



Hospital *Happenings*



Anniversary Celebration Edition

2010 Issue 6 – June



First Floor nurses' duty station in the 1954 wing. Eva Reid, Pat Finnerty, Mary Noble, Jeannette (LeBlance) Durward, Mary Savage.

Caring for our Community. The Tradition Continues

Send Your Story Ideas

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Inside This Issue

- Anniversary Celebrations
- Retirement Socials
- New Maintenance Staff
- Autoscrubber



Wendy Cronk
Margaret Saporsantos
Nancy Childs

Our mission is to assist those we serve to achieve the best possible health outcomes.

Luella Bowyer Living History



There's always a first for everything, Luella Bowyer is living proof. June 14, 1925, Luella became the first baby born at NGH. "My mother was so proud," said Luella who was in fine form and looking great at the June 6, Anniversary celebration. "My parents were Jim and Grace Dunn. Our daughter was also born here. I started volunteering and have been doing so for over 30 years. I work on the cart that goes around to the different floors, I enjoy talking with the patients." Luella was the guest of honour at the Hospital, Nursing Home Anniversary event held at Park Place in Simcoe. Her day began by being chauffeured to the event in the CD98.9 road cruiser, a grand entrance complete with bagpipes and top hats and a beautiful bouquet of flowers. We are very happy Luella was able to share in our 85th Anniversary Celebrations.



Current Administrators of Norfolk General Hospital, Bettyann DeRonde, VP Patient Care, Bill Lewis, President & CEO, NGH-NHNN, Tom Thomson, VP Finance enjoying the Anniversary Celebration, June 6, 2010.

A Home Fit for Bernice



Bernice Proracki wouldn't have missed the NHH 35th Anniversary for the world. As one of the original and longest residing residents, 95 year old Bernice has called NHH home since the long term care facility opened in 1975. Joining her for this special day was her brother, Stan and sister in law, Olga pictured with Vicky Florio, Director of Care and Helen DeBoer-Daggett, Director of Development.



"Working in the ER Was a Great Experience."

Bev Whinnery had a long tenure at NGH with a total of 38 years of service. "I worked 13 years on the floors before moving to Emerge. In the ER, I was the Head Nurse for 25 years before retiring in 1995. I started out at NGH in 1957, right out of school. I did my training at St. Joseph's. Then you worked and did your schooling all together right at the hospital. I really enjoyed working ER (at NGH) because you saw lots and lots of things and met people from all walks of life. There were just 4 staff and a Ward Clerk. On a busy day you would see about 50 patients. A patient back then might be in ER about 30 minutes to an hour. Things have changed over the years".



Thank you to the SCS Stage Band for performing a wonderful selection of music during the Anniversary Celebrations.

Familiar Faces



Between Barb Pond, Gloria Harrison and Linda Vancso, there is a remarkable total of over 95 years of service to NGH. Barb served as Nursing Director of 4B and worked Infection Control. Gloria was the former VP of Patient Care and Linda served as Director, on, well, every floor except OR and also held other numerous positions. "I retired last year and volunteer now. I saw lots of new technology, antibiotics and

more advanced medical care, with surgeries now being less invasive. It's a progressive Hospital and Foundation and they are able to keep up with the times," said Linda.



Presenters at the Anniversary Celebrations included Jeff Loncke, Jane Miller, Mayor Dennis Travale, Gordon Percival, Helen DeBoer-Daggett, Toby Barrett, Bill Lewis, John Race & Dr. Peter Rich

Harold Shantz— A Strong Voice for NGH

Harold Shantz served as Executive Director (later the title was changed to CEO) from 1978 to 2000. "I was at NGH



Toby Barrett, MPP & Harold Shantz

for a number of successful projects including the million dollar campaign, the new ER and radiology fund raising. The first Foundation started when I was at NGH. I helped write the by-laws and get it off the ground. The Foundation grew and is now a dynamic charity. I also saw

an increase to the surgical daycare, this was very beneficial to patients as they required less recovery time in hospital. Through hospital restructuring we had this concept that we must maintain 24/7 coverage in surgeries, internal medicine, anesthesia and emergency. We still have that today at NGH. There's a good group of Doctors that provide that now. I'm very pleased that what we fought for then (during his years) we still have today. We'll have to continue to fight for it down the road, too."



Bill Lewis was introduced as the new CEO in August 2000.

Memories of NGH



Diane & Gordon Leaker with Pat Grant

Pat Grant served as the Director of Nursing at NGH for 11 years. "I loved every minute of it...working with the staff - they were there for the patient care. They were a wonderful group. My husband and I would make rounds to the patients at Christmas time as well."



