

Volunteer
Association
to Norfolk
General
Hospital
and Norfolk
Hospital
Nursing
Home



Vitality

Fall 2024

President's Report

As I sit and write this report, I can't believe that this is for the fall issue of the Vitality. I am really having trouble grasping that summer is almost over and fall will be upon us before we know it. However, life goes on and our volunteer association will be very busy, I am sure.

Over the summer, Waterford and Port Dover held their tag days, and they were both very successful. Congratulations and thanks to all the volunteers, as it was a hot and humid summer for standing in one spot. Simcoe will hold their tag day September 6th.

Waterford branch members held their first golf tournament with a wonderful turnout, and they all had a great time. Thanks to the branch for taking this on this year.

Once again, Liz Rotherham and Bonnie Harris are co-coordinating the 50/50 draw. Ticket sales are going very well. Lyn Fraser is co-coordinating selling at the Simcoe market. For tickets contact your BRANCH CHAIRPERSON. They have been given the tickets for everyone to sell and they will do the paperwork involved. We encourage everyone to take tickets and sell, as this makes the work easier on every-

one. Our goal is to sell 5000 tickets. They are priced at \$10.00 each or three for \$25.00. Let's all take some of these tickets and sell, sell, sell!

We had a very successful AGM meeting in June. Congratulations to Jane Hunter and Judy Boughner on their Lifetime Achievement awards. The event was held at the Waterford Legion and the venue and the food were excellent. We had a vote for or against consolidation, with the result that consolidation will be taking place. The executive and board will be working on the finer details and will keep everyone posted as to what is happening in regards to the consolidation of the branches. This will take time and will not be done on an overnight basis. It will take some hard planning, along with a new constitution and bylaws. I will keep you informed!

Thanks to all who helped to make my first year as president run smoothly, (I think). This next year will be a challenge again with so many changes, but with the wonderful executive and board members, we can make this possible.

Respectfully,
Lois Craig

"The best way to find yourself is to lose yourself in the service of others." - Gandhi

50/50 Fundraiser

Total sold to date is \$16,256

The pot is growing!!!!



November 1st,
2024

50/50 draw at NGH

Be sure to check
your tickets!!!



Director's Message

This summer has definitely been one for the record books. Scorching heat and torrential downpours filled our weeks, but I hope that all of our volunteers were able to find some time to rest, relax and re-energize – we have so many opportunities in the months ahead.

I am excited to share that I have engaged some new volunteers in some brand-new roles at NGH. First, we created an Information Technology Aide role that helps support our IT team in tracking work orders (tickets), tracking inventory, cable management and additional routine tasks to help support the department.

The second new volunteer position is in our laboratory. The Laboratory Aide position works alongside lab technologists to help assist in bench-side support, creating more ergonomic and precision routine work. Additionally, this role is tasked with discarding/sorting old slides which helps in storage management.

Upcoming events that you may want to keep an eye out for are our Workplace Safety Week where we will have some educational opportunities, and at the end of September, our recognition of National Day for Truth and Reconciliation (Monday September 30th). We will have a number of education/events that support our commitment to improving the experiences and care for Indigenous patients and families.

Lastly, I will be keeping everyone updated on the work being done by our 100th Anniversary committee as we prepare for our centennial celebrations in 2025. Not only does NGH turn 100, so too does our incredible Volunteer Association! NHHH will also be joining in as they turn the big 5-0!!!

Kerri

Branch Reports

Waterford

Waterford branch has had a very busy and active summer. Late June was our tag day. That Friday was a hot and sunny day. Once again, the Waterford community was generous and supportive of our team. Thanks to everyone who came to help us out!

August 10 was our first golf tournament at Springview Golf Course. The weather was perfect - sunny and not too hot. Everyone seemed to enjoy the day. A BBQ lunch was served and it was delicious.

Big thanks to all who helped make this possible and successful. Your efforts were much appreciated.

I'm looking forward to seeing everyone in the fall.

Renee Owen, Branch Chair Bonnie Harris & Wayne Hamilton



JP's BBQ & Catering



Renee Jarvis & Jane Jarvis



Renee Jarvis, Jane Jarvis, Claudia King, Cara Blackwood



Claudia King

Simcoe

Wow, summer is going by so quickly and fall will be here in the blink of an eye! We hope you were able to enjoy your summer with friends and family.

