

*Volunteer  
Association  
To Norfolk  
General  
Hospital  
And Nor-  
folk  
Hospital  
Nursing  
Home*



**Volunteer  
Appreciation  
Week  
April  
14 to 20  
2023**



# Vitality

Spring 2024

## President's Report

Hello everyone. Hope you have all enjoyed this pleasant winter. It has been a bit gloomy with not much sunshine but it was nice not worrying about shoveling snow. Actually, I found it to my liking. Hopefully, I am sure the snowbirds would have liked this mild winter we have had as well.

As I write this report, we are just starting to get back into things after our winter reprieve. All services appear to be running smoothly at the present time. It is a change from last year to have everything back to running normally.

As you all have heard, there is a great deal of talk about consolidation of the branches. We will be having a town hall meeting in Vittoria at the Community Centre on April 23<sup>rd</sup> from 2 p.m. to 3 p.m. We ask that you forward your questions to me in advance at [46strongarms@gmail.com](mailto:46strongarms@gmail.com) and they will all be discussed and answered by the board at the meeting. Please remember to submit your questions ahead in order that we may address your concerns. There will be no questions answered on April 23 other than those submitted.

## Director's Update

We're thrilled to share some exciting updates from our volunteer program here at Norfolk General Hospital/Norfolk Hospital Nursing Home!

First and foremost, we continue to witness a heart-warming increase in applications from individuals eager to volunteer their time and skills to support our mission. It's truly inspiring to see such a strong desire to give back to the community and make a meaningful difference in the lives of others.

In response to this surge in interest, we're expanding our volunteer opportunities in various areas. One notable change is the increase in hours available at our gift shop, allowing volunteers more flexibility to contribute in this area to support the association's fundraising goals. We have also been able to increase the number of volunteers in our Holmes House recovery programs.

Additionally, we're introducing additional support in our patient units through junior volunteers. These dedicated individuals will assist in various tasks,

We will be having a vote at our Annual General meeting in June in regards to this important issue. Therefore, we urge you to attend this meeting. **Please remember we require two thirds majority vote of the voting members attending the AGM to amend the constitution and/or by-laws.**

Fundraising has started as Delhi hosted the Soenen Sisters at the Delhi United Church on February 18<sup>th</sup>, 2024. Plans are underway for the next 50/50 draw, and more fundraising to come, with bake-less bake sales coming up as well.

Penny Brown and I had the pleasure of presenting a cheque to Todd Stepanuk for \$42,322.00. This was from the board and 50/50 proceeds. Todd mentioned how pleased he is with the fundraising done by the volunteer association at NGH/NHH. It makes a difference in patient and staff care for the individuals whom we have in care at our hospital.

**Our AGM meeting will be held on June 6<sup>th</sup> at the Waterford Legion.** Plans are underway so keep that date open and please plan to attend.

Lois Craig

enhancing the quality of care and support we provide to our patients and residents.

As we look ahead, we're eagerly anticipating the upcoming National Volunteer Week, which will take place from April 14<sup>th</sup> to 20<sup>th</sup>, 2024. This year, we'll be celebrating under the theme "Every Moment Matters." It's a time to reflect on the significance of each and every contribution made by our volunteers. Your time and efforts truly make a difference, shaping impactful moments for our patients, residents, staff, visitors, and communities at large.

We extend our heartfelt gratitude to all our volunteers for their unwavering dedication and compassion. Together, we're creating positive experiences and meaningful connections that uplift and inspire. Thank you for being an essential part of our volunteer family.

Kerri Emberlin

**Delhi**

The start of a new year is upon us and I would like to thank the volunteers who worked so hard over the past year to make a very successful year. The executive held a meeting on January 7 to set dates for meetings and discuss fundraising possibilities. Our budget to the volunteer board was set at \$4000.

Our TruEarth and EcoCollective fundraisers are continuing. Check out our two links on the hospital website, under the volunteer tab - "association events". All purchases earn a 20% commission for the hospital. For the traveller or camper, we still have the sample packages of the laundry detergent for \$3. They are convenient to pack and mess-free. Contact Ang Grant at 519-582-3542 to purchase one today.

March 27 will be the branch AGM with a potluck lunch. Social time will begin at 12:30, lunchtime at 1 and the meeting to follow at St Alban's Church. After many years of service, Pauline Lasko is stepping down from the secretary role. Judy Boughner will be sworn in as our new secretary. Other executive positions will remain the same. We are still hoping to have someone step into the vice-chair position.

