



A Message From The Volunteer Association President



Kung Hei Fat Choi to all who celebrated Chinese New Year – 2018 The Year of the Dog.



in picture: Sally David (l)

High Tea

The Roses of York Branch is holding its “Tea at the Summit” on Sunday April 15th at 1:00 pm at The Summit Golf and Country Club on Yonge Street, just south of Stouffville Road. A good excuse to just relax and look around and enjoy the beginning of Spring and the vividness of its colours.

Strides for Stroke 5K Run/Walk

Please join us on Saturday, May 5, 2018 for the Strides for Stroke 5K Run/Walk. Support from volunteers would be appreciated.

Spring is knocking on our doors, with sounds of birds chirping at dawn.

February saw our volunteers brave a stormy and blistering weekend, February 10-11 selling hearts at Enzo’s No Frills at Yonge and 16th Ave, Richmond Hill. Our appreciation and thanks go to Enzo’s No Frills for allowing us the use of their premises, and to all the volunteers who helped at this event.

The Volunteer and Community Resources staff have planned an exciting week of activities in April to celebrate Volunteer Week, including “Coffee with the CEO”, and the Annual Volunteer Awards & Appreciation Luncheon, with presentation of awards and certificates, recognizing our many volunteers for achieving various milestones.



in picture: Walter Conte (l) and Lisa Bowen (r)

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Coins for Health

Virginia Wainman started the Pennies for Miles back on October 2, 2002, and now it is 15 years since its inception. The Volunteer Association has received well over \$21,000. Way to go Virginia, what a brilliant idea.

Virginia also began the quest of Pop Tabs for Wheel Chairs on the same day that she began Pennies for Miles, Oct. 2, 2002. It all started back before she began her quest by the Elora Legion back in 1989 because of a hoax. Jack Baumber and Raymond Pearse, members of the Legion Branch 229 collected a large number of pop can tabs, which were to be directed to a project to buy wheelchairs. When they tried to find a contact for this program, it was learnt that the entire story of wheelchairs for pop tabs was nothing but a hoax. They were not easily discouraged and ran with it. It takes 2.5 to 3.5 tons to purchase a wheelchair. There are approximately 1000 tabs to a pound and the duo paid 50 to 60 cents per lb. The total number of wheelchairs purchased to date is 2,524. Thank you for your continuing efforts.

Please do support our various fundraising events. Donations are most welcome as it all goes towards our \$500,000 pledge for Mental Health.

On behalf of the Volunteer Association Board, I would like to thank you for your service, fundraising efforts and donations. I end with wishing you a happy end to winter and the enjoyment of the arrival of spring.

Sincerely,

Sally David

President, Mackenzie Health Volunteer Association

Donations

Coins for Health

I handed over \$115 to Fred Visco on Feb. 6 and that brings my total to \$21,736.00 over the last 15 plus years with many thanks to the folks that continue to drop their change and the odd bill into the jar in the Gift Shop.

Pop Tabs for Wheelchairs

Many thanks to Jim G., Jackie J., Eva & Friends, ICU, Raz, Sharon, Augusta M. and Emma T. and Joan & Koko H., and the Northern Waters Presbyterial for their huge bag that I picked up yesterday with thanks to Fern W. These wee tabs are still coming in and being a huge help to those that are in need of a wheel chair that they are unable to afford. You are doing a great job folks.

Many Thanks

Virginia Wainman

2018 National Volunteer Week

Mackenzie Health Volunteer & Community Resources



Events

Friday April 20th

Breakfast with CEO

(Sponsored by Richview Manor Retirement Residence)

Berwick Auditorium 10AM-12PM

RSVP (905) 883 2057 or

volunteers@mackenziehealth.ca

Sunday April 22nd

Annual Awards Luncheon

(Details on Page 6)

Maple Downs 11101 Dufferin St. 1PM-3PM

RSVP (905) 883 2057 or

volunteers@mackenziehealth.ca

Tuesday April 24th

Volunteer Retirement Tea

(Sponsored by Charwell Retirement Residences)

Volunteer Lounge Room 5930 11AM-1PM

RSVP (905) 883 2057 or

volunteers@mackenziehealth.ca

All Days

Volunteer Lounge Room 5930

From the Desk of Altaf Stationwala

Thank you to all of the volunteers who help make Mackenzie Health a great place to receive care, work and volunteer. Your commitment helps us provide the best possible experience to every patient, every time.

