

*Volunteer  
Association  
to Norfolk  
General  
Hospital  
and Norfolk  
Hospital  
Nursing  
Home*



# Vitality

Winter 2024

## President Report



Hasn't this been an incredible fall? Sunshine, warm weather, changing of the leaves, rain and fog - what a mixture. It is great to see the changing of the fall colors. Now we wait and see when we will get some snow.

First of all, I would be remiss if I did not congratulate Karen and Doug Sibbett of the Port Dover branch on receiving the Citizen of the Year Award at the Simcoe and District Chamber of Commerce awards evening. This is a well-deserved award for a remarkable couple. I have known Karen from when she delivered my mail (many years ago) and even then, as she was going through health issues, she would stop and listen and be ready to assist you if needed. They are both people who would help you in a heartbeat if asked, or bend an ear to listen; they are there for you. Congratulations again, Karen and Doug!

Our annual spaghetti supper was held again this year, with a wonderful group of supporters and volunteers taking part. It was held at the Norfolk Golf Course and the meal was prepared by Ferreras. Thanks go to Iris Smith and all the marvelous volunteers who helped make this event happen.

Our second Norfolk county-wide 50/50 draw was very successful. Congratulations go to Ed Ventoso of LaSalette who won a grand total of \$19,409. Thanks go to all those near and far who supported this event by purchasing tickets. Special thanks to Liz Rotherham and Bonnie Harris for co-convening our draw. A job well done by all!

Gift wrapping will take place once again, starting December 6<sup>th</sup>, at the Simcoe Canadian Tire. Please support this fundraiser by bringing your gifts and having someone wrap your gift purchases with a smile. If you are interested in helping with gift wrapping, please contact Iris Smith.

Also, I must say thank you to Betty Lavalley and her team for their amazing work. They have been working diligently on the structure of the new consolidation. This is a very important movement in preparation for the completion of consolidation which will take place at the annual general meeting in June 2025.

I wish you all a safe, healthy and Merry Christmas with your family and friends. Happy New Year.

Lois Craig



**Wishing  
Everyone  
a Happy  
and Healthy  
Holiday  
Season  
And  
Prosperous  
New Year**



## Immunization Reporting

Well, it is once again that time of year when many of you are heading to your doctor's offices or pharmacies looking for flu shots and COVID-19 boosters. Thank you for protecting yourselves and others! In the new year, the hospital will be reporting its immunization reach for staff and volunteers to Public Health – this is an annual report that is required by the Ministry of Health. If you have received your flu shot and/or COVID-19 booster, please let Judy Boughner know in the volunteer office. She will update your information in our database and we will be able to run this report for our response to immunization rates. You may contact Judy at: 519-426-0130 ext. 3101 or at

[jboughner@ngh.on.ca](mailto:jboughner@ngh.on.ca).

Thank you for your cooperation! Kerri



While we await the first snow fall, I am looking out my window at the fresh green sprouting of recently planted winter wheat behind my home. This time of year continues to have me reflect on the year and the incredible accomplishments and contributions of the volunteer association and all of you who continue to give of yourselves in support of others.

At this time (mid-November), volunteers have provided over 11,000 hours in support of patient care, fundraising, administration and leadership through the association – that is truly significant and we are all grateful. That being said, I am well aware that there are many hours that have not been included – thank you for those hours as well. We continue to be able to recruit new volunteers from the community to add to the incredible teams. Many of our new members have recently moved to the area and have supported the

hospitals in their previous communities. I am excited to have them join us and bring their previous experiences to us to help us continually improve our roles throughout Norfolk.

In January, the senior leadership of the hospital will be launching a new 3-year strategic plan. First, they will share the information with departments within the hospital and then I will share it with all of you. I have had a preview and am delighted to say that we are moving in the right direction as we continue to put our patients first. I thank all of you who participated in the surveys earlier this year that helped inform the new plans.

In closing I wish each and every one of you health, happiness and adventure in the year ahead – may you continue to share in kindness and gratitude.

Kerri

## Branch Reports

### Simcoe

Simcoe held their Christmas branch luncheon on Thursday November 21 Riversyde 83 with 25 guests in attendance. Kerri took a group picture of the members who attended. A game of 14 questions was presented by Kerri, and the winners were Laura and Dave Burgess. The spaghetti dinner held at Ferrara was well attended. Thanks to all members who helped to make it a great success. Wishing all a very Merry Christmas.

Iris Smith/Vicki Fritzley, Co-Chairs

### Waterford

Last August, we held our first golf tournament at Springview Farm Golf Course. The weather co-operated with a beautiful day and there was a good turnout. We had a successful event with everyone enjoying the golf and especially the food. Thanks to all who helped make this event a great success. In late September, we held an outdoor lunch meeting. A warm and sunny day brought out eight members. The lemonade and pizza were delicious. At our meeting we discussed the golf tournament and decided to go ahead and have another tournament on August 10, 2025. All golfers - save the date!