March will be the start of the bakeless bake sale fundraiser. Donations of \$20 or more will be issued a tax receipt.

Other important dates for the year include tag day on May 31; and branch meetings on June 26, September 25 and November 27.

Ang Grant, Branch Chair

**Port Dover**

Port Dover is slowly morphing from the winter season. Some of us are like trees and have stayed planted, keeping busy and visible. Then we have the snowdrops, daffodils and tulips. They would be our snowbirds who have been away for the winter and are slowly poking their heads back into our community. They are revitalized and ready to burst into action.

Since the last Vitality report, we have honoured our pledge to the hospital and surpassed it by \$1,500. Our donation was generated from our tag days and bakeless bake sale.

We are finalizing our summer fundraiser showcasing Lucas Wilson, the Illusionist on June 15th. This will be just in time for the young and not-so-young to celebrate the end of school and the start of summer vacation. What a great graduation gift.

The Dover branch is also excited about formulating our Fall Fashion Show. Keep posted for more information regarding this "fashionable" fundraiser.

Our branch AGM/potluck dinner meeting will be held on Wednesday, April 24th at 4:45 p.m. at the Lions Club Silver Lake market building.

Whether our branch members are trees or budding flowers, they volunteer together for the betterment and growth of the Norfolk General Hospital and the NHHN.

Drenise Cowlard, Branch Chair

**Waterford**

With spring on its way, we are excited about our new year and our new fundraising project. Waterford is planning a golf tournament in August at Springview Golf Course. It will be in early August.

We will have our upcoming branch meeting in March and will be planning our tournament. We are so pleased to have some new volunteers joining our team and we look forward to meeting them at our spring meeting. Let's hope for a good turnout.

Renee Owen, Branch Chair





**Simcoe**

Another year has come and gone which happens far too quickly for my liking! The Simcoe branch executive wishes you and yours a healthy and happy 2024!

On behalf of the members of Simcoe branch, I would like to thank Lyn Fraser for taking over as chair of Simcoe branch when my term was complete. As usual, Lyn stepped right in and did an excellent job; however, family matters have dictated that Lyn step down at this time. I have agreed to take the helm until the fall so that Simcoe branch can recruit a new chair and remain viable as a branch. Please keep in mind that the chair is not required to do all the work alone; there are other volunteers to take charge of fundraisers such as the spaghetti dinner. Please feel free to contact me if you have any questions.

Unfortunately, it is also necessary to advise branch members that if someone does not come forward to become chair, the branch will cease to exist in the form it does now.

A huge thank you to all the volunteers who devoted time to aid in our fundraising efforts in the last fiscal year. We were able to fulfill the pledge the branch made to the hospital!

Our next branch meeting will be on April 29th and will be our AGM. Please mark the date in your calendar. It is our hope to return to St. James United Church which provided a lovely luncheon for last year's AGM. Once arrangements are confirmed, we will notify everyone.

Consolidation appears to be almost inevitable since there are fewer volunteers who are able to step into leadership roles within the branches. More information regarding the consolidation process will be forthcoming. It is believed the volunteer association will be able to support the hospital more efficiently in the future with this new format.

Kerri Emberlin has had very good success in her recruitment efforts resulting in fewer positions being empty, which is excellent news! Volunteers are always needed so if you know of someone looking to give back to their community, I am sure Kerri would appreciate it.

I look forward to seeing you at our AGM.

Vicki Fritzley, Branch Chair



***Port Dover Christmas Luncheon***



### **Dianne Elliott Simcoe Branch**

Dianne was born in the Waterdown area and grew up on a dairy farm with three brothers. When she was 10, her father joined the OPP and the family moved to Waterford. She went to school in Waterford and trained as a nurse at Brantford General Hospital. She and her husband, Roger, have three children and six grandchildren. Having received a bursary from Norfolk Hospital, she began to work there in intensive care in 1972. She worked full-time for seven years and then continued on a part-time basis until her retirement in 2007. In 2006, she was nominated by her co-workers to receive the George Marshall Award for Outstanding Humanitarian Services. Dianne joined the Volunteer Association in 2007 in the emergency department because she felt the hospital needed help in that area, and she still is an active volunteer there. She also has helped in other ways - Grade 1 tours, Treasure Mart, and gift wrapping.