Celebrating National Volunteer Week

Please join me for our annual Coffee with the CEO on Friday, April 20 from 10 a.m. to noon in the Berwick Family Auditorium. I look forward to this opportunity to thank and acknowledge the hundreds of volunteers who help make our hospital a great place to receive and provide care. It's also a great opportunity to share recent organizational developments and accomplishments, as well as personally thank you for your support and commitment. This event is also your opportunity to ask questions and provide feedback.



Successful Phase Two Patient Move to the Reactivation Care Centre

Saturday, March 10, marked another significant milestone in our organization's history. Fifty-eight of our patients who require complex continuing care and/or rehabilitation have successfully moved to the new Reactivation Care Centre (RCC), Mackenzie Health's newest community-based service location. Thank you for our entire team's efforts and for going above and beyond as we work to improve care, together. Our entire team's focus on patient experience and safety is well demonstrated by the newly-equipped and tidy units, and the warm welcome to our patients.

At the RCC, our patients benefit from a reactivation environment and the excellent care provided by our Mackenzie Health team while they wait for their discharge destination. For our team at Mackenzie Richmond Hill Hospital, the opening of additional beds at the RCC will help ease some of our current bed capacity challenges and improve access to care for our growing community.

New Wayfinding App

Recently, Mackenzie Health launched a free mobile wayfinding application (app) to help patients and visitors find their way around Mackenzie Richmond Hill Hospital or navigate to any of Mackenzie Health's community locations.

Available now on the Apple Store and Google Play, Mackenzie Health Wayfinding is another tool Mackenzie Health provided to assist people while at the hospital and complements signage as well as the staff and volunteers available to help visitors find a location.

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Telephone Townhall

On Tuesday, February 27, Mackenzie Health was joined by more than 10,500 community residents, staff and volunteers for its first telephone townhall.

During the call we shared a brief update on:

- the growing health care needs of our communities
- development at the Mackenzie Vaughan Hospital
- our roadmap to becoming a health care provider with two hospital sites

We also provided the opportunity for community residents to ask questions. Visit www.mackenziehealth.ca/townhall to see the results from the community telephone townhall and a summary of community questions.

Mackenzie Vaughan Hospital Update

Progress continues on the construction site for the new hospital. The crews are currently working on the third and fourth floors. To see current live cam images, visit mackenziehealth.ca/mvh and click on the Live Camera.

Thank you!

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

Sincerely,
Altaf Stationwala

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

Altaf Stationwala

Friday April 20, 2018

10AM - 12PM

Berwick Family Auditorium

ALL VOLUNTEERS ARE WELCOME

however, for catering purposes,
please RSVP at 905-883-2057 or
volunteers@mackenziehealth.ca



Annual Volunteer Awards and Luncheon

Sunday April 22, 2018

New Venue

Maple Downs Golf and Country Club

11101 Dufferin St.
Maple, ON L6A 1S2

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 2nd 2018 at 9am.
Please call [905-883-2057](tel:905-883-2057) to reserve your seat.

We will be able to fit everyone but we do need to have reservations.

When RSVPing, please ensure you indicate your meal preference

1. Teriyaki Stir Fry - Chicken
2. Teriyaki Stir Fry - vegetarian
3. Teriyaki Stir Fry - Salmon



Annual Volunteer Awards and Luncheon

Sunday April 22, 2018

Group Photo Times

2 year recipients	12:30PM
5 year recipients	12:15AM
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
45 year recipients	12:00PM
50 year recipients	12:45PM
Special Awards (Outstanding, Departmental & Ruth Coxford)	12:45PM

During Group Photos, there will be time for other volunteers to have their pictures taken with other Super Heroes and enjoy refreshments.