It's the most wonderful time of the year! Also the busiest time of the year! Our members have decided to have our Christmas meeting in January. It will be a winter wonderland meeting. Happy holidays from the Waterford branch.

Renee Owen, Branch Chair



### Port Dover

Going to bed in the dark and getting up in the dark isn't my cup of tea. What it does tell me is that a plump man in a red suit will be coming very soon.

I'm checking off my list of the accomplishments that the Port Dover branch has achieved over the past year. Starting off with a profitable bakeless bake sale (no calories in this one), a successful three-day tag day; next the spell-binding Gift of Giving shows with illusionist Lucas Wilson and finally the many Dover summer events where 50/50 tickets were sold with help from volunteers from our sister branches. Consolidation working here. Well done everyone.

Going forward, our 2025 tag days will be held on May 30/31.

We take pride in long-time Port Dover branch members Karen and Doug Sibbett who were presented with the prestigious "Citizens of the Year" award by the Simcoe & District Chamber of Commerce. These awards are presented to businesses and individuals for excellence and dedication to the community.

Our last meeting of the year will be our business Christmas luncheon at the Erie Beach on December 3<sup>rd</sup> starting at 11 a.m. Thinking of others, we welcome donations for our local food bank.

From my home to yours, I'm wishing you a happy, healthy holiday season.

Drenise Cowlard, Branch Chair

### Delhi

As the weather turns colder, our thoughts turn to the upcoming holiday season. We hope that you all get to spend treasured time with family and friends, and enjoy all this festive season has to offer. Don't forget to include the environment in your gift-giving this year; purchase eco-friendly laundry strips or a large selection of products from TruEarth and Eco Collective. These companies offer the Volunteer Association to NGH/ NHHN a 20% commission on all sales made through our fundraising link. Contact Ang Grant (519 582-3542) for the links or for a laundry sample package; they make great stocking stuffers.

Save the date! On Sunday March 23, the Gentlemen of Harmony will be performing, along with some select quartets, at Colborne Village United Church in Simcoe. Our branch is hosting this event as a fundraiser for the organization. Tickets will be \$35. Keep your eyes peeled for posters, going up soon, for all the details you'll need to get in on this entertaining and exciting afternoon.

Our membership continued to assist in 50/50 draw ticket sales. We managed to avoid the worst of the weather at Bayfest in Port Rowan, having a successful weekend of sales. Thanks to all those who assisted in those sales. We also returned to Your Independent Grocer on the Thanksgiving weekend. We had a great location and lots of beautiful sunshine, which manifested in over 180 tickets sold, including the one which was eventually the winner, bought by Ed Ventoso of LaSalette. Congratulations to Ed! He took home well over \$19,000.

Angela Grant, Branch Chair

## Thank You

I would like to extend my gratitude to everyone who donated to the Simcoe branch 'Bakeless Bake Sale'. Thanks to your generosity, we raised \$1,250, which will go to our branch pledge to the association.

Thank you, Simcoe branch members!

Laura Burgess







Betty Short and a donor



Helen Columbus and Evelyn McCullough  
and two donors

## And a celebration



Carol Bailey, Barb Powell and a donor



Celebrating Helen Columbus on her 99th  
birthday -  
still an active and vibrant member of our team



This year, Simcoe's District Chamber of Commerce awarded its Citizen of the Year award to not just one outstanding Norfolk resident, but two. Upon hearing the news, the most surprised people were the recipients themselves, Karen and Doug Sibbett. The least surprised were probably their fellow volunteers at Norfolk General Hospital.

Doug took the phone call which informed him of the honour and couldn't believe it. Karen reacted in the same way, thinking that the award must have been meant for Doug alone. Anyone familiar with their work at NGH would never have doubted it for a moment.

When any volunteer association activity requires person-power, "Karen and Doug are always the first ones to call and ask 'How can we help?'" says Drenise Cowlard, the association's Port Dover branch chair. Both Sibbetts have done her job in the past, and know all too well how many hands make light work. Port Dover has many special events which provide fundraising opportunities, but these often present special challenges. The Sibbetts have "provided an excellent shuttle service for volunteers in Port Dover on occasions when the roads downtown were closed to traffic," says Angela Grant, Delhi branch chair. "This meant they not only worked shifts themselves, but were available for the entire event period. They are always supportive and give so much of their time."

In past years, both Sibbetts have been key players in the volunteer association's annual fundraiser, Treasure Mart. From planning and organizing beforehand, to hauling and helping during, and even cleaning up afterwards, there isn't one aspect of the major event in which they have not been instrumental. Doug has especially enjoyed the atmosphere of working together with other members of the volunteer community and with business people. Both will miss the event; however, they wear many hats and participate in many other aspects of the volunteer association. Examples of their varied talents include Karen being the "baby-whisperer" during Grade One tours, and Doug being the driving force behind the overhaul of the gardens at both entrances of the hospital.

