



A Message From The Volunteer Association President

After a very hot and humid summer, fall is just around the corner. I will miss the aromas of the flowers in my garden, watching my grandchildren running through the sprinklers, and the long, warm summer nights—but thankfully autumn will bring us a bit of relief from the heat.

I hope that you all had a very enjoyable summer and are looking forward to a very busy volunteer year ahead. This is the first Pulse newsletter of the 2018/2019 Mackenzie Health Volunteer Association (MHVA) Board. A sincere and hearty welcome to all the returning volunteers and to those who are volunteering for the first time. With the changing leaves comes a slightly changed Volunteer Board. The AGM this past June was a time to show our gratitude to departing board members: Gay Harper, Anneli Leivo, Nicholas Alexander and Clarence Au. We will miss them at the meetings, and the many contributions, including the time and energy that they gave to the hospital. I am pleased to welcome our new MHVA Board members: Mary Anne Bonfigli, Gary Stenzler, and Rod Stobo. We look forward to your collective skills and enthusiasm in joining our team.

My gratitude to the Executive Committee, the Standing Committee, Branch Chairs, Leadership Team, members of the Hospital and Foundation Boards, and the staff in Volunteer & Community Resources for giving their time and commitment to raising funds through the many events held throughout the year. Thanks also to our ambassadors, who tirelessly reach out to our communities through fairs and other events.

Our Volunteer Association continues its effectiveness in its fundraising endeavours. During this current 4 year period, our commitment is to raise \$500,000 towards Mental Health at Mackenzie Health. The MHVA Board was pleased to make the Association's first payment of \$125,000 to the Mackenzie Health Foundation at our AGM in June.

This was made possible by the great efforts of the board members, the gift shop retail team, and through fundraising activities from our various branches and communities. My thanks and appreciation to everyone for your commitment and support. (see picture on page 2)

Also at the AGM, we recognised the successful volunteering of our students with the presentation of the Peggy Temple Bursary, the Student Achievement Awards and the Health Plus Pharmacy Award. We wish to express our congratulations to all these deserving students. (see picture on page 2)

I ask that you please keep an eye out for the many activities planned for the coming months. Forthcoming events include: the Thornhill Branch Luncheon and Bridge, Wednesday October 24; the International Food Festival, Friday, November 9th and our successful gift wrap booth at the Promenade Mall during the month of December. I hope that many of you will attend.



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Please also take note of our monthly 50/50 volunteer lottery. More details on these events can be found within this issue of the PULSE.

I look forward to the year ahead, and I am confident that the Volunteer Association will continue to work together to meet the many exciting challenges of the year.

Finally, with the onset of Fall comes our next holiday on October 8th. I would like to wish everyone and their families, a very happy Thanksgiving.

Sincerely,

Sally David

President, Mackenzie Health Volunteer Association



In Picture (L-R): Fred Visco, Mackenzie Health Volunteer Association Treasurer, Anthony Ianni, Chair, Mackenzie Health Board of Directors, Sally David, President, Mackenzie Health Volunteer Association and Joyce Frustaglio accepting the cheque on behalf of Mackenzie Health Foundation

In Picture (L-R): Joyce Magat, Maria Guirgis, Ariel Foo and Angela Xu - Student Achievement Award Recipients, Janaksha Linga-Easwaran, Peggy Temple Bursary Recipient and Gabrielle Attanasio, Health Plus Pharmacy Award Recipient.



From the Desk of Altaf Stationwala

To our gracious volunteers, we are so grateful for your continued dedication and support to our patients, visitors, staff and our organization. Your spirit of giving is admirable and touches the lives of everyone you interact with. I hope you took some time over the past few months to enjoy the warm weather.

Celebrating Patients

It has been an exciting summer for Mackenzie Health! We kicked off June with our third annual Celebrating Patients event and profiled the stories of three former patients: Henry Mensah, David Randall and Donald Thompson. The event is a true testament to the efforts of our staff, clinical teams, physicians and volunteers to help our patients and the lasting impression they make on them and their families. If you weren't able to attend the event, the video is available here on the Mackenzie Health [YouTube page](#).



