

Leo’s estimate of 28 volunteer hours a week adds up to 1,456 hours a year and doesn’t count his ad hoc duties – volunteering at our dinner dance, at the Foundation’s Gala, serving as a Brand Ambassador and working anywhere else he’s needed, including the Information Desk, ICU and the Chemo Clinic.

Karen Andersen, Director, Volunteer & Community Resources puts it this way: “Unlike most volunteers, Leo is not stationed in one particular location. He does a lot of ‘floating.’ He has an innate sense of good judgment. Each day he steps back, looks at the big picture, determines where the gaps are that morning and places himself in the department that will benefit the most from his presence. I never, ever worry when I give Leo a task because I know his judgment will be spot on.” In fact, he has, rightly, been called “A Volunteer’s Volunteer.”

Why does he do it? His answer is simple, “Because I enjoy it.” Leo learned the importance of volunteering during the 10 years his late wife was ill. He said that the volunteers at Sunnybrook and North York General helped him and he promised himself that he would provide similar support to others. “I know what volunteering means,” he said. “If you like to do something, you find the time and the strength to do it,” he said. He grinned and added, “I don’t like doing nothing.”

Leo was born in Southern Italy, in the Puglia region. He came to Canada in 1960 and connected with his wife – born in the same Italian town – at a Canadian wedding reception. “I hadn’t seen her for seven years,” he said. They married and had two sons and two granddaughters. He “volunteers” with the girls, taking them to dance three days a week. He said, volunteering “gives me big satisfaction, because I like it and I like to be with people, helping. Volunteering is a good thing to do. It’s one of the best things a person can do. I recommend it to every person who has spare time.”

Leo doesn’t limit his volunteer service to Mackenzie Health. He is active with the Knights of Columbus and is on the Board of the Maple Pionieri Seniors Club. For the Club he calls Bingo two evenings a week and helps organize a monthly dance. He also helps organize a variety of other, major events like an all-day picnic and a variety of trips. He has received a City of Vaughan volunteer award.

by Gay Harper
Mackenzie Health Volunteer
7th Annual International Food Festival - Results

The 7th annual International Food Festival (IFF) held on Nov 4th brought hundreds of food fanciers, scores of volunteers and more than $4,000 to the Volunteer Association’s campaign to raise $250,000 to buy fetal monitors for the Woman and Child program.

The lure of fragrant, ethnic foods filled the Berwick Family Auditorium and drew staff and volunteers to experience an exceptional international meal that included Greek, Eastern European, the Caribbean, Italian, Persian and South Asian. Our sincere thank you to the organizers comprised of members of the Special Projects Committee, IFF volunteers, table leaders, and the Volunteer & Community Resources team in the Volunteer Office.

In addition, a very special thank you goes to the table sponsors that have made significant contributions to the IFF during the past several years. In particular, we are truly grateful to Rev. Father Odsseys Drossos and the parishioners of the Greek Orthodox Community of Markham, and to Yummy Market. These extraordinarily generous organizations have donated hundreds of meals for the Greek and Eastern European tables every year for the past 5 years. We are also grateful for the continued support from Aneal’s Taste of the Islands, Old Bread Mill, Premier Banquet Hall, Sahara Travel, and Chef Ameet and his team at the Central Bistro.

The annual IFF raffle brought wonderful, donated prizes that included gift cards, specialty bagels, and a beauty set. We are thankful for the contributions made by local businesses and community. Please see back cover for the full list of our sponsors.

The IFF is made possible by the efforts of volunteers, community sponsors, cash donors, and staff participation. Thank you all for your generosity, enthusiasm, kindness and passion!

Elaine Cheung and Rahim Khalifa
Special Project Co-Chairs

Thank you Old Bread Mill for the Veal on a Bun

Thank you Aneal’s for the Jerk Chicken and Patties

Thank you Aneal’s for the Jerk Chicken and Patties

Thank you Old Bread Mill for the Veal on a Bun
Thank you Greek Church for the Souvlaki Meal

Thank you Yummy Market for the Cabbage Rolls

Thank you Old Bread Mill

Thank you Michidean Limited

Thank you Premier Place

Thank you Sahara Travel

Thank you Sodexo

Thank you food Basics

Thank you Amir Quality Wear

Thank you bagel nash
From Volunteer and Community Resources

**VSys/Epic/iLearn/Grand Central/ASAP/ACT/EMR**

*What is all this gibberish about?*

Admittedly there are a lot of new acronyms coming at us at a very fast pace. Let’s see if we can sort some of this out for you.

**VSys** - this is our new volunteer database and check-in software. We use this system to keep track of all of your volunteering records. This replaces our former VTSS.