NGH is only one organization to benefit from their tireless efforts, however. When personal tragedy struck years ago, they were brought into the world of clowning by a friend and found that by lifting others' spirits, their own were lifted as well. They took the activity seriously, taking the Care Clowning Course and bringing fun to various nursing homes, parades and at the former Camp Trillium.

The Sibbetts came to Norfolk after their marriage 56 years ago, and began volunteering as a way to meet people. Their only connection to the area was through two of their relatives, but whenever and wherever they saw a need that they could fill, they stepped up. Karen notes that giving of themselves is incredibly rewarding, and that she feels she gets more than she gives. While Doug's mother was a patient at NGH, they saw that the coffee kiosk was understaffed, something that led them to their very first volunteer job in the hospital. "We saw the need, and NGH has done a lot for our family. This is our way to give back," notes Doug. He also mentions that his home town of Port Colborne has closed its local hospital, which reinforces his belief that supporting NGH is vitally important to Norfolk residents and that it deserves their support.

"Doug and Karen are more than just kind-hearted individuals; they are a team – a truly unstoppable duo whose shared passion and dedication are unmatched. They don't merely lend a helping hand; they offer their hearts, unwavering determination, resilience, leadership, and boundless compassion," says Kerri Emberlin, Director of Volunteer Services. "Their work is a testament to the power of selflessness and community spirit. Together, they embody the very essence of service, setting an example for all of us to follow. Whether through acts of kindness or leading meaningful initiatives, Doug and Karen make a lasting difference, achieving everything they set out to do and more."

Cara Blackwood



We are excited to announce that the volunteer association now has its own Facebook page. The intent of the page is to inform the public and volunteers about current events happening in the community that are supported by the volunteers. It's also a place where volunteers can share their success stories and stories of interest.

Social media is such a big part of today's society, and we are excited that we are now participating in the Facebook platform.

We encourage all volunteers who are currently on Facebook to follow the volunteer association's NGH/NHNH page. Also, if you have something you'd like to share on the volunteer Facebook page, you can email the information to:

[volunteerassociation65@gmail.com](mailto:volunteerassociation65@gmail.com).

Enjoy the holiday season!

Betty Lavallee



## Volunteer Association NGH NHNH

The volunteers support the Hospital and Nursing Home in their objective to provide the best care.

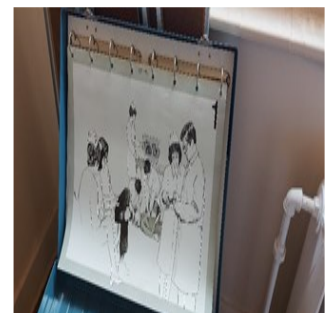
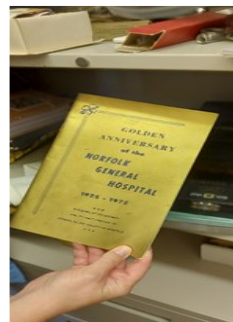
## Celebrating the Volunteer Association's 100th Anniversary

In June 2025, NGH/NHNH and the Volunteer Association will be celebrating significant anniversaries. Both NGH and the association will be marking their 100th anniversary while NHNH will be celebrating its 50th anniversary.

These are significant milestones in our community's history that we look forward to sharing with past and current staff, volunteers and community members.

Over the next month or so, I will be reaching out to volunteers to help us inventory and identify some archived documents, equipment and photos that will be prominently displayed during our celebrations. If this is something you think may appeal to you, please let me know. Both Vicky Florio (Director of NHNH) and I have done some preliminary scouting and found some wonderful treasures buried in the historic F-wing areas. Here are a few of the items that we found!

Kerri Emberlin



## Gift Shop

Our gift shop offers unique and wonderful ideas for the Christmas season. Home décor and a variety of tree ornaments are on display. We offer a wide range of fashion accessories (caples, ponchos, shawls) at affordable prices. Select a sparkling necklace or a stylish bag to complete an outfit. View a collection of beautiful knitted baby sets and blankets. Board books for toddlers are also available. Come in and browse; you might find the perfect Christmas gift. Follow us on Facebook - search Norfolk General Hospital Volunteer Gift Shop.

Happy holidays.

Jane Hunter, Convenor

## Holiday gifts for our patients



Last year a request was made of the association – would we consider providing holiday gifts to our patients on 3B, 3E and ICU who are with us over Christmas? Our staff team on 4B has been providing these gifts to their patients for some time. Our caring and compassionate volunteers agreed without hesitation. Once again, this year the association will be providing these gifts. Thank you to the volunteers for your care and compassion to those who cannot be at home during this time.