We suggest brushing up on your Super Hero trivia before the big day! There will be a quiz!

VSys Portal

Still haven't tried your VSys Live Portal? Here's what you're missing!

- Ability to update your own information – address, email, education etc.
- Ability to print a report of how many hours you have completed.
- See your own personal calendar with hospital events included.
- Drop and pick up shifts.
- Find helpful documents, archived newsletters.
- Sign up for special projects (coming very soon)

If you haven't logged onto your portal, give us a call at 905-883-2057 and we will get you started.

Contact Us or Follow Us

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

email: volunteers@mackenziehealth.ca
VSys Portal: <https://mackenzie.vsyslive.com/>

 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>

Volunteers Learn About First Aid for Mental Health

Most members of the Mackenzie Health Volunteer Association know the basics of physical first aid – when to call 911, how to deal with a minor cut or when not to move an accident victim. Fewer volunteers know how to provide first aid for people experiencing mental health issues.

That's why Ruth Showman, a 13-year volunteer, is so impressed that Volunteer & Community Resources offered a Mental Health First Aid course for volunteers, a session she would “recommend to everyone.”

The reception to the course was so positive that the hospital is planning a second two Saturday training session in the fall.

Ruth, who currently works two shifts a week in the Emergency Department, has high praise for the instructors and the course content. The course gives some background on mental health issues, and provides “some conversation pieces you need” to talk with patients and provides information about “how to help people with mental health issues.” She said that this knowledge helps her to “feel more comfortable with people facing mental health problems.”

A central element in training is understanding the difference between sympathy and empathy for the patient. “Empathy is really listening. Listening is so important, you don't pass judgment, you don't give an opinion, you just listen,” states Ruth.

Before starting in Emergency, Ruth was a Support volunteer, volunteered in Mammography, in the Intensive Care Unit and in Day Surgery. The Mental Health First Aid Course “helps me to be a better volunteer,” she said. “Patients should not be labeled and we're not there to judge people. We should always be trying to understand and recognize that it (mental health issues) is not their fault.”

She hastens to explain that knowledgeable volunteer efforts do not take the place of professional medical service.



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As an Emergency Department volunteer, she notes that people with mental health issues may be in crisis when they arrive. The situation is often explained by those who accompany the patient. Ruth has no medical background and said the support provided by volunteers is often “just common sense, a lot of it.”

The course tells her to sit next to the patient – not face to face – and to greet him/her with a smile. She explains the process of sign-up in emergency, the likelihood of a wait and what is likely to happen. “I will sit by them, help them to feel safe and initially make them feel more comfortable. That’s what we’re there for,” she said. “I find it very gratifying.”

In fact, the course helped her “feel more comfortable with people facing mental health problems.” “I was very intrigued when Susan (course facilitator Susan Kagan) contacted me about offering this type of training. After reviewing the content, I thought this would be ideal for many of our volunteers,” noted Karen Andersen, Director, Volunteer & Community Resources. “Ruth has confirmed that for me. And aside from the patient support benefits, I thought the course tied in nicely with the Mackenzie Health Volunteer Association’s latest \$500,000 pledge to our Mental Health Programs.”

For those interested in learning more, please visit <http://www.mentalhealthfirstaid.ca/en>.