Crafting for a Cure

Congratulations to our student volunteers, Christine Pizzola and Ariel Foo, for organizing our annual Crafting For A Cure event in the Berwick Family Auditorium this past July. Together, student volunteers joined hands to create craft kits for children in our emergency department, clinical treatment rooms and other patient areas. We are also proud that Christine and Ariel were both presented with a certificate by MP Majid Jowhari for their commitment to give back to our community.

Wildly Important Goal (WIG)

Across our hospital and community-based locations, you will notice “**Mission 2020: Two Hospitals Your Health Our Time**”. The messaging supports the implementation of our organization-wide Wildly Important Goal (WIG) - **Doubling Our Communities’ Access to Exceptional Patient Care in Late 2020**. The WIG has three areas of focus – people, building and funding – and it will be the organization’s focus for the next two years to ensure our team is able to deliver exceptional care for our communities.

We are so grateful to you, our volunteers, and all that you do to help support the organization in achieving its goals. As part of “Mission 2020: Two Hospital Your Health Our Time” we will celebrate many milestones, the first one being the “topping off” of Mackenzie Vaughan Hospital scheduled for late October.

We want you to be part of history by signing your name on a Mackenzie Health token and cinder blocks, available in the Berwick Family Auditorium between **Wednesday, October 10** and **Friday, October 19**. Signed tokens will be poured into one of the last concrete slabs at Mackenzie Vaughan Hospital. For more information, here’s a full list of dates and times to visit the Berwick Auditorium.

- | | |
|-------------------------|-------------------------|
| • Wednesday, October 10 | 5 p.m. to 7 p.m. |
| • Thursday, October 11 | 5 p.m. to 7 p.m. |
| • Friday, October 12 | 4 p.m. to 7 p.m. |
| • Monday, October 15 | 1:30 p.m. to 4 p.m. |
| • Tuesday, October 16 | 9:30 a.m. to 11:30 a.m. |
| • Wednesday, October 17 | 8 a.m. to 11:30 a.m. |
| • Thursday, October 18 | 4:30 p.m. to 7 p.m. |
| • Friday, October 19 | 8 a.m. to 11:30 a.m. |

Thank You!

As we move further along our journey to a two-hospital model of care, we appreciate your continued support in creating a world-class health experience for our patients, families and volunteers, together.

Sincerely,

Altaf Stationwala

President and CEO, Mackenzie Health

Donations

Coins for Health

Recently, Mackenzie Health Volunteer Association introduced new coin boxes and there is now one at the Information Desk and one in the Gift Shop and I have been asked to look after both.

The amount that I counted for the Information Desk was \$138.65 and for the Gift Shop was \$104.50 which totals \$243.15. This will support MHVA's commitment to Mental Health Programs at Mackenzie Health. Thank you to you all for contributing to these boxes.

Pop Tabs for Wheelchairs

Well, you folks are doing an amazing job of collecting these wee little tabs for wheel chairs as I had 140 lbs. picked up on June 28th. and already I have over 50 lbs. I would love to thank Emma T, & Augusta M., Caterina, Jackie J. St. Matthew's U C., Colleen & Irene, Lois M., Shae E., Sheila M., Marilyn K and her swim team, Margaret L., Deanna and the ICU, 40 Baif Residents, Chris & Julie, Joanne, Catherine & Teresa M. & the Richvale Lioness's, Celerina, the Jackson Bros., and the Richmond Hill Legion Branch 275.

I know that the patients thank you that are in need of these wheel chairs.

Many Thanks

Virginia Wainman

Purrfect News

11 Year volunteer veteran, Kim Massai recently welcomed a new member to the family, Mackenzie Massai. We love the name of your new furbaby Kim!

Thank You

Thank you to Mackenzie Health volunteer Debbie Baldesarra and the members of the York Trefoil Guild for once again donating "busy kits" for distribution to children (and sometimes adults) who find themselves in the hospital either as a patient or a visitor. The distraction often proves to calm the anxious nerves and is one of those added supports that volunteers provide.