## Join our Craft Group

As one of the four businesses of the volunteer association, the craft group plays an integral role in raising funds and awareness of the hospital and nursing home. Each year, this group shares their talents of knitting, crocheting, quilting, sewing and more at events throughout the area including the Eising's Christmas sales, Dickens craft show and more.

It is an incredibly talented group and I am always proud to highlight those members who remain active into their 90s. How incredible is that to be able to contribute in meaningful ways throughout all stages of life – I am so humbled by this!

Our wonderful co-convenors, Inge Leigh and Ida Fleming, will be stepping down as convenors in June and we are currently looking for someone to step in.

The role responsibilities include coordinating members and crafted items throughout the year, registering for market events, supporting the transportation of crafts to and from events and assisting in recruiting new members.

This is a small but mighty group that needs leadership support; you don't need to be a crafter to take on this role – just a true appreciation for the skills and talent of others!

Please contact Kerri if you or someone you know may be interested in this important role.

Kerri Emberlin

## Craft Group Report

Once again, the craft group had their annual sale at Eising's Christmas Craft Sale from November 13th to the 16th. Our sales went very well with a variety of items made by the ladies in the craft group and some donations of finished items were also donated for our sale, which was greatly appreciated.

We made \$1537.00 which was comparable to last year.

Our next sale will be at the Dickens' Christmas Sale December 7 and 8 at the AUD on the fair grounds. Hope to see you there.

Ida Fleming, Convenor



***A big thank you to ALL the volunteers who made this a very successful event.***



Vicki Fritzley, Lois Craig, Liz Rotherham



Ida Fleming, Inge Leigh, Adryana Lenders, Theresa Rodgers



Lyn Fraser and Vicki Davey



Vicki Fritzley and Liz Rotherham

## And a celebration



Damaris Barnett celebrating her 90th birthday







### **Dianne Kersten Delhi Branch**

Langton resident Dianne Kersten was born in Norfolk General Hospital and has lived in the area all her life. She grew up on a tobacco farm, and she and her late husband Tony also farmed tobacco until 1987, followed by a move into the village of Langton in 1997. She has four sons, eight grandchildren and four great grandchildren. After leaving high school early, she returned to her studies and graduated at the same time as her youngest son. Dianne worked in a small store in Langton for a year, and then moved to a drug store in Tillsonburg where she worked for sixteen years.

Dianne has always been involved in volunteering. Her four sons were very active in minor hockey, and she and her husband were dedicated hockey parents. Their sons were on travel teams, and, as a hockey mother, she spent many hours in various areas in southwestern Ontario and eastern Ontario. Sometimes her husband went one way and she went the other when the boys' teams were at different locations.

Volunteering at the hospital is always something she wanted to do. Her doctors were in Delhi so this influenced her to choose Norfolk General, and she joined the volunteer association in 2006. Always one who enjoyed crafts, she joined the craft group which led her to many other tasks. She was vice-chair of the Delhi branch in 2009, and became chair in 2012. She has helped with the golf tournament, the 50/50 draw, yard sale, tag day, Treasure Mart, escort and gift shop.

The hospital volunteers are not the only ones to benefit from Dianne's desire to offer assistance to others. She is a member of the Catholic Women's League, having served as president twice. She also belongs to a group called Hats for Kids. They knit or crochet hats, mitts, scarves et cetera which are donated to the women's shelter, the food bank and the Salvation Army for those in need. In her leisure time, Dianne likes to read and do scrapbooking. She enjoys travelling and has visited the Bahamas, Dominican Republic, the Canadian Maritimes and Quebec.

Dianne has received her 3,000 hour Service Pin, an Outstanding Service Pin, and a Certificate of Appreciation, and is a Local Life Member. Thank you, Dianne, for your service and dedication to our association.

Marion Rathwell



### **Personal Profile Marion's Journey Through Life and Love of Travel**

Marion's life is a testament to the beauty of exploration, both of the world and of the human spirit. Born in Goderich General and Marine Hospital by C-section (a rare occurrence at the time), Marion's early years in Auburn, Ontario, were shaped by her father's general store, where she learned the art of sales. Her upbringing in a small town, with its one-room schoolhouse and close-knit community, laid the foundation for a life filled with adventure, hard work, and meaningful connections.

Marion's love for travel is a defining feature of her life. She has crossed the Atlantic Ocean an astonishing 29 times and the Pacific once, with London, England, holding a special place in her heart—so much so that she has visited the city 19 times. Her passion for travel is more than just a hobby; it is a reflection of her curiosity and desire to experience the world in all its richness.