Barbara Pringle was only the second woman to serve as Chair of the Hospital Board. At that time there were about 15 or 16 members. She also served as Chairperson of the Auxiliary and was on the inaugural board of Holmes House. "I was there (on the Board) for the "Thanks a Million" campaign and worked hard for it. We got a million before we could even blink. I've been volunteering for over 30 years, starting out at Belleville before we moved to Simcoe. I work at the information desk once every other week. I've also worked surgical day care, hairdressing and physio. It's very worthwhile, you make lots of friends. It's a very rewarding experience and I've enjoyed every minute of it. I love it."



Grateful Patient John Race

“My lower limbs are in fairly good shape – like the first 2 floors of our Norfolk General Hospital.



Karen Oakes, NGH FDN Chair with John Race, grateful patient & former FDN Chair.

My knees act up a bit and need some down time and lubrication. Just like JJ’s Boiler Room.

But – on the whole – admitting Emergency, radiology, the kitchen, out patients, and of- fice are the envy of most county hospitals.

The 3rd and 4th floors could use a refit like my upper floors. My lungs have a tough

time moving air – like the air upstairs. Some of the access to my heart has been restricted much like the flow of traffic in the halls.

The plumbing could use a check up – like I had recently.

The wear and tear after 85 years (I’m 84 now) constantly needs attention and refurbishing.

We’ve worn out our equipment and some of our facilities. They need upgrading.

Norfolk General Hospital was built on legacies of people who came before us. And, as we consider our treasurers to give away when we’re gone, please remember Norfolk General Hos- pital in your estate planning. It will be good for your family and mine.”

New Staff Career Advancement Grant Program



Since the beginning of 2010, Management Forum and the NGH Foundation have been working on a professional development program for NGH and NHHH Staff. The purpose is “to enhance the educational opportunities for NGH/NHHH Staff by providing funds above and beyond those which the hos- pital commits for educational purposes.

The emphasis is on educational initia- tive that will advance career development and patient care through increased knowledge and skill.”

Mr. John W. Race announced at the 85th Anniversary event that he will be donating \$13,000 to get the initiative started. More funds will be needed in order to build enough money to invest so that the interest can be used for granting purposes. Further details will be announced after the process and implementation stage is completed this fall.



Looking over a model of a proposed expansion, 1963: Mrs. Marie Brandon, Miss Pat Finnerty, Mrs. Jane Donly, Mrs. Edna McMeekin.

NGH Time Line of Expansions

- 1925 – Hospital Opens – 23 beds
- 1930 – Addition of Sunroom and Elevator
- 1954 – Bed space was doubled in capacity to 100 beds
- 1967 – Bed space was doubled again totaling 215 beds
- 1975 – The Norfolk Hospital Nursing Home Opened – 80 beds
- 2005 – Emergency Room Expansion & Redevelopment
- 2006 – CT Scanner Installed
- 2007- Intensive Care Unit Redevelopment
- 2008 – Medical Records Renovations
- 2009 – Digital Mammography/ PAC-MED
- 2010 - MDR Renovation



Ruth Driedger, OR Nurse poses in front of a 1930’s style nursing uniform with and J.J. Knott and Barry Vermeersch decked out in top hats and tails.

Still Smiling After all these years!



Dr. Olsson

Dr. Rich

Norfolk General Hospital's Doctor Olsson (a surgeon) and Doctor Rich (an anaesthetist) are pictured in this snapshot by Aide Eileen Morden several years ago.
Photo courtesy Eileen Morden

NHNN Was Born

On Thursday, May 29, 1975 the doors of The Norfolk Hospital Nursing Home were first opened - This would be the first nursing home of it's kind in Ontario to be attached to a hospital. It employed a complete staff of community college trained Health Care Aides, under the careful guidance and direction of the first Head Nurse, Chris Steele and Director of Nursing, Mrs. Muriel (Gowler) Krizana.

Premier, William Davis cut the ceremonial red ribbon to open the facility and the first resident, Mrs. Alice Kindy, was welcomed through the doors. Five other residents were also admitted that day. Admission to the nursing home required that the resident live in the Haldimand-Norfolk area and need at least 1 ½ hours of nursing care a day, as stipulated by the Ministry of Health.

By the end of August, 1975 the nursing home population had grown to 59 residents and the maximum capacity of 80 was reached in June of 1976. Those being considered for admission were placed on a waiting list and kept in the Admitting Dept. Naomi Page and Merrium Clancy, both NGH social workers, met with the residents and their families to prepare them for admission. The brightly decorated rooms, with attached baths, were pleasant and uplifting surroundings for the residents.



Mr. Gordon Percival, Chair of the NHNN Board of Trustees accepts an honorary certificate from Mayor Dennis Travale

The staff philosophy at NHNN has always been and remains yet today - 'To keep the resident as active as they can be for as long as they are able'. A caring and dedicated staff continues to provide excellent, patient-centered care to those who need that little extra help. The facility has always been an integral part of the community and serves to make NGH and all those involved in its planning, right from the early days, proud of what they have achieved and accomplished.