Things are going well at NGH with more and more volunteers joining us, and both the gift shop and coffee kiosk doing a good business. The volunteer board will be starting meetings again very soon with new and exciting things to be done regarding amalgamation.

With regard to the Simcoe branch, Iris Smith and I will be co-chairing the branch during the transition to one organization and will keep you up to date as things develop. Unfortunately, Kathy was unable to continue in the treasurer's role this year, but we thank her for her dedication to keeping the branch books in good order. Sarah Schottmann will be taking on the role of treasurer and we look forward to working with her. We are hopeful that Mary Peever will be well enough to resume her role as board secretary in the near future. A big thank you goes out to Bonnie Harris who stepped in and took over Mary's role and will continue to do so until Mary is able to rejoin us.

Please note the information below regarding upcoming events for Simcoe branch and mark your calendars accordingly:

- **Tag Day - Fri. Sept. 6th, 2024**
- **Spaghetti Dinner - Wed. Oct. 16th, 2024**, at the Norfolk Golf and Country. As in the past, tickets will be available in advance for this event. Further information will follow. **Volunteers are required to provide both leadership as well as assistance on the day of the event.** Iris Smith will provide both guidance and help.
- **Christmas Gift Wrapping - Dec. 6th to 24th, 2024**
- **Branch meeting and holiday celebration November 2024 Date and location to be determined.**

"Volunteers don't get paid, not because they are worthless, but because they are priceless." Sherry Anderson

Iris Smith/Vicki Fritzley
Branch Co-chairs



Iris Smith, Marg Davis, Lyn Fraser, Shirley Mason and Drenise Cowlard
decorating cookies at Tim Hortons, Port Dover

Port Dover

Our days are getting shorter and we are enjoying cooler nights for sleeping. We have had plenty of rain and sunshine this year. Gardens have been prolific. Like the gardens, our Port Dover branch members have been very busy tending our fundraising this past spring/summer.

Our tag day event was successful. At our major June fundraiser, the "Magic of Giving", the illusionist Lucas Wilson proved to be no illusion. Everyone who attended had a wonderful experience and we provided a very profitable donation to the hospital.

One door closes and another one opens. We are all sad that Treasure Mart is gone but we are busy with the new NGH/NHNNH fundraiser. We are now in the 50/50 ticket selling mode. Volunteers have been selling at the No Frills grocery store, the Lions Club Saturday market and through their personal sales. I have been giving these tickets as birthday gifts. Recently volunteers from Dover and other branches were manning the NGH tent at the Dover Summer festival, Art in the Park. In spite of inclement off and on weather, we were happy with the sales. We are looking forward to our September Friday 13th where we will be setting up the tent again.

I give a BIG thank you to all the volunteers for sharing their precious time.

We will be having a branch meeting at 9:30 a.m. on Tuesday September 24th at the Lions Club market building. Our final 2024 meeting and Christmas luncheon will be on Tuesday December 3rd at 11 a.m. at the Erie Beach Cove room.

Drenise Cowlard, Branch Chair



Selling 50/50 tickets at Dover's Summer fest.

Jody Brooks, Drenise Cowlard, Betty Brooks and John Cowlard



Delhi

A combination of beautiful sunshine and hardworking volunteers lead to a very successful tag day on May 31st. This enabled the branch to submit a cheque to the volunteer association board for \$4000. Congratulations to all!

Members have been busy over the summer selling 50/50 tickets to family and friends. We have been fortunate to set up to sell tickets at three local businesses as well: Your Independent Grocer, Wholesome Pickins and Crompton Home Building Centre. A big thank you to these businesses for their continued support. We are hoping for good weather on Labour Day weekend, as we will be at Bayfest in Port Rowan to sell 50/50 tickets.

The AGM saw several members honoured, notably Judy Boughner, Pauline Lasko, Diane Kersten, Agnes DeFoort, Betty Steiner and Fred Guidolin. Thank you for all that you do and for your years of service.

\$3 laundry strip samples are still available so check out our TruEarth and EcoCollective links to purchase environmentally friendly products while earning a 20% commission for the association. Both are available from Ang Grant (angelamgrant@hotmail.com).

