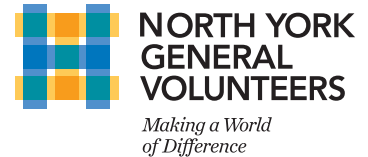


# Volunteer Voice



## A MESSAGE FROM OUR PRESIDENT



*"North York General Volunteers continuously give; give from their hearts! Dedication, commitment and care to all serving NYGH "*

Sandy Walker, President  
Volunteer Services Board

One of the reasons for Volunteering are the friendships! Working with others, encouraging one another and assisting people daily, is the opportunity we all have – maybe you know a person who would like to volunteer. Please offer them the opportunity! and if you are currently volunteering at NYG, consider joining our Volunteer Board! You would be welcomed to visit at one of our monthly meetings, so let me know if you would like to attend.

The fall and winter season brings cooler days but enjoyment of the beauty to embrace. It also makes us aware of the dreaded "flu" and viruses that come with the change of seasons. Getting the Flu Vaccination is recommended and available at the Pharmacy daily or from your Family Doctor. Drop by now to help prevent spreading the flu or getting it yourself. It is always recommended to wash your hands regularly and use the sanitizers with alcohol that is available through the hospital. Ask at the Information Desk if needed.

Please take a few minutes to read this newsletter and pass it on to other community groups, friends and family. The following pages will give you updates to the Gift Shop and shopping ideas - of course, the valuable 15% off for staff and volunteers (only regular priced items), beautiful flower arrangements for special visits or gifts of every occasion! The Project Committee have their annual Holiday and Bake Sale that you do not want to miss! Remember all funds raised by the NYGH Volunteers or donations that are given using our Volunteer envelopes, go towards our pledge to the Cardiac Care Unit. These envelopes are in the lounge by the computer, outside the Volunteer Office, and at the Information Desk. They go directly to the Volunteer Treasurer, Margaret LaPierre who will reply with a personal letter of thanks. NYGH Volunteers have given 51+ years of endless hours with heartfelt love and their gift of time, energy and unique expertise as well as raising millions of dollars for the hospital. We celebrate with thanks to all for their special caring! "Caring, Leads to Giving" -Thank you fellow Volunteers for your gift of caring – it leads to making a great difference!

### Will you be protected this flu season? Here's what you need to know!

The NYGH Flu Campaign was launched on Wednesday October 23 to signal the start of the flu season.

You can get your flu shot at the Outpatient Pharmacy or Occupational Health.

This year the Hospital is only offering the regular dose vaccine. The high dose vaccine is recommended for individuals over the age of 65 and can be provided by your family doctor or select pharmacies. If you get the flu shot at another hospital, flu clinic, doctor's office or a pharmacy outside of NYGH, please submit a copy of the vaccination record to: [occhealth@nygh.on.ca](mailto:occhealth@nygh.on.ca) or drop it off in person.

Occupational Health needs this documentation for reporting to public health and NYGH.

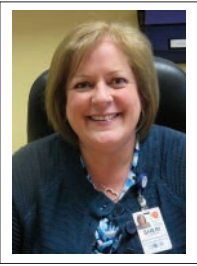
**The Outpatient Pharmacy at the General site is opened:**  
Monday to Friday - 8:30 a.m. to 7 p.m.  
Saturday and Sunday - 9 a.m. to 5 p.m.

**Occupational Health at the General site is opened:**  
Monday – 7 a.m. to 4 p.m.  
Tuesday to Friday – 7:30 a.m. to 4 p.m.

### VOLUNTEER SERVICES BOARD 2019-2020

President:	Sandy Walker
Past President:	Olga Dellidonne
Recording Secretary:	Vera Munro
Corresponding Secretary:	Sheila Righton
Treasurer/Finance:	Margaret LaPierre
Branson:	Carmelita Stewart
Constitution:	Janet Trevail
Gift Shop:	Barbara Liddiard Ann Ward
Information Desk Services:	Sheila Baker
Membership:	Peter Spencer
Nominating:	---
Out-Patient Services:	Margaret Carrington
Seniors' Health Centre:	June Marshall
Projects:	Barb MacLeod
Annual Dinner:	Barbara Liddiard
Art:	Christine Smith
Spiritual & Religious Care:	Mary Walker
Members at Large:	Elsie Duval Sonya Power
Director of Volunteer Services:	Jamie Campbell
Manager:	Sheri Loosemore
Volunteer Associate:	Abha Govil
Volunteer Associate:	Anna-Kaye Chisholm
Administrative Assistant:	Momo Hsueh
Volunteer Voice:	Barry Jamieson

**FROM THE DESK OF SHERI LOOSEMORE**



Sheri Loosemore  
 Manager  
 Volunteer Services

Dear Friends,

I hope you too were able to spend time with your family and friends over Thanksgiving. I was fortunate to spend my holiday weekend in Killarney and had a wonderful visit with my folks. Mother nature had crisped the air and spectacularly coloured the trees, such an amazing sight!

