



SUMMER  
2026

# Upcoming Events

AGM  
Bakeless bake sale  
NHNH yard sale  
50/50 ticket sales

VITALITY



Extra! Extra! Read all about it!



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Above: Bonnie Harris, Kerri Emberlin, Lois Craig, Penny Brown, Doug Sibbett, Todd Stepanuik (President and CEO), Karen Baskerville, Betty Lavallee, Karen Sibbett

Volunteer Association tops \$120K in annual support, highest total since 2017

When someone is in hospital or in long-term care, small things can matter a lot.

[Click here to read full story by Aaron Gautreau](#)



# Volunteer Association Update – President’s Report

Dear Volunteers,



With the 2025/2026 fiscal year now complete, I want to take a moment to thank each of you for the time, compassion, and dedication you continue to give to the hospital and nursing home.

There is more exciting news - our Grade 1 tours have returned. This is a program that many of you have participated in.

**Simply put - you continue to amaze me.**

Thank you for everything you do and for the heart you bring to the Volunteer Association each and every day. It’s a privilege to volunteer alongside such an amazing group of people.

Warm regards for a safe and memory-filled summer,  
Betty Lavallee

With our first year of consolidation under our belts, although there were challenges, it is absolutely remarkable what you have accomplished together. You contributed **\$120,150** to the hospital and nursing home, the largest contribution since 2017 - an incredible achievement that speaks to the commitment, dedication and generosity of our volunteers.

The businesses are flourishing, hospital support areas are running smoothly, and our fundraising teams continue to break records. We attended social events that gave us the opportunity to connect, including a Volunteer Appreciation Evening hosted by Kerri Emberlin, where several of our volunteers were recognized with awards. The AGM scheduled for June 10 will be another perfect venue for us to connect.



## From the Director's Desk...



Wow, what an incredible year it has been so far. We have received over 60 new applications of people like you who really want to become involved and be a part of the many successes that you have accomplished!

New fundraisers, returning programs (Grade 1 Tours) and a week of celebrating our volunteers have been the highlights in the past few months. We never seem to slow down but I believe we have a manageable, steady pace.

The next month will also be eventful, with lots of opportunities for veteran and new volunteers to meet and build the team that supports the hospital, nursing home, Diabetes and Holmes House programs. I am incredibly proud and humbled by your ongoing support, cooperation and leadership, and everyone at the NGH/NHNH is so incredibly thankful - you each have left an indelible mark within our community.

In this issue there are some important pieces of information to share like the NHNH Campus of Care Q&A, an update on the increase to parking fees (see page 8), and the new phone system.

Kerri Emberlin



## New phone system at NGH/NHNH



As part of our ongoing efforts to modernize our technology infrastructure, we have now implemented a new phone system across all of our facilities.

This upgraded Cisco system, which was launched on May 5/26, allows for connectivity across NGH/NHNH and supported programs. It will provide handset information to a staff directory, ease of transfer and access to a multiplatform system which will allow the forwarding of phones to alternate numbers.

New handsets and a guide have been provided to all current phone users, including the volunteer office, information desk, gift shop and additional services.

Training and support will be provided to all staff and volunteers through this transition.



## Grade 1 School Tours!



### They're back!!!

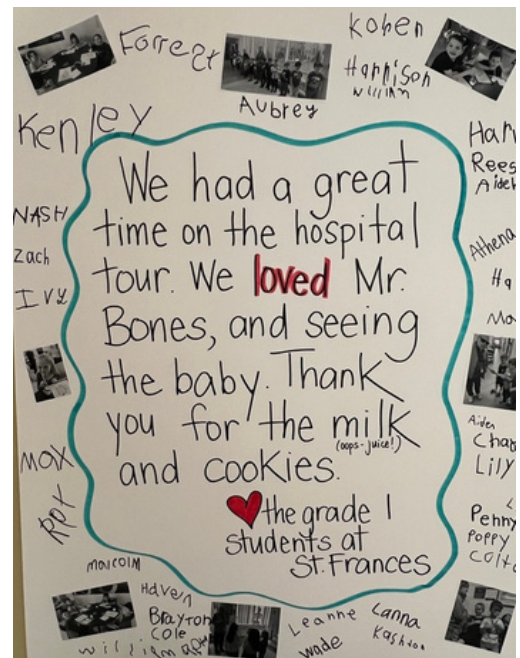
This May, we are welcoming back our Grade 1 students with the return of the tours that have been so greatly missed over the last seven years (yes, it really has been that long)! The calendar is booked solid and we will be welcoming over 440 students throughout the month.



