

VOLUNTEER
ASSOCIATION
TO
NORFOLK
GENERAL
HOSPITAL
AND
NORFOLK
HOSPITAL
NURSING
HOME



**Volunteer
Appreciation
Week
April 27—May 3**



Vitality

Spring 2025

President's Report

I hope you are all finding a way to stay warm in this cold, cold winter. This season has been very challenging, since we have not had one this cold, nor this much snow for a few years. We are now in the center of preparing for consolidation. We have an excellent team of volunteers who are preparing the structure for consolidation to happen, and things are going very nicely. I would like to thank Betty Lavalley, Jane Jarvis, Renee Owen, Betty Brooks, Linda Novinka, and Angela Grant for all the time they have dedicated to working on this to make everything go smoothly. As we near the end of our existing branches, I would like to thank the volunteers from each branch who work so tirelessly at fundraising, carrying out positions on the branch levels. Without all of you and the dedicated volunteers in each branch, we would not be able to do the fantastic fundraising that has taken place over the past years. Our volunteers are priceless, and thank you for all you do. You're a fantastic group of people to work with. I would never have been able to fulfil the role of president without all of you. I say this with great sincerity as my term nears an end. Thanks for your unending dedication and compassion to making a stay at Norfolk General Hospital more comfortable.

As we enter this new phase at Norfolk General Hospital and Norfolk Hospital Nursing Home, I would like to say thank you to all those who have stepped up to take a position

on the board, commencing in June 2025. Just remember that this is a new adventure for all of us under this umbrella and we are all here to assist and be there for you when needed. As we proceed forward with consolidation, the formal branches will not host fundraising events; however, those volunteers who have helped with fundraising in the past will find many options for supporting future fundraising events. Social gatherings will be offered to continue camaraderie and fellowship, as the branches once have, in supporting the hospital and nursing home.

Fundraising is underway in the various branches, since nothing will change until June 2025. Delhi will be having a musical presentation by the Gentlemen of Harmony on March 23rd at Colborne Village United Church. Tickets are \$35; please consider supporting this event. The 50/50 draw will once again take place in May of 2025. In December, I had the pleasure, along with Liz Rotherham, Bonnie Harris and Penny Brown, of presenting a cheque to Todd Stepanuik in the amount of \$29,409.00. This was from the proceeds of the 50/50 draw and from the board. All this makes a difference in patient and staff care. Our Annual General Meeting will be held on Wednesday, June 11th, 2025 at the Waterford Legion. Please plan on attending as this will be when we vote on the constitution and bylaws. This will usher in a new beginning to the Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home.

Lois Craig

It's always a challenge to pick a few of the many highlights to report for each edition of the newsletter. I strive to balance what has happened and what will be happening to ensure that you have the best information to support you in your roles as volunteers, and also to ensure that you truly feel how much we value and appreciate your efforts. In this edition, it was a little easier to make those choices. We have two significant communications:

1. The hospital has just launched its new three-year strategic plan which also includes a new mission, vision and values statement.
2. 100+ Years of Volunteering – this is our theme for recognizing the incredible contributions of the members of the volunteer association since 1925!

Many of you took part in the surveys, focus groups and stakeholder meetings to support the creation of our new three-year strategic plan. For a comprehensive look at the plan, follow this link to our website:

<https://www.ngh.on.ca/norfolk-general-hospital-unveils-2025-2028-strategic-plan/>

As part of this plan, NGH has introduced a refreshed Mission, Vision, and Values to reflect its commitment to the community:

Mission: To deliver high-quality, integrated, and innovative care, together with our partners.

Vision: To foster healthier communities through exceptional rural health care, close to home.

Values: Compassionate, Inclusive, Respectful, Collaborative, Person-Centered, and Accountable.

Celebrating 100+ Years of volunteering during National Volunteer Week will include an in-person event, the recreation of a volunteer group photo, and media spotlights through billboard and social media resources. Plans are underway now and your invitations will follow by the end of March. The event date will be May 8st - so mark your calendars in advance!

I also want to keep you informed of the 100th anniversary of NGH and the 50th anniversary of NHHN. A committee has been working diligently since the fall to create a celebration worthy of the community it serves. Keep your eyes and ears open for announcements coming soon through our communications department.