Dianne has many other interests. She was a Master Gardener for a number of years and held a plant sale at her home until recently; the proceeds of the sale went to charity. She has been involved with Whistling Gardens since its onset, and still volunteers there, always pleased to see plants that she has donated growing there. At the present time, she is president of the Delhi Horticultural Club. Dianne is also a sewer and quilter and belongs to a quilt guild. She makes a lot of baby quilts and baby things, and often shops at Value Village to buy children's things which she donates to a group called "Sew on Fire." These are given to the needy locally and all around the world.

Always keeping busy, she likes to travel, with Cuba being a favourite place to visit in the winter. Cycling and socializing with friends mean that Dianne is always busy and active. Volunteering is her first priority and she likes to encourage more to give their time and talent to help the hospital and other organizations.

Dianne has received her 10 Year Pin, 1000 hour service award, a Certificate of Appreciation and an Outstanding Service Pin.

Thank you, Dianne, for your service to the hospital and the community.

**Marion Rathwell**



*to our most recent volunteers*

#### **Delhi**

Marion Shull

Laura Stark

#### **Simcoe**

Trudy Cline

#### **Waterford**

Lillian Heidekamp

#### **Junior**

Mya Florio

Kevin Chittanpilly

Allen Abad

Aaliyah Hoover

#### **College/University**

Jeslin Evjeen



**Watch for your invitation to participate in this year's bakeless bake sales!**

Iris Doreen Hukezalie – January 1, 2024

Iris was a dedicated Simcoe branch volunteer for over 40 years at Norfolk General Hospital. With over 2,400 hours of service in areas such as craft group, information desk and avid supporter of Treasure Mart and other fundraising ventures, she made a difference. Among many awards for her support, she received the Ontario Volunteer Service Award in a special ceremony at Queen's Park, Provincial Life Member of HAAO, Local Life Member, forty-year service pin, and Outstanding Service pin. Our heartfelt condolences are extended to Iris' family and friends.

Shirley Rae – January 23, 2024

Shirley's support of NGH began with her first job in 1952 in the dietary department from which she retired as Head of the Department in 1997. Upon her retirement, Shirley decided to join the Simcoe branch of the volunteer association. Her activities encompassed most services and leadership roles with over 2,500 hours of service. Shirley's vision was to have a coffee kiosk and in 2000 she started this venture which is still going today. She was determined that the kiosk would keep going, even opening for short hours on Saturday and Sunday. The kiosk is still going strong and we need to give credit to Shirley's insight.

Julia Takacs – February 4, 2024

Julia will be missed by family, friends and fellow Simcoe branch volunteers and alumni. Julia began volunteering in 1972 and provided close to 1,000 hours in support of the physio program and Treasure Mart. She received several awards including the 40-year pin and Local Life award. Our thoughts are with her family and friends.

### Town Hall Meeting

#### Regarding consolidation of branches

The Volunteer Association to NGH/NHNNH will be holding a town hall meeting to discuss the possible consolidation of its branches.

**Vittoria Community Centre**  
**35 Oakes Blvd, Vittoria, ON N0E 1W0**  
**Tuesday, April 23<sup>rd</sup> 2pm – 3pm**

This meeting is open to all active association members in good standing. The board will share updates, ideas for a new structure and address questions that are submitted prior to the meeting and discuss the voting process that will take place at this year's AGM/AAB to be held on June 6, 2024.

**To submit a question, please email President, Lois Craig at [46strongarms@gmail.com](mailto:46strongarms@gmail.com) before April 12, 2024.**

We would appreciate a RSVP for the town hall meeting so that we can arrange for the set-up of the meeting space. Please leave a message regarding your attendance at 519-426-0130 ext. 3101 (volunteer office).

## 2024 Criminal Check Attestation

This year as we prepare for our next accreditation process for 2025, we will be looking to implement some best practices. Each year, all staff are required to submit a declaration form that states that we continue to remain clear of criminal convictions. In speaking with my hospital volunteer management colleagues, I have found that they too have this type of declaration for their volunteer programs.

Recognizing that this will be a requirement for our upcoming accreditation, I have created both an electronic form and there will be hard copy forms available in the volunteer lounge.

Please complete one version of the form and return to me by April 16<sup>th</sup>, 2024. (The electronic form will come directly to me once you hit submit).