Here are our tour guides on the practise run-through..

We have veteran and new volunteers leading the charge and a huge thank you goes out to all. Our staff are so happy to have this program resume so that they can show off all of the amazing things that they do.

A special thanks to Angela Grant for taking on the leadership of this program, and to Cara Blackwood for helping fill in the gaps as we revised the curriculum. Another amazing team effort helps to make a difference.



## It's a WRAP!



Canadian Tire has been a constant supporter of the NGH/NHNH Volunteer Association gift wrapping since 1988. We started our first gift wrapping at the old location in the

Canadian Tire mall. The idea of gift wrapping as a fundraiser was initiated by India Adams and June Barnett.

### Over 37 years have passed.

Our 2025 gift wrapping raised **\$5,917.35**, a record year! Thanks to all 45 loyal volunteers who worked for over 400 hours. In total, we have raised over **\$80,000.00** to purchase vital equipment for NGH/NHNH.



Great partnership brings amazing results! Thank you to Canadian Tire, our NGH volunteers and our community.

Iris Smith, Convenor



thank you



## “Easy peezy volunteer quiz”



1. Name the Chicago gangster, alias named Al Brown and Scarface?
2. Gala, Honey Crisp, and Pink Lady are all varieties of this fruit.
3. Where is the Diabetes Education Clinic located?
4. Where is the Interac machine located in the hospital?
5. What is the term used for the study of birds?
6. What colour are Mickey Mouse's shoes?
7. What are the "Visiting Hours" at NGH?
8. What is the only even prime number?
9. What colour do you get when you mix blue and yellow?
10. What planet is known as the RED planet?

Answers found on last page ...

## Craft Corner

The craft group met recently at The Shire to share information and a lovely meal. A new member has joined - welcome Lynne Bradstreet! Individuals have been selling emotional support chickens, coffee cozies,



dishcloths and stuffed toys. Thanks for the extra effort! On May 2<sup>nd</sup> and 3<sup>rd</sup>, the Craft Group participated in the Shop the Shore promotions in Port Rowan. Sales for the weekend totalled **\$236**.

Thank you to members who helped out at the sale. Now we continue to create in order to replace depleted stock. We're looking forward to the farmers' market opportunity in the month of August.

Angela Grant



VOLUNTEER ASSOCIATION TO NORFOLK GENERAL HOSPITAL  
AND  
NORFOLK HOSPITAL NURSING HOME

Dear Volunteers

**WE'RE AT IT AGAIN - SWAPPING ACTUAL BAKING FOR A  
DONATION TO ASSIST OUR LOCAL HOSPITAL  
AND NURSING HOME ACHIEVE THEIR GOALS!**



**BAKELESS BAKE SALE**

You won't have to go to a store  
To buy flour, raisins or anything more.  
Don't turn on your stove or your microwave -  
Just think of the hydro and money you'll save!

Those measuring spoons in the drawer they can stay,  
And for sugar and spice you won't have to pay.  
No butter to sample, no leftovers to taste,  
Those extra calories won't go to your waist!

Now what will you do if you don't have to bake?  
Spend time with family & friends for goodness' sake!  
Or pamper yourself with a massage for your feet,  
Tidy your closet and make things so neat.