After training as a teacher in Toronto, Marion returned to her roots in Auburn, where she met her husband, Ron, when he was transferred to the local CIBC branch. Their life together was marked by a series of moves dictated by Ron's career, each bringing new challenges and opportunities. The couple welcomed their son while living in Dresden, Ontario, and their daughter in St. Catharines. These moves also saw Marion applying her skills in various roles, such as a Chargex rep (now VISA) in the Chatham-Windsor area, where she instructed merchants and expanded business networks, and later as a Mastercharge rep in Parkhill where she drove 400 miles a week setting up merchants in the London-Stratford areas.

In Blenheim, Marion found fulfillment through volunteer work with organizations like the Chatham May Court Club, IODE, and her local church. These experiences forged lifelong friendships that she treasures to this day. The final move for Ron and Marion was to Simcoe in 1990, where Marion became deeply involved with the hospital association's Treasure Mart, the IODE, and various volunteer initiatives. Her dedication is evident in the over 2,000 hours of service she has contributed, a reflection of her love for meeting people and her commitment to giving back to the community.

Marion and Ron also cherished their winters in Tucson, where Marion engaged in her favorite hobbies—writing and square dancing, and knitting where she donated her creations to several charities. Her passion for writing is evident in the letters she pens to this day. She has had many pen pals from all over the world, including a close friend from Romford Essex, England, whose weekly correspondence has been eagerly anticipated for the past 34 years.

Through all her travels and experiences, Marion has distilled a simple yet profound piece of advice: "Travel while you can." Her life is a vibrant tapestry woven from the threads of family, work, volunteering, and a deep-seated love for exploring the world.

Thank you for your dedication and commitment to our volunteers and our community!

Kerri Emberlin

As communicated earlier, the result of the consolidation vote at the AGM on June 6<sup>th</sup>, 2024, was a 52/11 vote in favour of consolidation.

In September, a consolidation team was sponsored by the board. The branch chairs requested volunteer support to ensure that all branches were represented on the team. Volunteers came forward and a team was formed.

Team members Betty Lavallee and Jane Jarvis agreed to co-chair the team, with Betty Brooks, Angela Grant, Linda Novinka and Renee Owen representing the branches.

The team has been meeting weekly since early October. To manage the workload, the team divided the project into two phases:

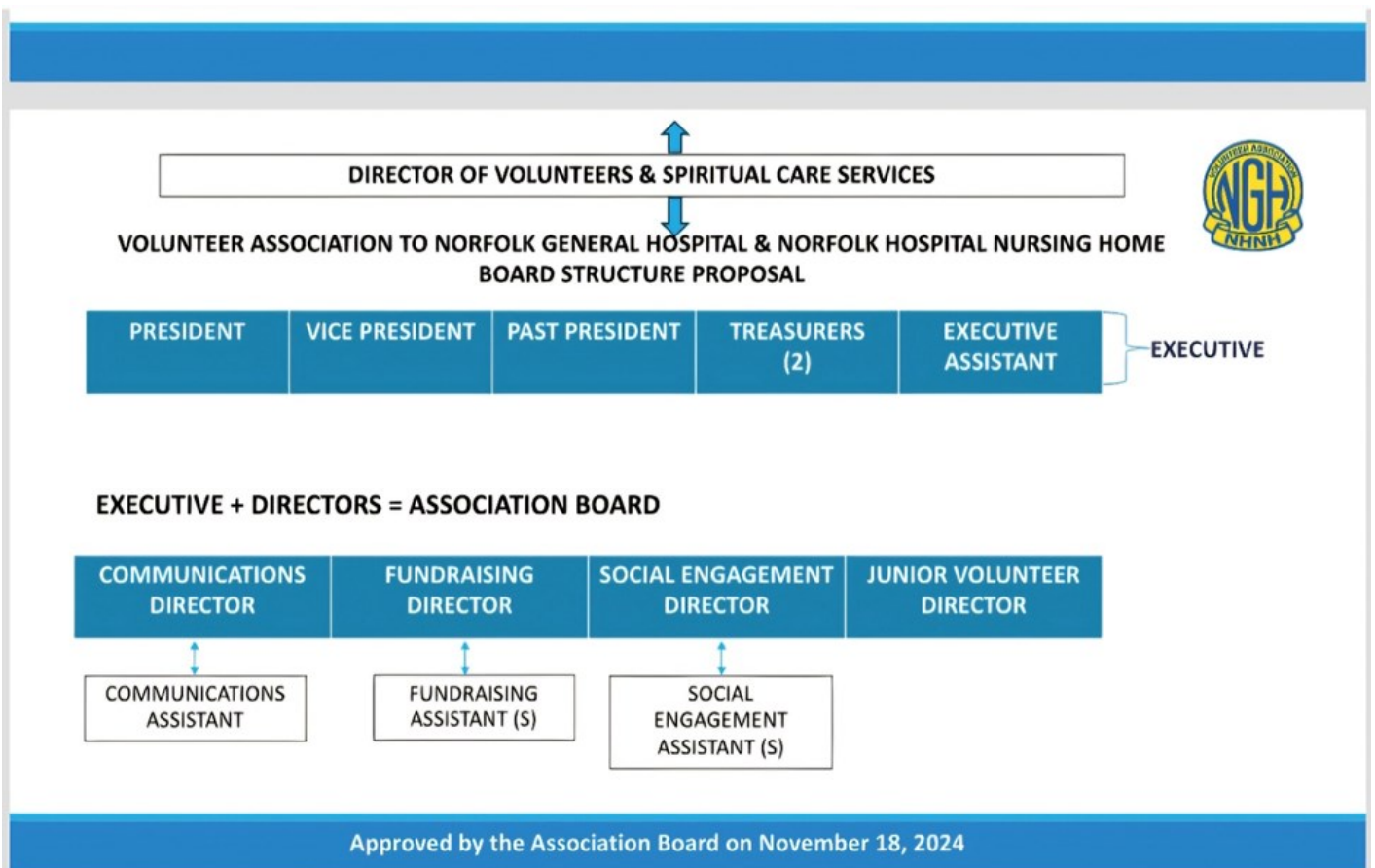
**Phase 1** – Revise the top line structure and present a recommendation to the board at the scheduled November meeting. (This is complete, and the approved consolidation org chart is attached below). Next is to update the constitution and by-laws and present to the board at the scheduled December meeting.