Save the date! On Saturday October 19th from 1-4 p.m., we will be hosting a pickleball tournament fundraiser at the Simcoe Recreation Centre. There will be men's, women's and mixed categories in intermediate and advanced divisions. I'm looking forward to this new fun-filled opportunity to raise funds for the association.

Our next meeting will be held on Wednesday September 25 at St Alban's Church at 10 a.m. Note the change in time!

Ang Grant, Branch Chair

WELCOME
to our new members

Junior

Matthew Wills
Brie Burns
Khasiat Bolanle

College

Lauren Barber
Loganne Macneil

Simcoe

James Grant
Sharon Tisi

Delhi

Adam Pos



BPSO – Best Practice Champions Network

Working together to bring about change to improve health outcomes through an individual, organizational and health system levels. This is the purpose of our commitment to become BPSO certified. Being selected to begin this process is in itself a privilege.

This honour starts a three-year mission to enhance our patient care by adopting best practices based on the latest research. We're committed to improving every step of our service and sharing the positive changes with you. This work will entail participation from staff, patients, volunteers and other stakeholders.

If you are interested in becoming involved, contact Kerri at kemberlin@ngh.on.ca for more information.

Gift Shop

Soft, flowing fabrics and fall shades set the mood for our gift shop displays. Fashion accessories include cozy wraps, ponchos and sweaters, styled with a longer length. Thank you to the knitters who have made the beautiful baby sweater sets and blankets. Visit and view the books and unique giftware items (bracelets, jewelry boxes, key chains, stuffed animals).

The shop is open Mondays, Tuesdays, and Thursdays from 9:00 a.m. to 3:00 p.m., and Wednesdays from 12:00 p.m. - 3:00 p.m. Follow us on Facebook - search Norfolk General Hospital Volunteer Gift Shop. Invite your friends! Curbside pickup can be arranged.

Jane Hunter, Convenor

In Memoriam

Hilda Schenn – May 30, 2024

Hilda was a valued member of the volunteer association and served the hospital for many years. Our heartfelt condolences go out to Hilda's family and friends.



Vicki Davey
Simcoe Branch

Vicki was born in Aylmer but grew up in Woodstock. She and her husband, Jim, have two children, four grandchildren and four great-grandchildren. They owned a farm fuel business for five years and then Jim became a career firefighter in Woodstock. Vicki worked for the West-

ern Ontario Breeders Association for twenty five years; she then became the Executive Director of the Foundation of the Woodstock Hospital. The goal was to raise money for the new hospital and she worked there for ten years, from its beginning to the hospital's debt-free opening. Although her husband had retired and they had moved to Delhi, she did not leave the Foundation job until the hospital was up and running, commuting back and forth to Woodstock. They lived in Delhi for 16 years and then wanted to downsize, so they decided to move to Simcoe.

Wanting something to keep busy and knowing how vital a hospital is to the community, Vicki responded positively to Iris Smith's suggestion that she join the Volunteer Association. Since then, she has become active in the coffee kiosk as well as other venues including 50/50 helper, gift wrapping, and Treasure Mart; she is also now a member of the Patient and Family Council. She feels we are very fortunate to have a hospital in Simcoe and we all need to work to keep it vital.

Vicki enjoys sewing, making greeting cards, reading and traveling.

Thank you, Vicki, for the time and talent you give to the hospital.

Marion Rathwell

Branch Consolidation Update

At our June annual meeting, members voted in favour of consolidating the four branches under the association.

As per the association's constitution, this change must be ratified by the hospital and nursing home boards.

These ratification votes will take place September 3rd and September 18th.

In the meantime, the association's board will be meeting September 16th to begin developing a work-plan and timelines that will be shared with the members in the coming month.