For the task of not baking this year,  
I'm writing this poem to make it quite clear:  
That the "dough" that you donate will go to good use -  
Put your dough in our coffers and spread some good news!

Author unknown

**THANK YOU FOR YOUR CONTINUED SUPPORT!**

**TO MAKE A DONATION DROP-OFF**  
Waterford - Renee Owen - 519-428-9396 - 94 Robinson Rd. Waterford, ON N0E 1Y0  
Port Dover - Linda Misener - 226-567-0697 - 9 Briarlee Cres. Port Dover, ON N0A 1N4  
Delhi - Angela Moyaert - 519-582-2373 - 168 Cryster St. Delhi, ON N4B 1J1  
Simcoe - Iris Smith - 519-429-8807 - 190 Argyle St. Unit # 8 Simcoe, ON N3Y-0C1  
MAIL DONATIONS TO RENEE OWEN - 94 ROBINSON ST WATERFORD, ON N0E 1Y0

If you would like to receive a tax receipt, please include a self-addressed envelope with your donation.



**\$25 donation  
= 3 pies**



Thank you for  
volunteering



Tag Days are  
coming fast!



So much  
going on!

VOLUNTEER ASSOCIATION  
TO  
NORFOLK GENERAL HOSPITAL  
AND  
NORFOLK HOSPITAL NURSING HOME

**50/50 FUNDRAISER**

\$10 each or  
3 for \$25

Draw - October 30th  
at Norfolk General Hospital

LOTTERY LICENSE - M883599  
5000 TICKETS PRINTED

## Fundraising Report - 2026 AGM

I am pleased to say that your fundraising efforts were exceptional this year. The commitment you demonstrated after consolidation, in delivering the programs and events that have become such an important part of the association, including tag days, Christmas gift wrapping, the Spaghetti Dinner, the Musical, and the Bakeless Bake Sale, did not change.

Together, you contributed an incredible

**\$27,625**



to the hospital pledge in support of vital hospital equipment upgrades. This was truly outstanding.

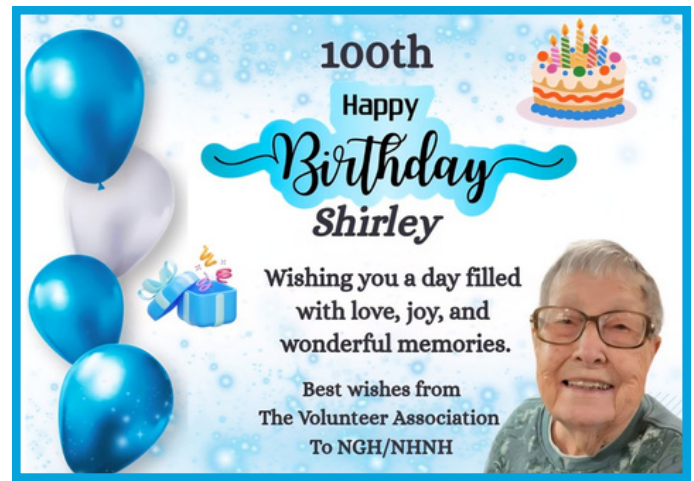
Yes, there were challenges along the way, but leaders such as Margaret Saunders, Judy Boughner, Iris Smith, Margaret Drummelsmith, and Renee Owen stepped up to plan, organize, and reach out to volunteers. Many of you responded immediately with, "I'll help," without hesitation.

A new fundraiser - **Treasures & Totes** was launched under the leadership of Vicki Davey along with Rose Gagne, Iris Smith, and Vicki Fritzley. This program was very well received - stay tuned for Phase 2!

That spirit of teamwork and dedication is what made this year's fundraising efforts such a success.

Thank you for your time, effort, and commitment to keeping fundraising alive and thriving within the Association.