**Phase 2** – Work the details, create/revise the position descriptions, and source interested volunteers for the new roles. Present overall plan to the board at the April board meeting. If approved, launch the new consolidation structure at the June 2025 AGM.

Note: If anyone is interested in any of the leadership or assistant positions as outlined in the organizational chart, please contact Lois Craig directly and let her know via email:

[46strongarms@gmail.com](mailto:46strongarms@gmail.com)

The Consolidation Team





## WELCOME to our new members

Delhi	Junior/College/University
Fatima Da Costa	Russ Godby
	Jemilat Adeola
<b>Port Dover</b>	Ivan Huang
Dave Finch	Deirdra Dimen
Marion Dowds	Emilie Mole
<b>Simcoe</b>	Rebekah Martin
Trish Martin	
<b>No Branch</b>	
Melissa Young	
Linda Strouth	
Tilly Jilderda	

## In Memoriam

### Laura Van Elslander – September 23, 2024

Laura was a valued member of the Delhi branch and served the hospital for over thirty years. Laura was committed in supporting the nursing home, patient transfer services (escort), tag day and Treasure Mart fundraisers to name but a few. She received numerous awards for her involvement including the Local Life Member, Certificate of Appreciation, Ontario Service Award and Thirty Years of service pin. Our heartfelt condolences to Laura's family and friends.

### Betty Verbuyst – November 15, 2024

Betty was an active volunteer from our Delhi branch. Heather began volunteering in April of 2000 and provided over 2,100 hours of service through her dedication to patient transfer services (escort), hairdressing for both the hospital and nursing home and continuous support of fundraising events such as tag days, Treasure Mart and the Delhi Golf Tournament. Betty received awards for Outstanding Service, Twenty years of service, and the Ontario Volunteer Service award in 2012. Our thoughts and prayers go to Betty's fellow volunteers, family and friends.

## Norfolk County man wins nearly \$20,000 in the NGH Volunteer Association's 50/50 draw

Ed Ventoso of La Salette is celebrating a life-changing moment after being named the grand prize winner of an incredible \$19,409 in the Norfolk General Hospital Volunteer Associations' 50/50 jackpot.

When Ed got the call from the volunteer association announcing his big win, he was stunned. Although he's still processing the news, Ed expressed his excitement, saying he's thrilled to receive the prize, even if he doesn't have immediate plans for how he'll spend it.

"Our community's incredible support for the 50/50 draw in its second year has been truly inspiring," said Kerri Emberlin, Director of Volunteer & Spiritual Care Services at NGH. "This initiative has become a fun and engaging way to raise funds for essential equipment. We're so grateful to see our hospital staff and the broader



Bonnie Harris, 50/50 co-chair; Lois Craig, President, Volunteer Association; Ed Ventoso and Elizabeth Rotherham, 50/50 co-chair

community come together for such a meaningful cause. It's a win-win for everyone!"

Ed Ventoso's big win is a great reminder of the excitement and potential of the volunteer association's 50/50 draw.

The 50/50 draw isn't just about winning—it's a vital source of support for healthcare at Norfolk General Hospital and the Norfolk Hospital Nursing Home. Every ticket helps fund critical equipment, ensuring we can provide the best care when it's needed most. Since the draw started last year, over \$30,000 in prizes have been awarded to two winners.

Congratulations to Ed, and a big thank you to everyone who took part. Stay tuned for the next draw—you could be our next big winner!

