

FROM THE DESK OF DR. JOSHUA TEPPER AND MITCH BIRKEN



Dr. Joshua Tepper
President and C.E.O.
North York General Hospital

This past year has been a great year for the entire organization. We have embarked on an exciting journey to become an Ontario Health Team, focused on improving how we deliver care for our local community by creating new and better partnerships. This past summer we opened Phillips House, the new home for child and adolescent outpatient mental health programs, launched countless initiatives and projects and have completed the south lobby renovations. Our work has been recognized with several awards including the #2 ranking among Canadian hospitals by Newsweek. All this has been possible because of our dedicated volunteers, staff, and physicians. Everyone, regardless of their role, makes sure our patients and residents come first in everything we do. This is a very true statement when it comes to our volunteers.

We have seen our volunteers supporting our community every day– guiding patients and families to their appointments, helping patients in various clinics, staffing the Gift Shop and Tuck Shop and getting the flu shot – we know you always keep our patients top of mind.

With the cold weather upon us, we want to remind you that you can get your flu shot at our pharmacy to help protect yourself, your loved ones and our patients and families against the flu. Thank you for all that you do to ensure we have a safe environment for yourself, our patients and families.

INTRODUCTIONS



Mitch Birken
Vice President and Chief Human
Resources Officer
North York General Hospital

As the new Vice President and Chief Human Resources Officer, I want to introduce myself. I may be a familiar face to many volunteers as I had previously worked at North York General from 1999 to 2010 in various roles including Human Resources Management Partner, Manager of Strategic Projects, and Director of Support Services. I rejoined NYGH in July and have the pleasure of having Volunteer Services in my portfolio. I received a very warm welcome at the September Volunteer Services Board meeting and I'm looking forward to working with all of our volunteers. I know from my past experience here the invaluable work all of the volunteers do to help make NYGH such a special place for not only our patients, residents and families but for our staff and physicians as well.

We also want to welcome Stacey Daub our new Vice President of Strategy, Integration and Digital Health. She will certainly be coming to meet the volunteers as she settles in.

"As winter approaches, we both look forward to the Volunteers' Annual Holiday and Bake Sale and Alex's Mitten Tree. These are wonderful events that enrich our community.

We wish you and your families a warm and restful holiday season and a happy, healthy new year"

Joshua and Mitch

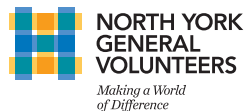
ALEX'S MITTEN TREE IS COMING

NOVEMBER 25 TO DECEMBER 13, 2019



ALEX'S ANNUAL MITTEN TREE DRIVE WILL SOON BE HERE...

HELP US REACH OUR GOAL OF 1200 ITEMS OF CHILDRENS CLOTHING.
HATS, SCARVES, TOQUES, MITTENS, SOCKS, HATS.
WE'RE COLLECTING TOILETRIES AND WARM SOCKS FOR THE ADULT STREET
PEOPLE IN TORONTO. PLEASE GIVE GENEROUSLY... THEY NEED OUR HELP.