Thank you for your enduring legacy of volunteerism - each of you plays a part in shaping what that looks like in our community and throughout our facilities. The efforts do not go unnoticed - they are valued and appreciated by staff, patients, residents and families.

With sincere appreciation,

Kerri Emberlin

Your
Volunteer
Board



Back Row—Cara Blackwood, Angela Grant, Bonnie Harris, Betty Lavallee
Front Row— Renee Owen, Kerri Emberlin, Drenise Cowlard, Penny Brown,
Karen Baskerville, Lois Craig Absent: Iris Smith, Vicky Fritzley

Port Dover

With pen in hand, I'm ready to write the final Vitality report under the old format of the volunteer association.

I have just finished chatting with the Dover branch volunteers, requesting their input for this report. It is, after all, their thoughts that I try to put on paper.

The above statement isn't entirely true. I do not have a pen in hand nor did I speak personally on the phone nor face to face with each of them. I did send out a single email to all (98% are on line) requesting their input so that I may magically put together an article that is awesome.

The reason I'm rattling on about this is because soon we will be finalizing the consolidation of the NGH Volunteer Association. This will be a very new way of doing business. Instead of calling each individual and writing on paper, now I just have to put the words together on the computer and with one click of a key, the report is in the hands of those who will proof and arrange the pictures and reports.

This is evolution from the way it was to the way it is and will be. I suspect that there will be changes in the way things are done before the ink dries.

Looking back, our members are proud of our long-time volunteers, Doug and Karen Sibbett, who were honored with the distinction of Citizens of the Year by the Simcoe & District Chamber of Commerce. I wish I had the space to acknowledge each of our members who do so much for our branch, and ultimately for the patients at our hospital. There are too many who should wear a halo if they would stand still long enough for me to place it on their heads.

Our branch is small but mighty. We have raised a great deal of money with our bakeless bake sales, tag days, magic shows, fashion shows, Treasure Marts and 50/50 tickets sales events, not to mention our branch meeting donations. This will still happen, but in a different way.

We will continue to work together and have a wonderful time bonding together. We need and will keep this going.

Drenise Cowlard, Branch Chair



Back Row: Doug Sibbett, Judy Whitmore, Helen Columbus, Bernie Mummery, Jean Karges, June Faint, Lois Craig, Betty Lavallee

Front Row: Karen Sibbett, Betty Brooks, John Cowlard, Drenise Cowlard, Betty Shortt

Waterford

Waterford branch members had their winter social on January 24, 2025. Ten members, along with Kerri, had a luncheon at Yin's restaurant in Waterford. The restaurant was decorated for Chinese New Year's and was festive.

We welcomed our newest member, Rachelle Witham. You can meet her at the coffee kiosk or the information desk.

Waterford's bakeless bake sale is underway and will run from February to the end of March. Our next branch meeting will be at the end of March.

Renee Owen, Branch Chair

Waterford Branch Winter social was held at Yin's Restaurant, Waterford, just in time for Chinese New Year!



Left: Kerri Emberlin, Claudia King, Rachelle Witham, Renee Jarvis, Lu Smitiuch
Right: Jane Jarvis, Marg Gurney, Renee Owen, Joy Burtch, Nancy Koski



Delhi

This has certainly been a cold and snowy winter. Let's hope that by the time you read this, the snow banks have diminished and the sunshine is warming the temperatures. Volunteers in Delhi have been hard at work preparing for spring with our fundraising event, "Spring into Harmony", featuring The Gentlemen of Harmony. Get your tickets, before they sell out, at the hospital gift shop or from Margaret @226-931-5979 or Judy @519-582-3892. Tickets are \$35 each. Join us for an afternoon filled with joy and song on Sunday, March 23 from 2 p.m. - 3:30 p.m. at Colborne Village United Church in Simcoe. My heartfelt thanks go out to Margaret, Judy B, Judy C and Pauline for their hard work in organizing, collecting sponsors, creating and distributing posters and tickets and the myriad of other duties too plentiful to name.