**VSys Live** - this is an add-on to our new system that will allow volunteers to access their personal data from home. This will replace some of our current systems like SignUp.com and in some cases, you may be able to log your hours remotely.

**iLearn** - this is our *Learning Management System*. We use this system to offer electronic training courses and maintain training and certification records.

**ACT** - *Advanced Clinical Transformation* - This acronym refers to the transformation that the hospital is undergoing to meet government legislated standards. It includes developing an **EMR - Electronic Medical Record** for every single patient.

**EPIC** - This is the company selected through a vigorous RFP process to develop and implement our new EMR. Epic has several applications which will be installed and active on July 8, 2017. This date is referred to as the **Go Live** date. Applications include **ASAP** (for the Emergency Department), **Grand Central** (for registration, portering and volunteers at the information desk), **ClinDoc** (used for charting on units) just to name a few.

We hope this short tutorial has sorted some of the chaos of the new language. If you have any questions please ask anyone in the Volunteer Office.

*Karen Andersen*
Director, Volunteer & Community Resources

---

**Privacy and Accessibility modules are due by December 31st**

Complete on your own online OR complete in a group on December 16th.
You must pre register with Volunteer Services – space is limited

---

**Volunteer & Community Resources Office**

December 24th -27th, 2016
December 31st, 2016 -January 1st, 2017
Donations

Coins for Fetal Monitors

With our latest donations of $70 our new total is now up to $20,766 and I would like to thank Jackie J. and the many others that I am not aware of that are dropping some bills and change into the vase in the Gift Shop. Keep up the great work folks so that we will be able to purchase those 10 new Fetal Monitors.

Pop Tabs for Wheel Chairs

Peter came on October 24th and picked up over 120 lbs. of Pop Tabs which will purchase another wheel chair for a person in desperate need of one. I would like to acknowledge the I C U unit, Margaret L., Marilyn K. and her swim ladies, Northern Waters Presbyterial U C W, Joan & Coco, David, Margaret, Matthew & Michael K., Jackie J. Pauline A., Chris & Julie. You folks are doing such a great job and I know how much it is appreciated.

Many Thanks

Virginia Wainman

Hospital Parking Update

We continue to search and implement creative solutions to address our parking challenges. Our goal is to provide ample and convenient parking for all stakeholders, patients, visitors, staff, volunteers and physicians. With this in mind, in the near future, we will be dedicating the North Visitor Lot (D-Wing) specifically for patients and visitors. Volunteers will be given new parking accommodations that we believe will alleviate the search for a parking spot and still provide quick and easy access to the hospital. Dates of implementation will be announced once all necessary infrastructure is in place. We appreciate your ongoing support and understanding as we work diligently to resolve our parking challenges.

Thornhill Branch

Raffle Winners!

This was a fundraiser for the Thornhill Branch of the Mackenzie Health Volunteer Association held on October 26th, 2016. We wish to thank everyone attending for their support. All raffle prizes were donated*

<table>
<thead>
<tr>
<th>Prize</th>
<th>Description</th>
<th>Winner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>Crystal Platter – Glass Dome</td>
<td>Ann Diakiw</td>
</tr>
<tr>
<td>2nd</td>
<td>Evening Bag &amp; Scarf</td>
<td>Betty Crozier</td>
</tr>
<tr>
<td>3rd</td>
<td>Crochet Lap Throw</td>
<td>Betty Swann</td>
</tr>
<tr>
<td>4th</td>
<td>Gift Basket (Thornhill Golf Club)</td>
<td>Dorothy Plaxton</td>
</tr>
<tr>
<td>5th</td>
<td>Gift Certificate (Orchid Flowers)</td>
<td>Kathryn Tucker</td>
</tr>
<tr>
<td>6th</td>
<td>Gift Certificate (Canadian Tire)</td>
<td>Patricia MacDonald</td>
</tr>
</tbody>
</table>

*All proceeds go to Mackenzie Health Volunteer Association
Festive Events

Mackenzie Health Volunteer Association
Gingerbread Decorating Contest & Raffle
Monday, December 12
10:00AM - 2:00PM
A-Wing, Atrium

Mackenzie Health
Staff, Volunteer & Physician Breakfast
Thursday, December 15th
7:00AM-10:00AM
Berwick Family Auditorium

Mackenzie Health Spiritual Care Volunteers
Christmas Carol Service
Tuesday, December 20th
2:00PM
A-Wing, Atrium

Mackenzie Health Spiritual Care
Menorah Lighting Ceremony
Wednesday, December 28th
2:00PM-2:30PM
A-Wing, Atrium