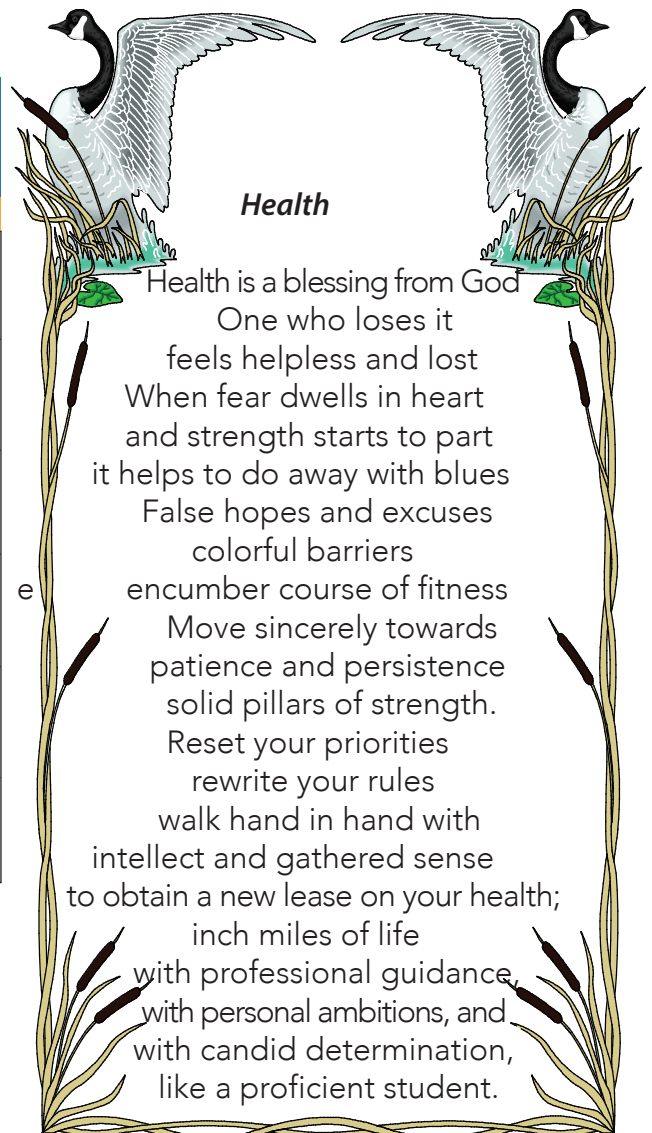
NORTH YORK GENERAL HOSPITAL PROJECTS COMMITTEE VENDOR PROGRAMME

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
NOVEMBER 2019				
				1 ALLIANCE MARKETING (Jewellery by the inch)
4 AROMATIC FUMES (Perfume/Cell Accessories)	5 VIEW COMMUNICATIONS (Bell products)	6 NYGH VOLUNTEER BOOK SALE	7 JANET FASHIONS (Scrubs)	8 BRANDS 4 LESS (Various Accessories)
11 REMEMBRANCE DAY	12 THE BEAD BOY (Hand beaded jewellery)	13 GEMS BY JAEI (Hand made silver jewellery)	14 FASHION DEALS (Assortment of Clothing)	15 B.B. LINGERIE (Ladies lingerie)
18 JENNY IMPORTS (European ladies fashion)	19 GORGEOUS GAMS (Home decor)	20 FASHION HOUSE FOR U (Ladies better fashions)	21 TUPPERWARE (Kitchenware)	22 JB'S THINGS (Jewellery/accessories)
25 QUIMADAME (Cosmetics)	26 WIRELESS (Cell accessories)	27 NYGH VOLUNTEER HOLIDAY & BAKE SALE	28 FOR EVERY OCCASION (Home decor/linens)	29 WORLDWIDE (Costume jewellery/accessories)
2	3	4	5	6

*Vendors are subject to change

General Site:
Time: 8 a.m. to 4:30 p.m.
Location: Vendors' Market (near cafeteria)
For more information please contact the Vendors' Market Coordinator:
416 756-6444 ext.4316 or vendorp@nygh.on.ca

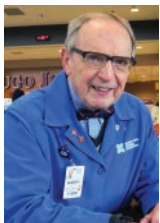
THE POETS CORNER BY REHANA SHAMSI



Reprinted courtesy of Rehana Shamsi, Volunteer
at NYGH from her book of poetry "Facts of Life "

The holidays are just around the corner. Remember our great vendors have a super selection of clothing, jewelry, cell phones, accessories, home décor and everything else you are looking for. No need to walk the malls, just visit the vendors market.

A WORD FROM OUR PROJECTS TEAM



"Thank you to all members of our Projects Team and fellow Volunteers ... you give us your time, the most thoughtful gift of all".

Barry Jamieson
Projects Committee
Volunteer Services



**NORTH YORK
GENERAL
VOLUNTEERS**

*Making a World
of Difference*

I am reporting on behalf of the team of knitters that diligently work to support the Projects team and the many 100's of Teddies that they have knit over the years which I have delivered to Teddies for Tragedies.

For many years, my contact at Teddies was Gisele Toth and she was responsible for delivering them to Kitchener for packaging along with an assortment of toiletries that were then shipped to distressed children around the world.

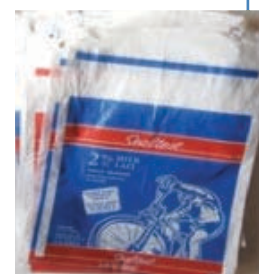
When Gisele retired, I then contacted "Samaritans Purse Operation Christmas Child" and have been working with them for the past 3 years. It's a world-wide relief agency that is responsible for gathering 10's of thousands of Teddies from around the free world and flying these Teddies to the many thousands of needy children in war-torn countries.