Jane Jarvis
Waterford Branch

Jane was born in Hamilton, moving to Burlington where she went to high school. The family then moved to North Bay, but she returned to the Hamilton area when she was 18. She married and had four children and now has six grandchildren. Moving around the

Golden Horseshoe area, Jane has had an interesting work history. She started at McMaster with Regional Medical Associates doing data entry, and then moved to International Harvester where she also did data entry. When her children arrived, she stayed home until her youngest child was in kindergarten, at which time she started to work at the library in Hamilton, a job she loved. She was there for 11 years until the government decided to amalgamate the library system and she lost her full-time job. Needing full-time work, she moved to St. Catharines where she worked for the Chamber of Commerce that then became the Niagara Chamber of Commerce, and was there until she retired. She moved to Waterford at the start of COVID and loves the quiet and peacefulness of the town.

Jane's daughter works at the hospital and suggested she might like to volunteer there. She started in August 2021 and has already donated over 1,000 hours. She does Patient Transfer in the hospital but also has helped at tag day and the golf tournament.

Volunteering comes naturally to Jane. In the past, she volunteered at her children's school when they were young, as well as helping with Girl Guides and Brownies. She was also a basketball coach in Grimsby. Rowing has always been her passion, and she was a member of the St. Catharines Rowing Club where she was a Rowing Canada Umpire for 20 years. Her son competed in the men's rowing pairs at the Olympics in 2004.

Knitting and crocheting are among Jane's several hobbies. She likes to read and is keenly interested in photography and loves animals, having both a rescue cat and dog.

Thank you, Jane, for your contribution to the hospital.

Marion Rathwell





2023-2024 Volunteer Board of Directors

Executive

| | |
|-----------------------|-------------------|
| <i>Past President</i> | Bonnie Harris |
| <i>President</i> | Lois Craig |
| <i>1st Vice</i> | Betty Lavalley |
| <i>2nd Vice</i> | Vacant |
| <i>Treasurer</i> | Penny Brown |
| <i>Secretary</i> | Karen Baskerville |

Branch Chairs

| | |
|-------------------|---------------------------|
| <i>Delhi</i> | Angela Grant |
| <i>Port Dover</i> | Drenise Cowlard |
| <i>Simcoe</i> | Iris Smith/Vicki Fritzley |
| <i>Waterford</i> | Renee Owen |

Other Board Members

| | |
|-------------------------------|--------------------------------|
| <i>Communication Chair</i> | Cara Blackwood |
| <i>Junior Volunteer Chair</i> | Kerri Emberlin (ex-officio) |



Marg Saunders visited Betty Steiner to deliver her **50 year service pin**.
Congratulations !



Judy Boughner - **Lifetime Achievement** with Lois Craig
and Kerri Emberlin

Service Awards 2024

Outstanding Service Award
Alex Horvath and Laura Burgess

Long Service Award
Port Dover - Helen Columbus
Delhi – Betty Steiner

Lifetime Achievement
Simcoe - Jane Hunter
Delhi - Judy Boughner

Hour and Year Pins Awarded 2024

Thirty Year Service Pin
Lois Craig

Twenty Year Service Pin
June Faint
Arleen Gibson
Florence Jacques
Linda Misener
Agnes De Foort

Ten Year Service Pin
Sally Florio
Lyn Fraser
Lorna Hrvoyevich
Nancy Moke
Corine Petrochuk
Mary Ellen Saunders
Ray Watt
Ruth Willis
Vicki Braun
Jan Stinson

5,000 Hour Service Pin
Elizabeth Rotherham

3,000 Hour Service Pin
(presented at Branch AGM)
Cara Blackwood

1,000 Hour Service Pin
(presented at Branch AGM)

Kim Murray
Evelyn McCullough
Margaret Saunders
Penny Brown
Alan Ladd
Claudia King
Barbara Ruffley
Joan Malcolm
Bettyann Carty
Suzanne Caley
Karen Baskerville

500 Hour Service Pin
(presented at Branch AGM)

Vicki Fritzley
Mary Perusco
Sandra Boughner
Jane Jarvis
Al Schottmann
Ida Fleming
Joan Rainville
Bernie Mummery