Another opportunity to raise funds for the association is through the purchase of eco-friendly products from TruEarth and EcoCollective. Use the association's link and we will receive a 20% commission. Contact Ang @519-582-3542 to get the links or to buy a sample package of laundry strips for just \$3. I take them whenever I travel, as they are mess-free and take up little space. This Canadian company is committed to reducing plastic waste and has products that are free of paraben, phosphate, dyes and chlorine.

In December, our meeting was accompanied by a delicious turkey dinner, provided by Kaley's restaurant, to celebrate Christmas. Association president Lois Craig was in attendance. Unfortunately, Kerri Emberlin was unable to attend but sent a message of thanks for the hard work and dedication of the Delhi members. Len challenged us once again with his Christmas quiz. The generosity of our members was evident in the trunkload of food and non-perishable items donated to the Sharing Pantry. Thanks to the members who also donated prizes to be raffled.

With the consolidation of the branches taking place this year, we only have the branch AGM scheduled. It will be on Wednesday, March 26th at St Alban's. As is tradition, we will share a potluck lunch at 12 p.m. with the meeting to follow. The bakeless bake sale has begun for the Delhi branch. Contact Angela at 519-582-2373 or bring your donation to the meeting. I hope to see you all there.



Left side: Walter Shull, Angela Moyaert, Agnes DeFoort, Penny Brown
Right Side: Barb Hall, Mary Ellen Saunders, Georgette Demeester,
Marg Saunders

Tag day is set for Friday, May 30th. Look for volunteers in their distinctive blue vests at locations throughout town. Margaret will be contacting members next month to fill those shifts. Let's try to beat our total from last year!

As this is our final edition of Vitality in this format, I would like to say a few words about the Delhi branch. I have not been a member for a long time, but I know that some of you have shown such dedication to our association for years, and even decades. You work tirelessly throughout the hospital and at the many fundraising events that have been held throughout the years. Your passion for and pride in the community are evident in your words and deeds. Thank you! Although the structure of the association is changing, your continued engagement is vital to our continued success. Let us continue to work together to support NGH/NHNNH as an essential resource in our community. A personal thank you

to Angela, Maureen, Pauline and Judy who have all contributed to the branch by taking on executive roles. An extra thank you goes out to Margaret not only for all that she does to make our events successful, but also for the guidance she has given me throughout my tenure as branch chair. Let's meet this new challenge with that same energy and enthusiasm.

Ang Grant, Branch Chair

Simcoe

The executive team of Simcoe branch would like to wish you all a healthy and happy 2025! Our last fundraiser for the 2024-2025 fiscal year was a great success. Thanks to all of our members, the gift-wrapping team earned \$4,150.08 for the Association! Please pat yourselves on the back because that is the largest return for gift-wrapping we have made. Special thanks to Iris Smith, Sarah Schottman and Trish Grummet for their efforts. Canadian Tire was very kind allowing us the use of their facilities once again, for which we are very grateful.

Next up on our calendar was a branch get-together on Wednesday, February 26th in the hospital conference room. This was a coffee and dessert meeting. Along with our business agenda, we had the opportunity to hear an update on the upcoming amalgamation by Betty Lavalee who co-chair the committee in the planning process.

The Simcoe Branch Annual General Meeting will be held on May 2nd at 11:00 a.m. in the hospital conference room. A light lunch will be served.

Your executive team of Bonnie Harris, Sarah Schottman, Iris Smith, and Vicki Fritzley wish to thank you all for your support and hard work making the Simcoe branch a success. It is our pleasure to advise you that your efforts resulted in the branch exceeding its pledge to the NGH by approximately \$5,000.

As we move forward into the new format of the Volunteer Association, we will not be losing a branch but gaining the ability to work more closely together and meet more volunteers from other areas in this great organization.

"Nothing is Impossible, the word itself says "I'm Possible."

Vicki Fritzley/Iris Smith, Branch Chairs



Back Row: Wayne Hamilton, Ron Cripps, Alex Horvath, Karen Baskerville, Veronica Dumbrell, Sandy Gedye, Mirja Spencer, Damaris Barnett, Lyn Fraser, Al Schottmann, Laura Burgess, David Burgess

Front Row: Bonnie Harris, Betty Ann Curty, Bonnie Hazell, Liz Rotherham, Linda Muir, Linda VanDaele, Sarah Schottmann, Mary Peever, Vicki Davey, Iris Smith



Bakeless Bake Sales Happening Now!