I would like to say a big "thank you" to all the Volunteer knitters that have been so dedicated for so long and to tell you that you should be very proud when you delight a child by your contribution and hope that you continue to support our Projects Team.

I recently delivered 100+ Teddies to Operation Christmas Child so we can all be proud of helping to give a child some much-needed happiness at Christmas.

I would also like to thank the many volunteers that have contributed the many thousands of milk bags for the Projects Team "Milk bags for Haiti". I heard that the team that makes these "milk bag beds" has made over 6,000 and our Teddies total to date is 6,333.

Great work!!!!... and I urge everyone to please continue to help.



VOLUNTEER SERVICES PROJECTS COMMITTEE WEDNESDAY NOVEMBER 6, 2019

BOOK SALE

- **GOOD READS**
- Thriller and suspense
- Cookbooks & Hobbies
- Children's Books
- Puzzles and games
- DVD's

VENDORS MARKET

9:30 a.m. to 2 p.m.

**PROCEEDS IN SUPPORT OF THE GRAHAM & AUDREY
ROSENBERG FAMILY CARDIAC CARE CLINIC.**

VOLUNTEER SERVICES PROJECTS PRESENTS **HOLIDAY GARAGE & BAKE SALE**

WEDNESDAY NOVEMBER 27, 2019

9 a.m. to 2 p.m.

VENDORS MARKET



- Pre-wrapped gifts \$5. - \$10.
- Bake sale goodies
- Collectibles
- Gadgets
- Jewellery
- Art and framed pictures
- AND MUCH MORE!



**NORTH YORK
GENERAL
VOLUNTEERS**

*Making a World
of Difference*

THE HOLIDAY GARAGE AND BAKE SALE PROCEEDS IN SUPPORT OF
THE GRAHAM & AUDREY ROSENBERG FAMILY CARDIAC CARE CLINIC

Tis the season in the Gift Shop



The Gift Shop is all decked out for the holiday season! Check out our lovely displays of Christmas merchandise and choose from a wide selection of Christmas giftware & ornaments, ladies' accessories & lingerie, gift-packaged soaps & lotions, Christmas-themed "Hot Sox", children's toys & books, cute children's outfits for the holidays, Laura Secord chocolates.... and more!

You are sure to find a unique gift, perfect stocking stuffer or toy for the NYGH Toy Drive – all at reasonable prices! And don't forget to pick up your Christmas gift bags & napkins at the same time!

* Remember to show your NYGH I.D. to get your 15% discount (some exceptions apply).

NYGH SPOTLIGHT ON OUR EXCEPTIONAL VOLUNTEERS



Joy D'Andrade
Projects/SHC
Volunteer Services

In 2003, Joy retired from her career as an Executive Secretary at the Royal Bank of Canada. Joy had a friend who was volunteering at NYGH and thought this may be a fit for her too.

Joy's first volunteer assignment was on an inpatient floor, but not long after, she transferred to the Information Desk team at the General site. Joy said, "It took some time to learn the hospital, where things were located and how to direct people. But with the support of my team, in no time I was confidently directing and escorting patients and their families throughout the facility. I was no longer tentative about my volunteer role – I loved it, it was a match made in heaven!" It was not long before Joy shared her deep organization and people skills and accepted the role of Shift Coordinator, and then Day Convener for the Information Desk team.

During Joy's volunteer career, she has supported the Volunteer Services Board as the Secretary for the Volunteer Services Board; Corresponding Secretary for the Information Desk Committee; and Secretary for the Projects Committee.

Today, Joy volunteers at the Seniors Health Centre supporting the Tuck Shop and assisting residents at Bingo Night. Joy continues to be a faithful supporter of the Project Committees fundraising efforts and a dedicated knitter for "Alex's Mitten Tree".

Joy says, "Over the years, volunteering has helped me to become more sociable and that has also made me more comfortable working directly with our residents and patients. I don't hesitate to start a conversation or to offer assistance - I find helping others is extremely gratifying for me, it warms my heart."

Joy suggest that volunteers decide how they want to contribute to the Volunteer Program, then ensure that they are available to make their commitment, bringing their best self to their shift – the staff, patients and residents will be so grateful!