Aaron Gautreau

## Introducing our new spiritual care intern: Support for patients, families, and now staff at NGH

At Norfolk General Hospital (NGH), we believe in caring for the whole person—body, mind, and spirit. That's why we're pleased to welcome Mikal Schomburg, our new Spiritual Care Intern, who is here to provide compassionate support not only for our patients and their families but also for you, our dedicated staff.

**Spiritual care** is a hospital service that provides support when health is changing, or when life feels out of balance. It's about helping people explore the values, beliefs, relationships, and practices that give meaning and purpose to their lives. Spiritual care helps individuals maintain a sense of self, even in the face of vulnerability and uncertainty that often come with the hospital experience. It's not just about religion—it's about connecting with what matters most to you.

Mikal brings nearly 20 years of experience in ministry, with eight years as an ordained minister. *"I have spent many years walking with families and individuals as they face grief, loss, and the end of life," Mikal shares. "I discovered I have a gift for offering comfort and support during these times, and I felt a responsibility to deepen my skills. That's why I enrolled in a Pastoral Thanatology program at Tyndale University, focusing on grief, death, and dying. My goal is to become a certified grief counselor, equipped to help people through their most difficult moments."*

Mikal's involvement with NGH began in 2016 when he moved to Simcoe and started volunteering as an on-call clergy member, available to patients by request. After COVID-19, he became more actively involved, joining the Spiritual Care team to provide additional support. His deep commitment to our community has led him to take on this internship, where he aims to expand spiritual care services to include staff as well.

### **Mikal's Role: Supporting Our Staff**

While Mikal's primary focus is to meet with patients and families, he's also here to support our staff. We know healthcare work can be very rewarding but also emotionally challenging. Whether it's dealing with the loss of a patient, navigating a high-pressure situation, or simply feeling overwhelmed, these experiences can leave a lasting impact. Mikal is here to provide a safe space to talk and process these feelings.

*"Our staff give so much care every day," Mikal says. "But they need care too. I'm here to listen, offer comfort, and help you find balance during tough moments."*

### **Here is how Mikal can help**

- **Private, confidential support:** Mikal is available for one-on-one conversations with staff, offering a safe and confidential space to share your thoughts and feelings.
- **Help after traumatic events:** If you've experienced a difficult or distressing situation, Mikal is here to listen and help you work through it. His support can help you cope better and feel less overwhelmed.

**A listening ear:** Sometimes, all you need is someone who will listen. Mikal is here to provide understanding and support after a rough day, helping you feel heard and valued.

Mikal is at NGH on Mondays and Fridays from mid-morning to mid-afternoon. You'll often find him in the chapel or walking through the hospital. Feel free to say hello or ask to speak with him if you need to talk. He's also available through the clergy on call list if you'd like to connect at a different time.

*"I understand it can be hard for people to ask for help," Mikal says. "But I'm here for you, just as you're here for our patients. Even a brief conversation can make a big difference."*

Mikal's internship at NGH runs until April of next year. During this time, he's focused on creating a framework for ongoing staff support at NGH. *"I hope to leave behind a strong foundation for spiritual care for our staff," Mikal explains. "Even after my internship ends, the support can continue through the clergy on call program. Ultimately, I believe there's a need for a permanent chaplain role at NGH and NHH, so this kind of care can be available long-term."*

Taking time to care for your own well-being is important. By talking through your experiences, you can reduce stress, feel less overwhelmed, and even prevent burnout. Mikal's goal is to make sure you have someone to turn to when you need it most.

If you find yourself feeling overwhelmed or in need of support, we also want to remind you that the Employee Assistance Program (EAP) is here for you. This resource is available to all our staff, and physicians. You can reach out to a compassionate counselor by calling their toll-free helpline at 1-800-663-1142. This service offers confidential counseling, coaching, and support 24/7, 365 days a year.

Remember, you are not alone, and your well-being is important to us. Let's be there for each other, offer support, and help one another through these challenging times.





**Volunteer Craft Group  
Annual Christmas Sale**  
Thursday, December 12  
9:30 a.m.—1 p.m.

All proceeds toward Hospital Equipment




VOLUNTEER  
ASSOCIATION TO  
NGH/NHH -SIMCOE  
BRANCH



**Christmas Gift  
Wrapping**  
(by donation)

Canadian Tire, Simcoe  
December 6 - 24, 2024  
10 a.m. - store close



**Norfolk Hospital Nursing Home  
Christmas Bazaar!**

**Where: NHH Activity Room  
(Elgin Ave. & Robinson St.)**

**When: Saturday December 7th  
9am-1pm**

**Pictures with Santa, Ugly Sweater Contest,  
Raffles, Penny Table, Games, Baked Goods  
& Vendors!**

**ALL PROCEEDS WILL GO TOWARDS NHH RESIDENTS  
COUNCIL, FOR RECREATIONAL PROGRAMS!**



**Delhi Branch  
Fundraiser**

**\$3 sample pack**

What Are Tru Earth Laundry Eco-Strips?