Save the cost (and fuss) of actual baking and donate the savings to the Association!

Donations of \$20 and over can receive a charitable tax receipt upon request.

Sales are happening in Delhi, Port Dover and Waterford, with Simcoe's starting soon.



Consolidation Update

The consolidation team, with input from several volunteer members and the Association board, has been working hard to create a smooth transition from four separate branches into one unified organization. Our purpose will be to continue to support the mission of the hospital and nursing home.

Working together, we become part of a unified volunteer team. As we phase out the Branch Chairs and consolidate their duties under one organization, there will be new and revised positions in need of leadership, to help build a strong, cohesive team. Now more than ever, our hospital and nursing home needs your help. *Interested?*

Communication Director: will oversee all communications, both digital and analog, relating to the Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home.

Fundraising Director: will plan, organize and execute all fundraisers (with the exception of the 50/50 fundraiser and H.E.L.P.P. lottery) for the Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home.

Social Engagement Director: will plan, organize and execute social engagements to maintain and build friendships/relationships amongst volunteers (examples – dinners, BBQs, day outings, social teas, etc) of the Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home.

Jr. Volunteer Director: will lead and oversee the Junior Volunteer program for the Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home.

If you enjoy planning social activities, have some great ideas about how to raise money for the hospital, enjoy mentoring our young volunteers, or are interested in helping develop our presence on Social Media or our newsletter, please think about putting your name forward for one of these positions.

If you don't want the lead, but still want to help, assistants are always needed! More details can be provided to anyone interested.

Please contact: Lois Craig 46strongarms@gmail.com Betty Lavalley amma.lavalley@gmail.com
or your Branch Chair.



Our winter weather lingers on. Our shop still carries a variety of cozy fashion accessories (capes, ponchos, sweaters). During a recent trip to the Toronto Gift Show, our committee selected a variety of fashions for spring. Soft, flowing fabrics and pretty pastel colours will set the mood for lightweight clothing - "one size fits all"! New jewellery features pearl bracelets and necklaces. Displays will show beautiful scarves and purses to complete an outfit. Come in and browse to view giftware for Easter and Mother's Day. Follow us on Facebook - search Norfolk General Volunteer Gift Shop.

Hours: Monday to Friday, 9:30 a.m. - 3:00 p.m.

Jane Hunter, Convenor

SAVE THE DATE!

National Volunteer Week & 100+ years of volunteering!

The hospital is celebrating 100 years of service, the nursing home is celebrating 50 years of care and the volunteer association is celebrating 100+ years of support to the hospital, nursing home and community.

You will see a "Save the date" announcement for the NGH/NHNNH celebration in this newsletter, and I hope that you will save another date - **Thursday, May 8th!** On this date, I am planning our very own celebration of our volunteers and the association in recognition of the invaluable heart and commitment given so generously over the past century.

I will also be scheduling a day/time in the spring in which we will recreate the volunteer photo in recognition of the 75th anniversary. It is so important to mark these milestones in meaningful ways and to boast of our long-standing history within the community.

Much more information will follow as dates and times are secured - thank you for all that you do - you are the heart of our hospital and nursing home!!

With gratitude,

Kerri

Employee Safety Alerts

On occasion and for varied reasons, the Occupational Health and Safety staff will issue an employee safety alert. Action to be taken as a result of these alerts is described in our policy on workplace violence-harassment and bullying (Policy III-A-5 for NGH and 2.10 in the volunteer policy binder), to help protect the wellness of staff from an individual who may be a threat to their personal well-being. Employee Safety Alerts will be posted in the volunteer lounge and at the main information desk. Please take the time to read them and be familiar with the photo that is included.

Each alert will provide the name of the staff who may be at risk and their position. Also included is the name, description and photo of the individual who may pose a risk. There will also be instructions for interactions with the individual, whether a visitor or patient, and emergency contact information.

Please pay close attention to these alerts as they are shared to protect staff and others.