Brenda Dredge



Royalty Remembered



During the early beginnings of NHNN, The Crowning of the King and Queen was the highlight of the calendar year for staff and residents of the Nursing Home. The weeklong event featured a crowning celebration during the Thursday night "Family Fun Night." The King and Queen as voted by staff, and residents would preside over the Saturday Family Day, which always started with a grand pancake breakfast followed by a BBQ lunch and entertainment.

The King and Queen would ride on a float or in an antique car for the Friendship Festival Weekend parade during the long holiday weekend in August.



Thank You to the residents of the NHNN who worked very hard in creating beautiful centerpieces for each table at the Anniversary Celebration.



Pauline Lasko has the gift of design. She's volunteered her creativity to help promote events, programs and achievements through the hospital coffee kiosk display window.

Some of her most recent creations included a tribute to the Volunteer Association, a grade one-tour display and most recently a promotional display for the upcoming NGH Foundation Golf Tournament July 20-21

at the Norfolk Golf and Country Club and the Delhi Volunteer Golf Tournament, August 11 at the Delhi Golf and Country Club. Pauline has brightened up our main lobby with her creative flare and we truly appreciate her efforts. If you would like to feature a display, please speak with Jason @ Ext.6977.

Let's show our appreciation for our Retiree's



The Retirement recognition process recently underwent some major changes as a result of the retirement survey staff completed last year. There will no longer be an individual Retirement Tea and Photo. As a fresh alternative, there will now be a Retirement Social. All retirees from the relevant retiring dates will be sent an invitation to attend the Semi-Annual Retirement Social Event. The premiere Retirement Social will be held on October 14th 2010. All staff and volunteers are invited to say farewell to the many colleagues who have worked along side them for so many years. The new process will allow for greater freedom to attend. We look forward to sharing a laugh or a memory with all at these commemorative events!

Wavin' Flags from the Doc's Lot...



The Scotiabank NGH Foundation Charity Golf Classic will be held July 20 and 21 at the Norfolk Golf and Country Club. This years proceeds will raise funds for 20 special lifts, a safer way for patient transfer. To find out more about the tournament or to register, please visit www.ngh.on.ca



Jeff Greenfield, Tournament Chair with Donna Vandenburg, RPN taking a test drive in a special lift.

2010 LONG SERVICE AWARDS NIGHT PLANNING NOW UNDERWAY!

This year's Long Service Appreciation Awards night will be held the evening of Thursday, September 16th. Honored staff can look for their personalized invitations in the mail no later than August 13th.



This is the last time HR will be coordinating the Awards Night in its current format as we have received approval to proceed with the program redesign for 2011.

NGH/NHNNH appreciates the positive survey feedback received earlier this year from staff regarding this highly regarded event. This information, along with previous survey submissions and external benchmarking analysis, will be combined for consideration and will prove invaluable to the organization as it moves forward in the event redesign process. Also, a staff group will be formed to assist in the event's programming and Management remains confident that the new program will continue to value Staff's long service, while at the same time address increasing costs and declining attendance concerns.

Please look to future Hospital Happenings Newsletters for announcements regarding this year's honorees and the 2011 Inaugural Staff Recognition Event.

Update: Thanks to the help of Crime Stoppers a 20" flat screen television, originally donated from Leon's, was successfully returned without damage to the hospital. The TV was removed from the 3rd floor waiting area on May 10 by an unknown individual. Please report any suspicious activity in your area of the hospital. **Ext. 1241**





Dan the Plumbing Man

After 31 years working with Stelco/US Steel as a Pipe Fitter-Millwright Dan Bergen has taken on his second career working as Norfolk General Hospital's Plummer.

A husband and father, Dan and his family have lived in Simcoe their entire life. Being familiar with the area and having a relationship with local retailers is definitely beneficial. "The hospital is at an age where original fixtures are in need of replacement," said Dan who plans to make the bulk of hospital purchases locally. "We are also in the process of replacing old sinks and toilets with more efficient ones."

"I absolutely love working at NGH. People thank you when you do a job. I'm not used to that," said Dan who holds his hand above his head, "you feel this high off the ground!" Dan also enjoys working with his new maintenance team who regularly share aspects of their trades amongst each other to increase each other's depth of knowledge.