NYGH is very fortunate to have Joy, who has generously volunteered almost 4,500 hours of service, as part of the team. Thanks Joy, for all that you do!



Shirin Shamsaasef
Emergency Services
Volunteer Services

In 2011, Shirin came to Canada as a High School Student and was drawn to the culture of volunteerism. To complete her community service hours, Shirin joined her school's "Random Acts of Kindness Club". Members collected items for local food banks and made blankets for animal shelters. As a university student in 2015, Shirin had a keen interest in pursuing a career in the health field and joined NYGH to see what it would be like working in a hospital setting. Eager to give back to her community, Shirin began volunteering at the Information Desk at the General site. Shirin said, "This was a wonderful opportunity to learn about the various clinics and units, meet other volunteers and staff, and assist our patients and their families. I did a lot of wayfinding, people are always so grateful when we can actually bring them to where they need to be!"

The following summer Shirin supported the Day Surgery team. Planning to be a surgeon herself, it was thrilling for Shirin to volunteer on the surgical unit interacting with patients and staff. In the fall, Shirin transferred to the Emergency Services Department and it was not long before she was a Day Lead on the team. As a Day Lead, Shirin successfully trains and coaches a small team of volunteers – inspiring others to be as passionate as she is when helping our patients.

Shirin shared, "I really like the unknown in Emergency. I recall a major accident on the highway 401, I didn't hesitate to stay longer than my shift to help with the chaos! It is so rewarding when patients and families express gratitude after I do a small act of kindness or a task that is part of my volunteer duties."

Shirin encourages volunteers to offer help when they see a distressed patient, family member or visitor, reminding us that the hospital atmosphere can be overwhelming – and a simple gesture can go a long way!

NYGH is very fortunate to have Shirin, who has generously volunteered more than 1,000 hours of service, as part of the team. Thanks Shirin, for all that you do!

THE POSTING BOARD

FROM THE DESK OF MARGARET LAPIERRE



"Your support has repeatedly played a key role in our success"

Margaret LaPierre
Treasurer/Finance
Volunteer Services

Each year Volunteer Services provides funds for the **Labour and Delivery Bereavement Program** and the **Mental Health Department**.

Patricia Irwin, RN, manages the L&D program. She tells us, *"once again thank you so much for such a generous contribution to our Perinatal Bereavement Fund in Labour and Delivery. We continue to use the funds to maintain our supplies and mementos for patients and families during such a difficult time"*.

Sandy Marangos, RN, manages the **Mental Health** program and she tells us, *"last year we used the funds for the following...*

Replaced the Patient TV's on the inpatient units, 2 on West, 1 on 7N geriatric unit, 1 on 7N child and adolescent unit.

We bought 3 DVD players for the inpatients.

We bought 2 iPads for the inpatients.

At Christmas, we brought in outside breakfast for the patients Christmas day and purchased small gifts; gloves, mittens, etc."

"These are all items that my operating budget does not cover so we are extremely grateful for the ongoing generosity of the Volunteers.

Thank you to all volunteers for your donations which help to support these programs".

6333

TEDDIES FOR TRAGEDIES

have been created by

North York General Hospital Volunteers and friends since this project began.

TEDDIES have travelled all over the world giving pleasure and joy to hundreds of sick, homeless and needy CHILDREN.

THE NEED CONTINUES...

PLEASE KEEP ON KNITTING!!!!

"WHAT A GREAT PROJECT FOR THIS WINTER"



Teddies courtesy of Volunteer Valerie Graham

MILK BAGS FOR HAITI

- Help people who would otherwise be sleeping on the ground or on leaf mats. The mats protect them from dampness and biting insects.

- Provide surgical beds for medical teams in makeshift hospitals.



Volunteers Give Service With A Smile

Volunteer Voice is published 3 times a year and is provided to all Volunteers at our 3 sites of North York General Hospital.

Volunteer Voice Editor/Graphic Designer: Barry Jamieson
email: barry.jamieson@nygh.on.ca

Follow the links on the NYGH web site to view the .pdf version

NORTH YORK GENERAL HOSPITAL

General Division: 416 756-6000

Branson Division: 416 633-9420

Seniors' Health Centre: 416 756-0066

Volunteer Office: 416 756-6088

Articles for the Spring Issue of Volunteer Voice must be submitted no later than March 20, 2020