**"I'm so glad I live in a world where there are Octobers."**

*L. M. Montgomery, Anne of Green Gables*

**Divestment from our Branson site is moving forward. Volunteers will continue to support:**

- the Centre for Complex Diabetes Care and the Diabetes Education Centre at the **Out-Patient Services Centre at 2 Champagne Drive**
- the Gale and Graham Wright Prostate Centre and the Specialized Geriatric Services at the **Minor Procedure Centre at 243 Consumers Road**

Service / Program	From	To
Adult Mental Health & Addiction Services Bone Mineral Densitometry Program Centre for Complex Diabetes Care Diabetes Education Centre Ontario Breast Screening Program	NYGH Branson	<b>Out-Patient Services Centre</b> 2 Champagne Drive *off Finch Ave. W. between Dufferin and Keele Street Target February/March 2020
Diagnostic Cystoscopy Services Gale & Graham Wright Prostate Centre Gynaecology Outpatient Program Regional Eye Surgery Centre Urology Outpatient Program  Specialized Geriatric Services (Day Hospital)	NYGH Branson  Seniors' Health Centre	<b>Minor Procedure Centre</b> 243 Consumers Road *Sheppard Ave. E. & Victoria Park  Target March/April 2020

Before we know it, the Holiday Season will be upon us. Happy Chanukah, Merry Christmas, Happy Kwanzaa and Seasons Greetings - however you celebrate the season, I wish you time with those you love, great food and safe travels.

*Sheri*

## FROM THE DESK OF JAMIE CAMPBELL



*"Recognition is not a scarce resource. You can't use it up or run out of it."*

Susan M. Heathfield

Jamie Campbell  
Director, Volunteer Services  
Director, Organizational Development  
NYGH

I came across the quote above when preparing to write my submission for this edition of the Volunteer Voice. Recognition of a job well done, of a contribution 'above and beyond', recognition of the time and extra effort it takes to volunteer. There are lots of reasons to volunteer – however – money is not one of them! As a result, we need to make sure that we are recognizing your contributions, both on what you do and how you do it. But that doesn't just apply to volunteers. When employees are surveyed on what motivates them at work, pay is often farther down the list. Of course, it matters, however it is often below being thanked, valued, and informed.

Interestingly, recognition is one of those things that you get back when you give it. If I recognize your contribution and efforts, it is more likely you will recognize that in others. As well, quite simply, it is good feeling to thank others! And that can't be underestimated. I believe that recognition is truly not a scarce resource and it is also contagious. Hopefully all of you feel valued and recognized for your contributions.

To make sure we are on track, we are planning to conduct a survey with volunteers specifically on recognition. It has been several years since we have checked in on this issue and we want to know what's working, what can be improved and what we can do better. It will be an opportunity for you to provide feedback that is both about your overall experience, but also your experience on your volunteer placement. This information will help us to tailor our recognition and continue to improve. The Volunteer Recognition Survey will launch in November and it will be available in all Volunteer Lounges as well as online

To that end, I would like to wish you all a Happy Holiday Season and a great New Year!

*Jamie*

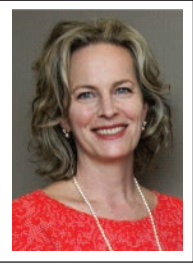
### ANNUAL MANDATORY TRAINING

A warm thanks to the more than 40% of Volunteers who have completed their Annual Mandatory Training! A reminder that training must be completed before the end of the hospital's fiscal year, March 31, 2020. Directions on how to complete the online training are available in the Volunteer Lounges and have also been emailed to all Volunteers. For those who prefer to learn in a classroom setting, see dates below; registration is not required, do bring your Volunteer ID Badge.