CONVENORS/COORDINATORS AND TREASURERS OF VOLUNTEER SERVICES 2024-2025

| | |
|-------------------------------|------------------------|
| 50/50 Raffle | Bonnie Harris |
| | Liz Rotherham |
| Archives | Vacant |
| Coffee Kiosk | |
| Manager | Barb Rideout |
| Treasurer | Sarah Schottmann |
| Craft Group Convenor | Ida Fleming/Inge Leigh |
| Treasurer | Laura Burgess |
| Emergency Liaison Convenor | Marg Gurney |
| Transfer Services | Kerri Emberlin |
| Gift Shop Convenor | Jane Hunter |
| Treasurer | Trish Grummett |
| Grade One Tours Coordinator | TBA |
| HELPP Lottery Convenor | Renee Owen |
| Treasurer | Laura Burgess |
| ICU/3rd Floor Helper Convenor | Lyn Fraser |
| Junior Volunteer Convenor | Kerri Emberlin |
| Main Floor Information Desk | |
| Convenor | Lynne Bradstreet |
| Newsletter Editors ~ Vitality | Linda Novinka |
| | Cara Blackwood |
| Second Floor Information Desk | |
| Convenor | Mirja Spencer |
| Share Bear | Berry Lavallee |
| Surgical Day Care Convenor | Mirja Spencer |

Craft Group Report

In May of this year we held a yard sale in the Resource Room to clear out some items that were building up in the craft room. Our sale was very successful; the people who attended the sale were generous and we thank them for supporting the group. It is now the month of August and we have set up a booth at the Simcoe Farmer's Market and the sales have been very good so far. Once people realize that we are raising funds for the hospital, they are more than willing to support us. Our next event for sales will be at Eising's Christmas Craft Sale from November 13th to the 16th followed by Dicken's Christmas at the Aud on December 7th and 8th. I hope everybody has had an enjoyable summer.

Ida Fleming, Convenor

50/50 Update

Thank you to all of our volunteers who have participated in selling our 50/50 lottery tickets. As of August 21st, sales have exceeded \$16,256. This would not have been possible without all of you, your branch chairs and delegates setting up opportunities for sales in places like Delhi Independent, Simcoe Farmers Market, Port Dover No Frills and Summerfest. By participating in these locations, you are not only helping raise funds, but also helping raise awareness in our communities.

A special thank you to Alex Horvath who has gone above and beyond and sold 200 tickets. Alex takes tickets with him as he runs his errands and does not hesitate to ask anyone/everyone if they would like to purchase them. He has also taken shifts at the hospital to make these sales, and absolutely no one is exempt from his sales pitch. Thanks to Alex and to all of our volunteers in supporting NGH/NHNNH.

If you are looking for tickets to sell, please contact Liz Rotherham or Bonnie Harris.



Help Wanted

Services in need of volunteer support

I am happy to share that our volunteer resources are very robust right now in almost all areas. This is in strong contrast to where we were a year ago and I thank everyone for their support and willingness to pick up extra shifts, swap shifts and to recruit new volunteers.

What we are in need of now is:

coffee kiosk —extra coverage (must be willing to take a minimum of two shifts per month)

information desk — early shifts (7:30am – 9:30 am), Fridays, Saturdays and some afternoons (3:30pm – 6:30pm)

In contrast, there are many openings for the **nursing home** during program times. If you have time during 10am – 12pm and 2pm – 4pm to assist with activities, please let me know.

Kerri Emberlin

Over the past year we have welcomed 30 junior volunteers to the hospital and nursing home. They play an integral part in the patient and visitor experience by supporting the information desk, inpatient units, emergency department, coffee kiosk and the nursing home.

These youth volunteers support our facilities later in the day and on weekends. This is incredibly important as these are times when we have the most gaps in schedules. It is a win-win as we have a need and these times better fit with their availability due to school, jobs and extracurricular activities.

While we only have these volunteers for a short while until they leave to go to college/university, we appreciate their time and commitment in supporting the hospital and nursing home.

We wish them all the best and look forward to hearing how they are doing in school and careers!



Junior Bursary Award Samantha Mannen

Samantha joined our volunteer team in May 2022. She was immediately drawn to the emergency department volunteer role. This opportunity provided first-hand experiences in a clinical setting while supporting staff, patients and families.

Over this time, Samantha has provided over 108 hours of service in the ED. She has received a \$1,000 bursary from our bursary program.

The \$1,000 bursary is given to a graduating student pursuing a healthcare-related field who has completed a minimum of 100 hours of service and completed the application process for consideration. There is also a \$500 award to an applicant who is pursuing a non-health related field of study.