To complete the online form, follow this link:  
<https://forms.office.com/r/kdD7csmezK>





## Valentine Ensemble

The Soenen Sisters trio captivated its audience with a stellar performance on Sunday February 18<sup>th</sup>, 2024 at the Delhi United Church. This was a fundraiser for the Delhi branch. The three sisters performing were Julie playing the cello, Rose on harp, and Charlene playing the flute.

Their performance started with the hymn Nearer My God to Thee, which Charlene explained was played by musicians on board the Titanic while the ship was sinking. This information certainly took us back in time to the year 1912.



The afternoon included several pieces from their new CD/ Album, Modern Wedding Favorites, from which Concerning Hobbits was their number one request for last year. In closing, their rendition of Hallelujah kept the audience in total silence, with both tears being shed and hearts filled with joy. With their large repertoire of music, a delightful afternoon of instrumentals and vocals was enjoyed by all.

Beautiful bouquets were given to the ladies at the close of the program, with an offering of thanks for supporting our organization. The sisters quoted the words of Johann Sebastian Bach - "I play the notes as they are written, but it is God who makes the music".  
Margaret Saunders co-chair



Escort Services is now:  
**VOLUNTEER TRANSFER  
 SERVICES**



***New name - same great service!***

This service can still be reached at extension 1234.

## GARDEN HELPERS

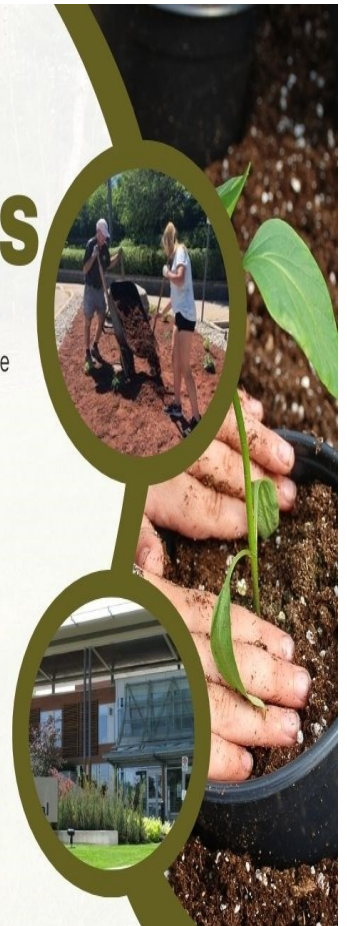
We are looking for additional gardening volunteers to assist with the beautification of our outdoor spaces from April - October.

### Our Service:

- ✓ Weeding and trimming
- ✓ Planting and mulching

### JOIN US!

- 📞 Contact Kerri at ext. 2100 if you are interested in participating with our garden helpers.



## National Volunteer Week

April 14th- 20th

**EVERY MOMENT MATTERS!**

*Thank  
 you!*







## ***Gift Shop Update***

Although spring is around the corner, winter weather lingers on. Our shop still carries a variety of gloves, ponchos and sweaters (one size fits all). The popular cardinal ornament is a best seller. In a few weeks, the shop will be decorated for Easter. Pastel colours will be highlighted with a variety of scarf and purse displays. Come in and browse to view other seasonal giftware. Follow us on Facebook - search Norfolk General Hospital Volunteer Gift Shop.

Hours: Monday, Tuesday, Thursday, Friday - 9:30 a.m.  
- 3:00 p.m. Wednesday - 12:00 - 3:00 p.m.

Jane Hunter, Convenor

## Gift Wrapping Thank you

Thanks to all who helped make our 2023 gift wrapping such a success.

Special thanks must go out to Linda Van-Daele and Al Freeman for setting up and taking down the display, Canadian Tire for the privilege of allowing us to set up our gift-wrapping display, Gail Catherwood from Sunrise Rotary and her helper for stepping in to fill a space, and to my neighbours.

We realized a total of \$3,656.70, involving 49 gift wrappers who worked over 250 hours.

Once again, thank you to all who helped make this a success.

Iris Smith





## Spiritual Care Services at NGH/NHNH

At NGH/NHNH, we are committed to providing patient-centered care to all patients and residents. This care includes the spiritual care of the individual which speaks to a person's faith, beliefs and values. The following elements help support this care:

**Faith Services:** Non-denominational faith services are held weekly both at NHNH and NGH (4B). Services include prayer and hymns and are conducted by faith leaders from various denominations. Volunteers are included to help transport patients/residents and provide piano accompaniment.