Dan is responsible for all plumbing within the Hospital, Nursing Home and Holmes House. He can be contacted throughout the week at Ext.1358



Touching Up NGH

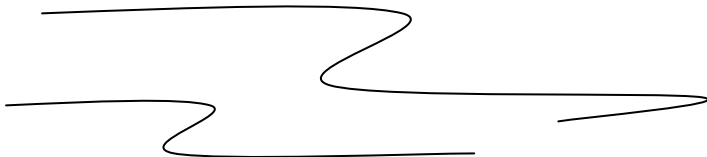
We caught up with our new part time painter, Jeff Weller on the fourth floor. Jeff has been busy preparing three 4th floor palliative care rooms for their

transformation. The Delhi native has been painting residential, hotels, and institutions part time for over 30 years, it's a job he thoroughly enjoys and is looking forward to all the new projects ahead. "I have to be a little more conscious in a hospital. You have to be careful not to be leave things around that may be harmful to patients, staff and visitors. The environment can be a lot busier too with traffic in corridors to consider. We are also very cautious in containing dust and keeping odor and fumes to a minimum."

Jeff also asks staff to keep their eyes out for "Wet Paint" signs. Noting that we've only had one set of bum prints accidentally make their mark, otherwise everyone's usually very cooperative.

There are many steps to a great paint job including repairing walls, patching, sanding, washing and priming. Two coats of paint give the best-finished look. What's Jeff think about while he's painting? A few things, including his love for cooking and what he'll be preparing his family for dinner after the workday.

To the weekend warrior painter, Jeff recommends using quality paint, be careful with your brushwork, spend an extra buck for quality tools and properly maintain them and take on one wall at a time.



New Autoscrubber

Walter Shull is thrilled with the new autoscrubber. "It's a lot easier to maneuver and we can use it in patient rooms," said Shaw who uses the machine daily to ensure clean surfaces throughout the hospital.

The auto scrubber was purchased with funds provided to us as a gift through the Hospital Foundation. The gift was presented to the hospital in exchange for allowing the flooring manufacturer American Biltrite, to highlight our rubber flooring on their website. Why would they want to do that? American Biltrite was so impressed with the durability and the care taken of our floors they wanted to use these pictures to demonstrate their product to other facilities. "We've had hospitals from as far as California want to know more about our floors," said Tracy Cullimore, Housekeeping Supervisor. NGH was a trial site for this flooring and along the way have offered helpful discoveries of the product to the manufacture that have enhance this product even more. When Tracey mentioned to a company representative that an auto scrubber would be a wonderful help in maintaining our floors and enable housekeeping to work in greater confined patient areas, American Biltrite was more than willing to show their appreciation by helping the hospital to purchase one.

Thank you, Tracy and the housekeeping department for your part in maintaining our floors and helping us to get a new autoscrubber! www.american-biltrite.com



Walter Shull

Cooking up Smiles at the Annual Staff BBQ



June 4 - The Employee PR Committee Staff BBQ is an annual tradition that Steve Brightman and Tom Thomson have been happy to be a part of over the years. It's a great opportunity to

mingle with staff, enjoy the beautiful courtyard and have a complimentary hot dog, sausage and ice cream. The Employee Public Relations Committee hope everyone enjoyed the BBQ. It was great to see so many



The Toronto Blue Jays were fueled by NGH Fan Power as they scored a 3-0 win over the San Francisco Giants on June 19.

Shown celebrating a line drive from BlueJays slugger Aaron Hill are Paul Maleta, NGH Board Member his son and daughter, Marg Saporsantos and Darwyn Rothenberg.

An EPRC event

Complex Care Strawberry Social



Julie

Natalie

Natalie Nightingale, PSW helped dish out delicious strawberries and ice cream to staff on Wednesday June 23. Shown with Natalie is Julie Dunn, X-Ray. This has become a favourite annual tradition in June.

Save The Date

Flamboro Downs Night

The EPRC is heading back to the track on Friday, September 17 with a bus trip/buffet dinner package for \$31.25. The evening includes a picture with the winning horse from an NGH sponsored race. Stay tuned for more details.



Ward Talk
With Brenda Dredge

What would you do if you won the Lotto Max?



Kim McGillivray
Foundation Gift Processing

I'd definitely travel. I'd take all of my friends on a cruise to somewhere warm and tropical. Then I'd help my family and friends financially.



Rosemary Voros
Stores Clerk

I'd travel to Fiji. I've never been there before but I've always wanted to go. I'd retire early, too.



Susan Olmstead
Surgical Daycare

I'd retire, pay off our debts then make charitable donations.



Vicky Florio
Director of Care

Spend quality time with family and go away with my extended family. I'd volunteer and give up my paying job. I'd invest some and share some with my immediate family. I would do what I want when I want!



Beth Hodgins
Diabetes Clerk

I would pay off all my family's debts then I'd take an early retirement. I guess I'd do some home improvements too.



*Debby Vantorre, Health Records Technician & **Helena Marr, Health Records Clerk

*Retire! After that I'd donate and travel to Europe.

**I'd buy a house, pay off my family's debts and then donate some to the hospital. I'd travel, too, and got to Las Vegas for sure. I'd spend some of my money to try to win some more.