Kerri

**Delhi Branch
Fundraiser**

\$3 sample pack

What Are Tru Earth Laundry Eco-Strips?

Made in Canada




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

The Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home
Delhi Branch presents

Spring into Harmony



featuring: **the Gentlemen of harmony**

**Sunday, March 23, 2025
at 2:00 pm**
at
**Colborne Village United Church
30 Glendale Crescent, Simcoe
Refreshments after the concert**

Tickets: \$35 each
Available From
Margaret Saunders 226-931-5979
or
Judy Boughner 519-582-3892

Also at NGH Gift Shop
Monday to Friday ~ 9:30 am to 3 pm




Save The Dates

NORFOLK DAYS



CELEBRATING THE TASTY THINGS WE LOVE

FROM NORFOLK COUNTY!



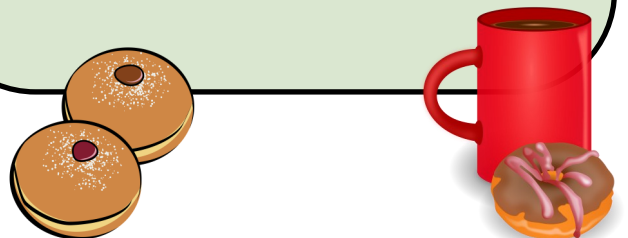
FRI MAR 07



THUR MAR 20

We Love Norfolk Days

are special, limited-time events where you can discover and enjoy delicious treats made by our talented local bakers and manufacturers. Norfolk County is home to so many amazing flavors, and we're excited to bring to you some of our favourites—available for just one day! Don't miss out on these exclusive, locally-produced goodies!






to our most recent volunteers

Josy Erdelac	Rachelle Witham
Lee MacDonald	Helen Uren
Delores Tchorek	Paul Humphrey
Lynne Wood	Rob Tchorek
Daniel King	Aaron Varnes
Dan DeYoung	Rachelle Witham
Gail Catherwood	
Paul Humphrey	Junior Volunteers
Rob Tchorek	Addison LeBouthillier
Aaron Varnes	Payton Andrews

**The Mother of all Radiothons
for NGH Labour & Delivery
raised \$33,000**



**THANK YOU
NORFOLK!**



COFFEE KIOSK VOLUNTEER TREASURER NEEDED

- Familiar with Sage accounting software (or ability to learn)
- Strong leadership and communication skills
- Prepare monthly reports for finance committee
- Weekly bank deposits
- Maintain cash float

CONTACT KERRI EMBERLIN FOR MORE INFORMATION

GARDEN HELPERS

I know that it doesn't seem like it right now while we are in the midst of a true winter, but the buds and sprouts will start making their appearance before long. We have an incredible group of volunteer garden helpers, but we could always use more hands and this is our callout to you! If you enjoy working the earth, cleaning garden beds, trimming and planting – we need you! Contact Kerri if you are interested in joining the garden volunteers.

Kerri

519-426-0130 ex 2100

kemberlin@ngh.on.ca



GRADE ONE TOURS ARE BACK!

I am thrilled to announce that the Grade 1 tours are being planned to resume. A huge thank you goes out to Angela Grant who has graciously stepped forward to be the lead/convenor for this program. She has the perfect background from teaching early elementary and has many connections throughout Norfolk schools.



While we had anticipated the program to run this May, we have had to delay and will not be offering until fall 2025/spring 2026. If you would like to participate once again, please let me know as soon as possible. This is a new program for me as it halted due to the pandemic.

I am excited to see all the bright smiling faces of these students – connect with me if you are interested!

Kerri

519-426-0130 ex 2100

kemberlin@ngh.on.ca

Join the lottery team!

We are looking for friendly people to work one lottery shift a month. The hours are 9:30 a.m. - 1 p.m. on a Tuesday or Thursday. You would be working with a partner, and would greet people passing the table, both staff and visitors, and sell tickets to help us purchase hospital equipment. We'd love to welcome you to our service.

For details contact: Kerri Emberlin at

51-426-0130 ex 2100 or

Renee Owen at 519-443-7265

These codes and their descriptions below are produced by the Ontario Hospital Association (www.oha.com/healthandsafety)

Code Green – Evacuation: signifies essentially two types of evacuation: 1. Crisis evacuation results from some clear and immediate threat such as fire or explosion. 2. Precautionary evacuation occurs as a result of some impending event such as flooding or an approaching cloud of toxic gas from a spill.