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

## **CONFIDENTIALITY**

As a volunteer, you are subject to the same code of ethics that applies to the staff. It is quite likely that you will see and hear things of a highly confidential nature.

- All information acquired through service in the hospital and nursing home shall be strictly confidential.
- No reference is to be made to the identity of any staff/patient, their admission to the hospital, their records, and/or their diagnosis or treatment, whether inside or outside the facilities.
- Do not seek information about a patient. Volunteers must never use their role to seek information or to gain access to restricted areas.
- The volunteer will not express an opinion on a patient's condition or treatment.
- Failure to adhere to the volunteer code of confidentiality could result in termination.

## **CONDUCT**

A volunteer is a public relations representative and their conduct must create a positive image for Norfolk General Hospital, Norfolk Hospital Nursing Home and the Volunteer Association.

- Please keep voices low when performing duties. Avoid lengthy, personal conversation while on duty or in public areas of the hospital.
- Please do not carry out personal visiting with patients while on duty or in uniform. Generally, volunteers should not eat or drink in their area of service, public area, or hallways in the hospital.
- Do not chew gum while on duty.
- Cellular phones will not be used and will be turned off while in any patient area. Cell phones are allowed in designated areas only.
- Do not sit, lean or put anything on a patient's bed and do not help a patient or resident in any physical way unless you have been trained/instructed to do so.
- Avoid criticism of hospital staff and policy. If you have a concern/feedback, please bring it to the attention of the appropriate staff member.

## **ATTENDANCE**

Volunteering is a serious commitment. You have agreed to commit to a minimum requirement of time. Staff, patients, and residents depend upon volunteers to be present when they are scheduled.

Sign In / Sign Out:

Attendance is captured through the sign-in process called Vsys Kiosk, located in the volunteer lounge. The Vsys Kiosk is a touch-screen system that volunteers access with a four digit 'pin' number located on the front of your ID Badge. If your badge has a 'V' and three digits, use an '8' in place of the 'V'. The Vsys Kiosk allows volunteers to sign in at the beginning of their shifts and sign out at the end. The system is also used to pass along important information to you via messaging.

Off-site volunteer hours worked by every volunteer must be reported to Judy Boughner, either by the organizer of the event or the individual volunteer, but not both.

- No institution is perfect and we must all strive to make improvements. Criticism of the staff may impact a patient's confidence and thus jeopardize treatment.
- Concerns must be brought to the attention of the Director of Volunteers or the President of the Volunteer Association.
- Do not accept tips or gratuities.
- All patients and residents are entitled to the same efficient, courteous care.
- If a patient should inquire about donating, the Hospital Foundation should always be suggested.
- Patients or residents may mistake a volunteer for a person in authority and ask advice. Volunteers will not give their advice and will refer the inquiry to the Director of the unit or the Clinical Practice Lead (CPL).
- While on duty, advantage should never be taken to secure professional medical advice for you or your family.
- The use of alcohol/cannabis products before coming to the hospital or nursing home is unacceptable.



# FROM THE FRONT DESK OF YOUR NGH FOUNDATION

Dear NGH Volunteers,

As we get ready for the colder months, we are gearing up to support our Labour and Delivery Department. This winter, we aim to enhance our resources and ensure that every family in our community receives the best possible care during their most precious moments!

The Labour and Delivery department currently has a pressing need for several pieces of equipment, including a replacement for its infant monitor system, which has reached the end of its life. This essential equipment allows staff to monitor the location of newborns and ensure their safety. A charm is placed on each infant's ankle as soon as they are born, and it remains there until they go home with their parents. Additionally, the department requires new infant warmers to provide optimal care for our youngest patients. The infant monitoring system and infant warmers are just a few of the essential items on our hospital's current needs list.

Your dedication and enthusiasm have already made a significant impact this year! Your continued involvement is crucial as we work to provide essential equipment. Whether it's through volunteering or spreading the word, your contributions are invaluable. Together, we can ensure that our L & D Department continues to provide exceptional care during this important time for families.

Stay tuned for more updates on your Foundation - and make sure to save the date for our annual gala on May 3, 2025!

Yours in generosity,



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



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



## *Lucas Wilson, Illusionist*

*during Gift of Giving magic show held in Port Dover.*

*Thanks to all the participants and volunteers.*



Daniel G. Wiest, Owner & Publisher



Daniel G. Wiest, Owner & Publisher

### **Dates To Remember**

#### **December**

3– Port Dover meeting  
6-24 Gift wrapping  
7-- NHHH bazaar  
12 – Craft sale—NGH  
resource room

#### **February**

12 – Finance  
committee  
meeting  
17 – Board meeting

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

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**Next Submission Deadline: February 20th , 2025**