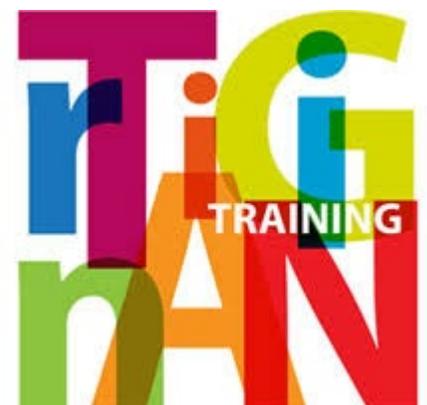
by Gay Harper

Corresponding Secretary, Mackenzie Health Volunteer Association

Mental Health First Aid Course



More courses will be offered in the fall of 2018



Upcoming Events

"High Tea"

Sunday, April 15, 2018 3:00p.m.

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



Special Guest-Emilio Zarris, Tenor- from the Original Cast of Miss Saigon,
Toronto Performance.

Tickets, \$40.00*

For tickets call Anna Caporiccio, 416-873-1608. Limited seating.

*All proceeds go to Mackenzie Health Volunteer Association

Volunteer Retirement Tea

Tuesday April 24th

(Sponsored by Charwell Retirement Residences)

Volunteer Lounge Room 5930 11AM-1PM

RSVP (905) 883 2057 or volunteers@mackenziehealth.ca

Celebrating the retirement of:	Maureen Nelson	18 Years
	Roy Soundy	18 years
	Karin Ireland	20 years
	George Jordan	21 years
	Pat Soundy	21 years
	Daphne Jackson	25 years
	Milberg Gibbens	29 years



Update from Our Gift Shop



“I was born at Mackenzie Health”

Baby Wear Celebrates Community

The White Rose Gift Shop is preparing to re-introduce its popular “I was born at Mackenzie Health” line of baby products, including pink and blue hats, onesies, blankets and a group of little Parkdale Novelty bears. Launch is expected in April. They picture a bear and the “I was born at Mackenzie Health” line. The garments are unique to our hospital and build recognition within the community.

The delightful baby wear follows a long-time tradition, which started with “I was born at York Central Hospital.” Two or three generations of new parents have seen their newborns in the pink and blue apparel, pre-shrunk and proudly made in Canada. The tiny baby wear is a memory builder for past and present generations and creates the start of a new and wonderful time.

The Made in Canada promise guarantees that the quality is up to standard and that the “I was born at Mackenzie Health” baby individual items are up to the health code.

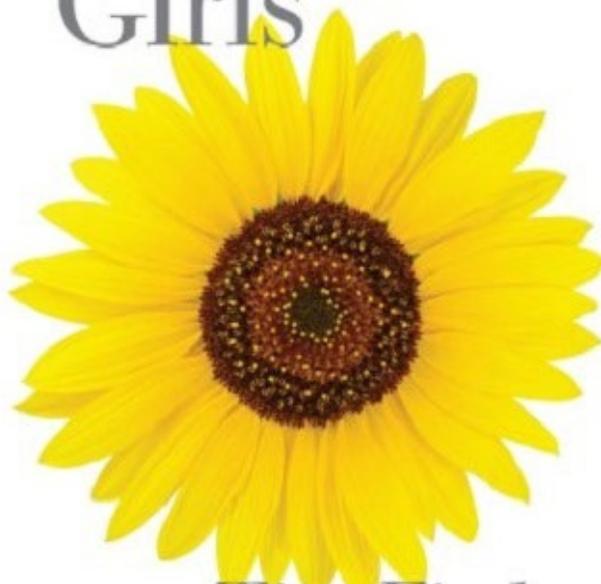
Ana Paula Cantafio

Manager, White Rose Gift Shop



Thornhill Branch Charity Theatre Performance

Calendar Girls



Tim Firth

Tuesday, May 22, 2018

8PM

(doors open 7:15PM)



Tickets \$25* (No reserved seats)

For information and tickets please call 905-881-4946

The Curtain Club
400 Newkirk Road
Richmond Hill

“This captivating comedy is a celebration of life, friendship and love. Based on a true story, Calendar Girls takes us on a journey with a group of Women’s Institute members who set out to raise money to buy a memorial settee for the local hospital and end up posing nude for a fund-raising calendar.”