From Volunteer and Community Resources

This summer we received 450 applications and brought on 150 new secondary and post secondary students to bring our summer student program total to 225 students.

In addition to their weekly shifts, we strive to provide additional learning opportunities. As part of the overall summer program, we ran 3 events for the students.

1. Crafting for a Cure - we partner with this organization to produce craft kits for children visiting the hospital either as a patient or as a visitor. Photo below
2. Student Rounds Newsletter - [Student Rounds Newsletter Summer 2018](#)
3. Careers in Healthcare Seminar – featuring former volunteers and MH Staff speaking about their journey to their career (Physician, Nurse, Pharmacist, Physiotherapist, Optometrist)

In our end of summer survey, the response rate was small, 13% but the responses were positive

- 100% felt their time was well spent
- 84% felt they made a significant impact on patient care
- 100% felt they were made part of their team
- 90% would recommend Mackenzie Health to family or friends



Contact Us or Follow Us

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

email: volunteers@mackenziehealth.ca
V Sys 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>

Learning Opportunities



MENTAL HEALTH COMMISSION OF CANADA

Mental Health First Aid 

One in five people will experience a mental health problem in their lifetime. As a result, this course was developed to help people provide initial support to someone who may be developing a mental health problem or is experiencing a mental health crisis. This 12 hour course teaches mental health first aid skills.

Saturday November 10 and 17, 2018

9 AM - 4:30 PM

LOCATION: Mackenzie Health Hospital
10 Trench St. Richmond Hill - Room TBA

Who should attend?

Everyone can benefit from MHFA Canada training – members of the general public, teachers, health services providers, university students, emergency workers, frontline workers who deal with the public, volunteers, human resource professionals, employers, community groups.

To Register Contact: Susan Kagan – kagan_51@hotmail.com
416-458-0326

MHFA training will teach the participants to:

- Recognize the symptoms of mental health problems
- Provide initial help
- Guide a person toward appropriate professional help
- Provide help to prevent the mental health problem from becoming more serious
- Reduce stigma towards those experiencing mental health problems

COST: \$165.00 per person.

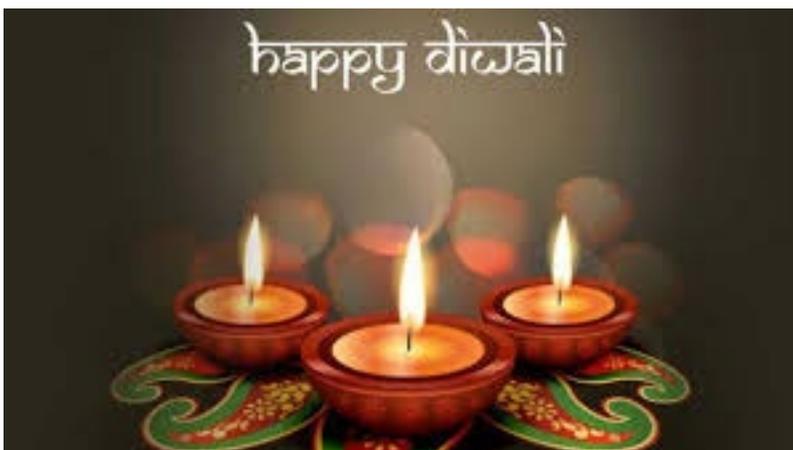
[iLearns](#) if you have not completed these ilearns in the last 24 months, your renewal is due.

1. Privacy Basics
2. Volunteer Resources Workplace Safety

[Learning and Wellness Calendar](#)

Please follow the links.

Upcoming Events & Celebrations



Diwali
Wednesday,
November 7, 2018

Watch for special Diwali themed meal offerings in the Central Bistro.