#### Annual Mandatory Training Classroom Session

- Monday, November 4, 2019 - 10:00 a.m. to 12:00 p.m. in Auditorium 3 General site
- Thursday, January 30, 2020 - 10:00 a.m. to 12:00 p.m. in Auditorium 2, General site
- Tuesday, February 11, 2020 - 10:00 a.m. to 12:00 p.m. in Auditorium 2 General site
- Wednesday, March 4, 2020 - 10:00 a.m. to 12:00 p.m. in Auditorium 2, General site
- Monday, March 16, 2020 - 10:00 a.m. to 12:00 p.m. in Auditorium 2 General site

## FROM THE DESK OF TERRY PURSELL



Terry Pursell  
President and CEO  
North York General Foundation

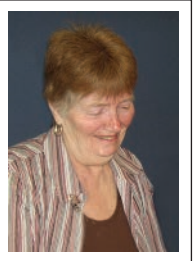
Giving back to our community can take many forms. Your volunteer commitment to North York General signals kindness, compassion and generosity. We're beyond fortunate to work with the amazing members of Volunteer Services who enhance the health care experience for patients and their families.

I'm excited to introduce a new way to give back to the hospital which also engages staff, physicians and volunteers alike. We've launched our Fortune Fridays 50/50 staff lottery, which includes our volunteers registered with Volunteer Services. We wanted to ensure the entire North York General family can participate. Proceeds support our hospital's greatest needs – things like new and replacement equipment, technology advancements and many other upgrades throughout North York General. With a chance to win up to \$7,000 per draw, and a new draw every two weeks, Fridays just got even more fabulous! Please stop by the Foundation office above the gift shop if you'd like to learn more or sign up!

With warm regards,

*Terry*

## HAPPY HOLIDAYS FROM THE PROJECTS TEAM



Barb MacLeod  
Chair, Projects  
North York General Hospital  
Volunteer Services

Here we are once again starting to prepare for our long cold winter. Our summer volunteers have come back and our Snowbirds are preparing to leave us. The Projects Committee is in full swing, starting with our monthly Book Sales, the Vendor's Market is book solid with lots of wonderful items for sale each day through the week. We are starting to prepare for our CHRISTMAS HOLIDAY /BAKE SALE to be held on WEDNESDAY NOVEMBER 27, 2019 in our Cafeteria from 9A.M. to 2 PM. **We welcome your donations in the lounge from October 28 to November 15 ONLY.** Please make sure all items are clean and electrical items in working order. Our theme this year is "if you would buy it, then we want it, if not, then we don't want it." As usual, all items must be new to nearly new, clean and all electrical items must be in working condition. All proceeds go towards our Pledge of \$45,000.00 towards our new Cardiac Care Clinic here in the hospital. Please don't forget ALEX'S MITTEN TREE once again this year. We will be collecting items such as Toques, Mitts, Scarves, Socks, for men, women and children as well as toiletry items. Alex Mitten Tree Items can be dropped off in the cafeteria from November 25 to December 13, 2019 from 11:30 to 1:30, Monday through Friday. We would also like to put out a sincere and welcoming invitation for any volunteer, who would be interested in giving us a hand at any of our projects sales or come to one of our meetings to see if you would be interested in joining as a member of the Projects Committee. We look forward to hearing from you. Please just leave your name and phone number on the signup sheet in our lounge and myself Barb Macleod or Barry Jamieson and we will be in contact with you.

Happy Holidays from Barb Macleod, Barry Jamieson, Anne Bradley, Marion Clarke, Elsie Duval, Alan Empringham, Manuel De Henestrosa, Joy D'Andrade, Kathie Keating- Ng, Margaret Carrington, and Nassel Roxas. The Projects Team.

## PHYLLIS SACKS AWARDED NYGH'S STAND OUT PRESIDENT'S AWARD 2019



Phyllis Sacks  
Gift Shop  
Volunteer Services



In 1966, Phyllis was going door-to-door canvassing members of her neighbourhood, asking them to consider financially supporting the new hospital that would be built in their community. Not long after the hospital opened, a friend asked Phyllis if she would be interested in volunteering at NYGH – she needed a volunteer partner to help with the Gift Shop Cart. Phyllis thought this volunteer opportunity sounded like fun and would be a great match for her, as she could support the patients and their families without working in a clinical area. So, Phyllis visited Volunteer Services, paid her \$2 membership dues and the rest is history!

Once a week, after Phyllis had sent her four children off to school, she would make her way to the hospital to man the Gift Shop Cart. Starting at the top, volunteers would visit each floor to offer patients a sampling of what was available in the Gift Shop – magazines, candy and personal hygiene items. Over the next several years, Phyllis became more vested in the Gift Shop, supporting the money counting and the banking.