Code Yellow – Missing patient: initiates a search plan for missing patients. The clinical practice lead (CPL) will have a unit search activated.

Code Orange – External disaster (full or partial): designates the possibility of a disaster requiring the hospital to receive a large number of casualties within a short period of time. During a period of disaster, patients who would normally be expected to remain in the hospital may be discharged or transferred to alternative accommodations.

Code Red – Fire: occurs when a fire is discovered. Follow directions: If you discover a fire, you should 'REACT': Remove yourself and anyone from immediate danger Ensure that windows and doors are closed Activate the nearest fire alarm Call switchboard at extension #1911 and give the exact location of the fire Try to put out the fire Do not yell 'FIRE.' Do not use the elevator. If the fire alarm goes off: •if on elevator, get off immediately and proceed to cafeteria using the stairs •all volunteers in the Gift Shop, Coffee and Crumbs, and information desk area should wait in the corridor for further instructions. Move cart displays inside the shop areas and close doors •all other areas report to the nearest nursing station for instructions.

Be sure you know the following:

- the emergency procedures in your placement area
- where fire alarm pull stations are located and how to use them
- location of fire exit in the areas in which you volunteer
- location of phones.

Code White – Violent situation: occurs when a person or persons become violent, to the point where a situation is considered to be out of control. Avoid the area during a Code White.

Code Brown – Contamination/Chemical spill: occurs in the event of a hazardous material spill. The hospital and nursing home will perform their normal functions except in the areas in which the spill has occurred or that are directly affected by the spill. If partial or total evacuation of floor/unit is required, 'Code Green' evacuation procedure will be initiated in conjunction with Code Brown - Chemical Spill.

Code Black – Bomb threat: signifies bomber or arsonist may be threatening the hospital or nursing home. You will receive instruction by the appropriate hospital/emergency service personnel.

Code Grey – Button down: as a result of infrastructure loss or failure, approach of contaminated air mass. Appropriate hospital personnel mobilize quickly to isolate the building from effects of a contaminated outside air mass.

Code Blue – Cardio Pulmonary Resuscitation (CPR): signifies the sudden need to resuscitate an unconscious patient due to inadequate or absence of pulse or respirations. This can happen any time and will result in a Code Blue (Medical Alert) announcement. Immediate implementation of this code is required by trained staff.

Code Pink – Neonatal Medical Alert: is called for babies less than 28 days old who experience respiratory problems. This is similar to Code Blue procedure.

Code Silver - When a person with a weapon is spotted outside or near the Hospital, Nursing Home or Holmes House:

- Immediately contact POLICE at 911 and provide assailant description and location identifiers
- (NGH/NHH) Obtain keys from Switchboard, lock all entrance doors in the vicinity of the spotted suspect
- Initiate CODE SILVER if suspect enters the building
- If you can leave safely, EVACUATE. Remain calm, and follow Police direction
- Also, if possible, quickly and safely evacuate as many patients and people in the vicinity to a pre-determined safe meeting/assembly area
- Redirect any people approaching the area to a safe location
- Directors, Managers, designates: perform a team/department head count at the safe location
- If you cannot leave safely, HIDE in an secluded area or room and remain calm
- If possible, lock doors and with furniture, barricade yourself and others in
- Remain still and quiet, silence devices, alarms, turn off monitors
- Hide in place until "CODE SILVER-ALL CLEAR" is announced.



March

07 - Norfolk Days
20 - Norfolk Days
23 - Delhi Spring Into Harmony
26 - Delhi AGM at St Alban's

Bakeless Bake Sale at all
Branches!

April

23 - Port Dover AGM & Potluck
27 - May 3 - National Volunteer
Appreciation Week

May

8 - 100+ yrs Volunteer Associ-
ation Celebration
2 - Simcoe AGM
30 - Delhi Tag Day
30 - Port Dover Tag Day

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

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	Iris Smith	519-429-8807	Irismadge@hotmail.com
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: May 22, 2025