Betty Lavalley, Interim Fundraising Director



## IN MEMORIAM

### Ron Cripps - April 5, 2026

Ron Cripps was a long-time Simcoe branch member, beginning his volunteer service in 2007. He enjoyed time spent at the information desk, talking with everyone who passed by and he had a love of this community and supported both as a volunteer, donor and advocate. With 2,700 hours of volunteer service, Ron was recognized for numerous milestones including Lifetime Achievement award and Local Life Member.

*Our deepest condolences to all family and friends.*



# NHNH YARD

*SALE*

**SATURDAY**

**JUNE 13TH**

**8 A.M. - 11 A.M.**

**LOCATION: NORFOLK HOSPITAL NURSING HOME  
(ELGIN AVE AND ROBINSON ST.)**

**WE ARE ACCEPTING DONATIONS:**

**PLEASE DROP OFF YOUR CLEAN, GOOD QUALITY DONATIONS  
TO THE ACTIVITY DEPARTMENT**

**BY JUNE 5TH**

**WE ARE LOOKING FOR:**

**TOOLS, SPORTING EQUIPMENT, KITCHEN GADGETS, TOYS, WALL  
DECOR, CLOTHING, PICTURE FRAMES, FURNITURE  
(CHAIRS/TABLES/DRESSERS), GARDENING TOOLS/EQUIPMENT,  
FLOWER POTS, CHRISTMAS DECOR, GLASSWARE AND DISHES**

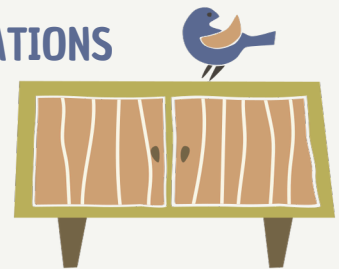
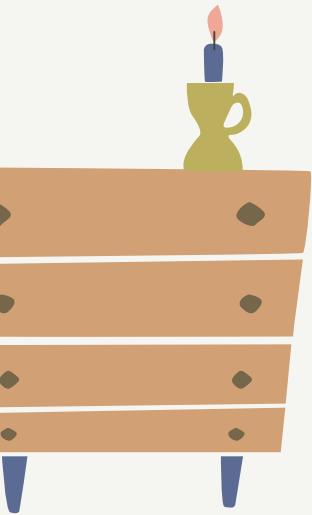
**RAIN OR SHINE!**

**PLEASE – NO BOOKS/CDS/DVDS OR BEDDING**

**ALL PROCEEDS GO TOWARDS NHNH RESIDENTS COUNCIL**

**PLEASE CONTACT-LINDA SCHAEFFER**

**519-426-0750 EXT. 1455**



## Other Important Information:

### NGH announces updates to parking rates



Parking revenues play a vital role in supporting the financial health of Norfolk General Hospital (NGH) and the Norfolk Hospital Nursing Home. 100 percent of these revenues go directly to supporting hospital and nursing home operations.

Parking rates will increase starting June 1, 2026

- Daily rate: \$7.00 → \$8.00
- Monthly staff rate: \$47 → \$54 (\$648/year)

There are no changes to how parking access or the system works. This adjustment is part of our efforts to keep the hospital financially sustainable while continuing to provide exceptional care to our community. Despite rising costs, **NGH has not increased parking rates in more than 10 years.** The updated rates follow the Ministry of Health's Hospital Parking Directive and remain among the lowest rates in the region.

Visitors and members of the public will also pay the updated \$8.00 daily rate starting June 1.

Payment options:

- Exit terminals (card only)
- Finance (cash or card during business hours)
- Patient Registration (cash or card when Finance is closed)

## Leadership Corner...

### How are we doing? What are we missing?

A few weeks ago, the board and business convenors met for a succession planning workshop. Looking at strengths and weaknesses, expectations and requirements, the exercise led us on a journey of what needs to happen to keep the volunteer association healthy and thriving.

Everything is evolving. Even before the consolidation happened, it had been increasingly challenging to recruit volunteers to take on responsibilities of being part of the board, or running one of the businesses.