Approximately 10 years into her volunteer career at NYGH, Phyllis became involved with the hospital's Auxiliary, known today as the Volunteer Services Board. Phyllis has been President (twice), Past President, Interim Vice President, Vice President of Equal Standing, Gift Shop Chairman, Recording Secretary and has been a valued member of many other committees of the Volunteer Services Board.

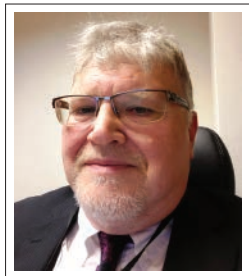
Throughout her 50-year volunteer career at NYGH, Phyllis has provided countless hours of excellent service supporting the Gift Shop as their Treasurer. In this role, Phyllis ensures that the Gift Shop proceeds are deposited, suppliers are paid promptly, annual inventory is arranged, and regular finance reports are prepared for the Gift Shop Committee and the Volunteer Services Board Finance Committee. Phyllis also oversees the external annual audit of the Gift Shop financials – which always passes with flying colours!

Phyllis is also passionate about recognition. Phyllis has always been involved with the committee who supports the Volunteer Services Annual Recognition Event. The ultimate hostess, Phyllis knows the importance of volunteers feeling valued and engaged. In May 2020 at this year's event, Phyllis will be awarded her 50-year service pin.

Phyllis has mentored many leadership volunteers over the years, setting them up for success by sharing her time and wealth of knowledge. She has also seen a lot of change – the simple cash box has been replaced with a sophisticated point of sale system; expansive paper spreadsheets have been replaced with electronic spreadsheets. However, the sense of family remains. Phyllis shared that her long volunteer career has been very satisfying, her colleagues feel like family, and she still looks forward to coming in to volunteer every week.

NYGH is extremely fortunate to have Phyllis' leadership and commitment; she is a very deserving recipient of NYGH's Stand Out President's Award 2019. Congratulations Phyllis!

## FROM THE DESK OF PHILIP WEAVER



Philip Weaver  
Clinical Pastoral Supervisor  
Spiritual & Religious Care  
NYGH

As last year's 50th anniversary story reminded us, NYGH exists because the various religious, ethnic and service communities in North York came together to create the hospital and that these groups still continue to value the hospital as their own. This spirit serves as a primary motivation for many volunteers who take pride in making NYGH the highest ranked community hospital in Canada. While this typically manifests in community members committing to regular shifts for at least one year, there are other events which lead to specific and time-limited engagements between volunteers and patients, residents and staff at NYGH. Rosh Hashanah (Sept. 29th to Oct. 1st) was one such recent event.

Every autumn the Jewish community celebrates their New Year with songs, prayers, stories and special foods. The sounding of the shofar (ram's horn) echoes the coronation of God the Creator and King and arouses the faithful to a renewed commitment to a life of peace, prosperity and blessing for all. As one Jewish patient put it, "When the leaves turn, then we turn over a new leaf."



NYGH volunteer Margaret Klompas, in collaboration with the staff of Jewish Family and Child Services, was instrumental again this year in arranging for members of Kehillat Shaarei Torah Synagogue to come to the hospital to sound the shofar, light candles and lead the prayers and readings for those who are too sick to attend their own synagogue during these High Holy Days. On the first night of Rosh Hashanah, Dr. Pakes volunteered with his family to blow the shofar for those Jewish patients who requested it.

The extension of the Jewish community to remember their members in hospital serves to confirm NYGH as a community hospital where patients and families really are at the centre of care.

We are thankful for their work and belatedly wish them "Shanah tovah" , which means "Good year."

### CHRISTMAS HOLIDAY & BAKE SALE

The Projects Committee's Christmas Holiday & Bake Sale will be held on **Wednesday, November 27, 2019** and all money raised will go towards the Volunteer Services Board \$500,000 pledge to the Cardiac Care Clinic. Donations can be left in the Volunteer Lounge at the General site, between Monday, October 28, 2019 to Friday, November 15, 2019 only - no donations will be accepted after this date.

**We are accepting the following clean and working items: All sales will be CASH ONLY.**

- Christmas items & decorations
- New crochet/knit items
- Glassware & mugs (full sets only), vases
- Household items and small appliances
- Jigsaw puzzles

\* We are not accepting clothing, picture frames, used candles or plastic bags.

- Bake sale donations can be left in the Volunteer Lounge, General site on Tuesday, November 26 or you can bring your donation directly to the Bake Sale between 8 a.m. and 11 a.m. on Wednesday, November 27. Please ensure your donation is packaged for sale.
- Alex's Mitten Tree will also be accepting donations of mitts, toques, hats, socks and toiletries.