Samantha is a student at Simcoe Composite School and has been volunteering in our emergency department for the past two years. She will use the bursary to support her studies at Queen's University, where she plans to pursue a career in the medical field.

Like Samantha, all our volunteers are a crucial part of our team, providing care and support to our patients every day. Samantha's hard work and dedication are truly inspiring, and we are proud to support her future education.

Congratulations, Samantha! Your commitment and service are greatly appreciated, and we wish you all the best in your studies and future career.



Samantha Mannen and Lois Craig

VOLUNTEER ASSOCIATION TO NGH/NHNH

Spaghetti Dinner

Wednesday October 16th, 2024

Norfolk Golf & Country Club
200 Argyle Street, Simcoe ON

TWO SEATINGS:
5 p.m. & 6:30 p.m.
Takeout @ 4:30 p.m.
Gluten-free or Vegan Available

Catered by Ferreras

- Caesar salad
- Garlic bread
- Spaghetti with meat sauce
- Juice, tea, coffee
- Ice Cream by Unilever

Tickets available at
NGH Gift Shop or
Iris Smith: 519-426-2495
Irismadge@hotmail.com

Adults \$35
Children under 12 \$10




VOLUNTEER ASSOCIATION
NGH
NHNH

50/50 FUNDRAISER

**Tickets
\$10 each or
3 for \$25**

Draw - Friday,
November 1, 2024 at
Norfolk General
Hospital

LOTTERY LICENSE #M855819
5000 tickets printed




Delhi Branch Fundraiser

\$3 sample pack



<https://fundraising.tru.earth/volunteerassociationofNGHNHNH-delhibranch>

**Gift wrapping
at Canadian
Tire
in December
Call Iris Smith
at 519-429-8807
to sign up !**



FROM THE FRONT DESK OF YOUR NGH FOUNDATION

Dear NGH Volunteers,

We hope this message finds you in great spirits and as energized as we are here in the Foundation! We are bursting with gratitude and excitement as we reflect on some incredible events and milestones we have achieved together over the summer in our community!

First, we are thrilled to share the success of **Iris Smith's Luau for a Purpose!** It was a beautiful day filled with sunshine, fun activities, a lively ukulele band and so much more. Thanks to everyone who participated and supported this fantastic event, **we successfully raised over \$10,000 towards our new mammogram machine—a crucial addition to our healthcare resources.**

We also want to highlight our Annual Golf Tournament in June, which was a massive success, raising over \$20,000 for the Norfolk General Hospital!

Your dedication, enthusiasm, and unwavering support are making a significant impact on our mission to improve healthcare in our community.

From the bottom of our hearts, thank you to all our volunteers, supporters and everyone involved in making these events such a success. Your contributions are invaluable and bring us closer to our shared goals of shaping a healthier future for all in Norfolk County. Stay tuned for more updates on our progress!

With gratitude,



**Emma Rogers - CEO
& The NGH Foundation Team**



Norfolk
**GENERAL HOSPITAL
FOUNDATION**
"committed to caring"



| September | October | November | December |
|--|--|--|--|
| Sept 6 Simcoe tag day Sept 16 Association board mtg Sept 20 Simcoe branch mtg Sept 24 Port Dover branch mtg Sept 25 Delhi branch mtg | Oct 16 Simcoe Spaghetti Dinner Oct 19 Pickleball Tournament Oct 21 Association board mtg | Nov 1 50-50 draw Nov 13-16 Craft group at Eisings Nov 20 Association board mtg | Dec 6-24 Gift wrapping Dec 7-8 Craft group at Dickens Dec 16 Association board mtg |

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

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Branch Chairs

| | | | |
|------------|-----------------|--------------|--------------------------|
| Simcoe | Iris Smith | 519-429-8807 | irismadge@hotmail.com |
| | Vicki Fritzley | 226-440-2637 | third.vee@eastlink.ca |
| Delhi | Angela Grant | 519-582-3542 | angelamgrant@hotmail.com |
| Port Dover | Drenise Cowlard | 226-290-4080 | djcowlard@gmail.com |
| Waterford | Renee Owen | 519-443-7265 | mynay2@hotmail.com |

Next Submission Deadline: November 21, 2024