Opportunities to learn without having the full responsibility are being encouraged. Achievable positions for volunteers to test out whether or not they'd enjoy helping with the succession plan.

### New Campus of Care Q&A now available

On behalf of our President and CEO, Todd Stepaniuk, we are sharing a new Q&A with the latest update on the Campus of Care and the new Norfolk Hospital Nursing Home.

It will help you stay informed on the project and understand what is planned.

Click on the link below for the Q&A:

### [Future of Healthcare in Norfolk County](#)

What you will find:

- The current status of the project
- Why a new hospital and nursing home are needed
- What is planned for the future site

This Q&A brings together the key information in one place. It reflects the questions we hear most often.

Please take a few minutes to review it so you feel informed as the project moves forward.

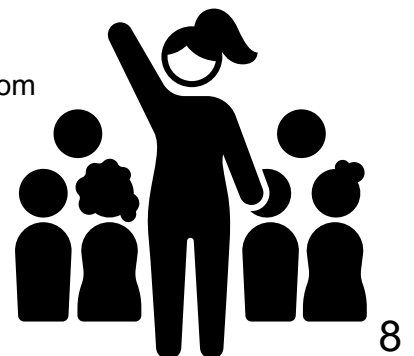
Further updates will be shared as the project progresses.



### Are you interested?

Have you thought of becoming more involved in the association? Do you have experience in being on a board? Do you enjoy social events or working with numbers? We are looking for people with fresh ideas to join us!

Please contact:  
Betty Lavalley at  
[amma.lavalley@gmail.com](mailto:amma.lavalley@gmail.com)  
or call  
519-429-2165.



# MAY SOCIAL!



Are we done?



## May Social - Join the line!

While writing this, we are watching our orioles devouring the grape jelly in the feeder – a sure sign that our weather is changing.

After a very long, cold and white winter, 30 volunteers were ready to let loose at our first social of 2026! Refreshments were enjoyed while we visited with each other, then we sat back and relaxed while the Denim & Lace line dancers entertained us. The group of very talented and fun dancers hails from the Simcoe Senior's Centre.

Then it was our turn. The dance floor was full of happy volunteers eager to learn, and with the help of the line dancers, we were awesome!! We shared laughs as we navigated the steps and a few turns. Hopefully there were not too many sore muscles the next day. They say 10,000 steps a day is good for you – thinking we did well!

These socials are only successful because YOU are able to attend, and we thank you for your support!! We look forward to sharing more fun times with you!

Your Social Engagement Directors,  
Karen & Doug Sibbett



## Our 50/50 Lottery is Back!

We are excited to announce the Volunteer Association will once again be running our 50/50 Draw!

Last year's lucky winner took home **\$22,100!**



We are busy gearing up to sell tickets at locations throughout Delhi, Port Dover, Simcoe and Waterford and any area in Norfolk County where there is a special event. We thank Team Leaders Doug Sibbitt, Lyn Fraser and Deb Clapdorp for taking on the leads in Port Dover, Simcoe and Delhi. We still need a Team Leader for Waterford. If you are interested in helping organize ticket sales in your community, we would love to hear from you!

If you can't be a Team Leader, please consider assisting with ticket sales in one of the following ways:

1. Selling 5-10 tickets as an individual. It would go a long way towards our goal of selling 5000 tickets by October 30<sup>th</sup>.
2. Signing up to assist with tickets sales at various locations or events

To assist with ticket sales, please contact Iris Smith at 519-429-8807 or [irismadge@hotmail.com](mailto:irismadge@hotmail.com) For tickets, please contact Teresa Kapitor at 519-420-9004 or [terrikapitor@yahoo.ca](mailto:terrikapitor@yahoo.ca)

The 50/50 Lottery is a major fundraiser for our association; please consider helping!