Become a Mackenzie Health Therapy Dog Volunteer

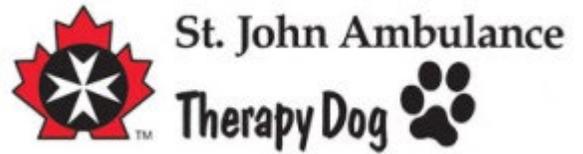
We are always looking for individuals who wish to provide volunteer service at Mackenzie Health using their dog to assist. We partner with St. John's Ambulance to provide this program. If you would like to learn more about the certification program, please visit [SJA Pet Therapy Program](#). Let them know you are interesting in volunteering at Mackenzie Health.

Therapy dog volunteers must be:

- 18 years of age or older
- Physically and mentally capable of performing the activities that are reasonable for the type of service they may be providing
- Willing to complete an application process and a Vulnerable Sector Check
- Successfully participate in an evaluation
- Able to provide up-to-date veterinarian documents indicating that all required vaccinations are current.

In order to be considered for the program:

- Dogs will be considered at ONE year of age, but in some cases TWO years of age is highly recommended
- Dogs must be on a regular regimen of veterinary vaccinations for rabies, parvovirus, distemper, and adenovirus
- Dogs must not be a fed a raw food diet



Upcoming Events & Celebrations



9th Annual International Food Festival

FRIDAY, NOVEMBER 9, 2018

11:00 AM – 1:30 PM

Berwick Family Auditorium

Emergency Entrance Elevators, Lower Level, D Wing

See Page 11 For More Information

Recognizing Our Volunteers

Virginia Wainman certainly knows how to go the extra mile!

The long-time member of Mackenzie Health's volunteer corps has been lending a hand at the hospital for 34 years, but she also spearheaded a successful fundraiser.

Virginia's original idea was to collect enough pennies to make up a mile, which translates into \$844.80. She started the Pennies for Miles on Oct. 2, 2002 and it's fair to say the fundraiser went well beyond the mile marker: Virginia reports the latest tally is \$22,174 which places the fundraiser in its 26th mile.

While Mackenzie Health is grateful for Virginia's efforts and the generosity of those who've contributed over the years, the bank where she's been depositing the pennies has taken note of her giving spirit as well.

She routinely totes the heavy haul of coins to the TD Canada Trust branch at Hillcrest Mall — "I broke two bundle buggies over the years" — and the staff there know all about her good cause.

The local branch nominated her as a community hero in the #TDThanksYou campaign this year, Virginia explained, adding she wasn't aware of this until she got news that she was one of the 49 heroes honoured across Canada. The \$5,000 prize was donated to the Mackenzie Health Volunteer Association and Virginia was presented with a cheque at the Hillcrest location in late July.

Things have changed since the start of Pennies for Miles. For starters, we don't have the penny anymore so the appeal is now called Coins for Health. The hospital also has a new name.

"This hospital used to be York Central. Now it's Mackenzie Health. But it's MY hospital," Virginia asserts. She's passionate about "her" hospital and about volunteerism and it shows in her always happy demeanour and even in the clothes she wears: in addition to the bright purple volunteer vest, Virginia shows up for her shifts in head-to-toe purple; even her watch is a pretty shade of lilac!



It's obvious she truly enjoys giving her time to the hospital.

"I like to be able to help people and put them at ease," said Virginia, 79. You can find her doing just that at the information booth a couple of mornings a week. That's also where you'll find a donation box for Change for Health, as well as a second donation box in the gift shop.

This year, the funds collected are earmarked for mental health services, and the #TDThanksYou award will help support this work.

by Julie Caspersen

Mackenzie Health Volunteer Association

In Picture (L-R): Chris Leier District Vice President, GTR North District, Sally David, Virginia Wainman, Julie Dove Branch Manager, Hillcrest Mall

Remembering Our Volunteers

Irene Miller

Irene passed away peacefully on July 6, 2018 at the age of 96. Irene was a long serving member of the Mackenzie Health Volunteer Association, 45 years in total. In the early years, Irene assisted on various patient units and in the last few years, she remained a member of the Pleasantville Branch.

Irene will be remembered for her flare and sense of style. She could be seen riding around Richmond Hill in her flower decorated golf cart.