**Friendly Visits:** Faith leaders from all denominations are welcome to visit with their in-patient congregants. These leaders apply for visiting permissions and must have prior approval through the Spiritual Care Committee. They are screened and have appropriate requirements including vulnerable sector police checks completed. Patients/residents/families may request visits directly with their faith community or through the office of the Director of Volunteer and Spiritual Care. Faith leaders who are visiting a congregant in the hospital also review the patient list at Admitting to see if they may have additional congregants to visit while on site.

**After hours on-call:** As 24/7 service is required in the hospital/nursing home, accommodations have been made to ensure that spiritual care may be provided outside of daytime hours. Patient registration has been provided an "on-call" list. Faith leaders have committed to being available for a weekly on-call services as needed. Additionally, those who are of the Catholic faith may require service from a Catholic priest. An example of this for Sacrament of the Sick (Last Rites) service. There is a separate call list for this purpose.

**Sacrament of the Sick:** In the Sacrament of the Sick, the person who is ill or suffering is anointed. Anointing with oil is intended to strengthen the sick person. The person may be strengthened to face the illness or surgery. The person might also be strengthened to face death. Only a priest or bishop can administer the sacraments of Reconciliation and Anointing of the Sick, but a lay person may give a dying person Holy Communion as "Viaticum, the Last Sacrament of the Christian".

**Smudging:** Smudge kits are available from our Social Work staff (Megan Barber and Alex Clarysse). When a request for a smudge ceremony is received, there are various departments that must be notified including maintenance as the HVAC system must be turned off to ensure smoke alarms are not triggered. Smudge ceremonies may include many family members who are brought in to help the patient transition to the next world. Space accommodations must be considered. NGH has a policy developed for this purpose.

**Sanctuary space:** A sanctuary space is available on the first floor. This is a quiet space available for patients, families and staff to reflect, meditate, and pray. This space may also be used in instances where privacy may be needed e.g. MAID.

**Palliative care volunteers:** NGH and NHNH volunteer program includes palliative care volunteers who have received specific training. Their purpose is to collaborate and to provide emotional and practical support to the patient and family members. Some duties include; assist patients with socialization/relaxation/diversion activities, such as reading the newspaper/magazines, watching television, sharing music, writing letters; visit with the patient while the spouse carries out other responsibilities; be a liaison between patient/staff, patient/family, and other support systems when applicable; and relay any questions asked by the patient/family.

**Palliative care gifts:** Specific gift bags are provided in the palliative care rooms. These bags include a few items including toothbrush, bottled water, snack bar, pen and puzzle book. These items are intended to be useful to the patient/caregiver. Gift bags are provided by our volunteers and placed in the rooms by housekeeping as needed.

**Prayer Shawls:** A prayer shawl is a knitted or crocheted shawl that is created by a person of faith who prays for or sends caring thoughts to the recipient of the shawl. Donations of prayer shawls are made to our hospital and nursing home and are made available to patients/residents as needed. Any staff member can access these shawls through the office of the Director of Volunteer and Spiritual Care Services and present them as a gift. Spiritual Care Committee: Representatives from various faith groups and facility units meet quarterly to assess and promote the spiritual well-being of the residents, patients, family, and staff of Norfolk General Hospital and Norfolk Hospital Nursing Home.

**Memorial Services:** Quarterly memorial services are held to commemorate the lives of patients who have passed away in hospital/nursing home. This service is provided as a source of healing to family and friends.

*Congratulations!  
and  
Happy Birthday  
Marion Ellis  
February 27th*



## Dates To Remember



### **March**

27—Delhi branch AGM —St.  
Alban's

### **April**

12—Town Hall Submission  
Deadline  
14-20 —Volunteer Appreciation  
16—Criminal Check Deadline  
23—Town Hall Meeting  
24 —Port Dover AGM  
29—Simcoe branch AGM

### **May**

24 & 25th— Port Dover  
Tag Days  
31—Delhi Tag Day

**Please contact the volunteer office for  
change of address or other contact in-  
formation.  
519-426-0130 ext. 3101**

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Waterford	Renee Owen	519-443-7265	mynay2@hotmail.com

**Next Submission Deadline: May 22, 2024**