Vicki Davey



VOLUNTEER ASSOCIATION  
TO  
NORFOLK GENERAL HOSPITAL  
AND  
NORFOLK HOSPITAL NURSING HOME

**50/50 FUNDRAISER**

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

Draw - October 30th  
at Norfolk General Hospital

LOTTERY LICENSE - M883599  
5000 TICKETS PRINTED

## WIN a FREE COFFEE!

just for reading the Vitality...

The 10<sup>th</sup> person to respond to this offer will receive a voucher for a **FREE coffee/tea** at the **NGH Volunteer Coffee Kiosk!**

Please reply with your name and a comment about the Vitality!



## NGH and WHGH named one of southwestern Ontario's top employers for second straight year

Norfolk General Hospital (NGH) and West Haldimand General Hospital (WHGH) have once again been named one of Southwestern Ontario's Top Employers. The annual competition recognizes organizations that build strong workplaces and support employee growth, well-being, and engagement. This is the second straight year NGH and WHGH have received the honour.

Southwestern Ontario's Top Employers evaluates organizations across eight areas. These include workplace culture, employee communication, benefits, training and skills development, performance management, and community involvement. The competition is organized by Mediacorp Canada Inc., the editors of Canada's Top 100 Employers project.

NGH and WHGH were recognized for their continued investment in staff development, employee wellness, and creating a supportive workplace for staff, physicians, volunteers, and patient partners. **Together, NGH and WHGH provide care for nearly 120,000 residents across Haldimand-Norfolk.**

*"Being recognized again as one of Southwestern Ontario's Top Employers reflects the dedication and professionalism of our entire team,"* said Todd Stepanuk, President and Chief Executive Officer of Norfolk General Hospital and West Haldimand General Hospital. *"Healthcare is built on people. We are proud to provide a workplace where staff feel supported and valued while delivering exceptional care close to home."*

NGH and WHGH support employee growth through continuing education, leadership development, and hands-on clinical experience.

As teaching hospitals working with academic partners across Ontario, the organization also helps train the next generation of health care professionals through student placements and mentorship.

The hospitals also support employee well-being through wellness initiatives and a workplace culture that values teamwork, learning, and growth.

A staff celebration will take place at a later date to recognize this achievement and thank our teams. More details will be shared once plans are confirmed.

Each year, the editors of the Southwestern Ontario's Top Employers program publish detailed reasons explaining why organizations are selected. These reasons highlight workplace practices that support employees and strengthen communities across the region.

More information about the award and the full list of winners can be found on the [Canada's Top Employers website](#).



**Fun Facts**

LAST 90 DAYS **117,841 VIEWS**

TOP POST TO DATE  
GIFT SHOP 70TH ANNIVERSARY  
4,797 VIEWS

TOP POST LAST 90 DAYS  
TREASURES & TOTES  
3,375 VIEWS

**331 FOLLOWERS**

Volunteer Association NGH NHH



# Answers to our "Easy Peezy Volunteer Quiz"

1. Al Capone
2. Apples
3. West St. Health Clinic, 3rd Floor
4. There is no Interac machine in NGH.
5. Ornithology
6. Red
7. 9:00 a.m. to 8:00 p.m.
8. Two
9. Green
10. Mars



My daughter asked for a Cinderella themed party. So I invited all her friends over and made them clean my house.



## NGH GIFT SHOP

**100% RUN BY VOLUNTEERS!**

Fashion tops feature pastel colours and soft, flowing fabrics that are easy to care for. Complete an outfit with a pretty scarf or a sparkling necklace.

Accessorize your wardrobe with cross body bags or summer totes. New books feature themes on camping and outdoor living. Children's board books that feature ABCs, or colours and shapes etc. Come in and browse for that perfect gift under \$25.



Follow us on Facebook (link below) - search Norfolk General Hospital Volunteer Gift Shop.

Jane Hunter,  
Convenor



***Follow us on Facebook***

***Search Norfolk General Hospital Volunteer Gift Shop***

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