Susan Johnston

It is with great sadness that we let you know that volunteer Susan Johnston has passed away. Susan began volunteering at Cardiac Rehab in 2010 after having been a patient there.

Susan's role was to lead other patients through their exercises and always provide that mentorship role to recovering cardiac patients. Susan died peacefully at Mackenzie Health on June 15th, 2018.

Tribute Gift Donations Reminder

Please keep Tribute Gift Donations to the MHVA in mind when the occasion arises to:



- Celebrate a special occasion (milestone birthday or anniversary, new baby, promotion, etc.)
- Pay tribute to the memory of a loved one

A personalized card will be sent to the recipient which can include a personal message from you, if desired. Sample cards and Tribute Gift Donation forms are available in the Volunteer Office.

Of course, donations are always welcome if you are unable to attend a fundraising event – or for no reason other than to contribute to the MHVA's fundraising pledge to raise \$500,000 over 4 years in support of Mental Health programs at Mackenzie Health.

Tax receipts are issued for all gifts over \$10.

Update from Our Gift Shop



Thank you to all the students who were part of our Summer Program. The White Rose Gift Shop is now looking forward to the Fall season.



We are pleased to announce that we had a winning ticket of \$95,000 processed by our OLG Lottery counter!

Thank you to everyone that buys and checks their lottery tickets at the Gift Shop. The vendor profits from the all sales and redemptions of winning tickets are included in the money raised by the White Rose Gift Shop for the Volunteer Association.

To welcome the new season, we have received a wide selection of fall merchandise including ladies' fashions, children's clothing, toys and

We are particularly excited about the new Parkhurst accessories. Come in to the shop to see the new line of hats, scarves and capes. Parkhurst Knitwear is a proud Canadian manufacturer established in 1926 that continues to bring new styles each season.

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



Upcoming Events & Celebrations

Thornhill Branch

Luncheon and Bridge

Wednesday,
October 24, 2018
11:30 AM-4:00 PM

THORNHILL GOLF & COUNTRY CLUB

See Backcover for Ticket Information





9th Annual International Food Festival

Delicious food from around the world

FRIDAY, NOVEMBER 9, 2018

11:00 AM – 1:30 PM

Berwick Family Auditorium

Emergency Entrance Elevators, Lower Level, D Wing



All volunteers are urged to contribute to this fundraiser by providing:

- **Appetizers** - Savory finger foods, sushi, sausage rolls, devilled eggs, etc.
- **Baking/Desserts** – Cakes, pies, brownies, squares, cookies etc.
- **Cash Donations** – From volunteers who do not cook or bake, to offset the cost of supplies (Envelopes available in the Volunteer Office and Volunteer Lounge).
- **Main Dish Entrées** – Especially Asian, Caribbean and Middle Eastern. Please let us know of possible donors or if you would be willing to prepare an entrée. We will supply the main ingredients and some hands-on help if required.
- **Raffle Prizes** – Check your “re-gifting” drawer/shelf for potential contributions. And, of course, donations of gift baskets and new items will be gladly accepted.

If you are able to assist with food, raffle donations or help on November 9th, contact Gwen Johnstone at gwenjohn@rogers.com, Duayne Siewah at duayne.siewah@gmail.com or leave a message in the Volunteer Office at (905) 883-2057.

Baking/Food Drop Off – Deliver to room #1152 (behind the Berwick) on Nov. 9th between 8:30 and 10:00 am. Doctor’s parking lot may be used briefly to drop off food items. Enter by exterior door in room #1152 or use the doctor’s entrance.

Gift Shop Discount – Get a head start on your holiday shopping. On Friday, Nov 9th only, volunteers will receive a 20% discount on regular price merchandise (excluding flowers, candy, stamps, and magazines).

Thornhill Branch Fundraising Event

Luncheon and Bridge

Raffle and Craft table



October 24, 2018
11:00AM-4:00PM

Thornhill Golf and
Country Club
7994 Yonge Street
Thornhill

Tickets \$35*
For tickets please call
Theresa (416) 226-0766
Anne (905) 707-5219