

# VOLUNTEER *Life*

Keeping Southlake's volunteers informed

FALL 2008

## A Salute To Diversity, Do We Speak Your Language?

Diversity is about all the ways we are different and unique from each other and we know that culture and language are only two pieces of the puzzle. At Southlake we continuously strive to offer service that is reflective of our ever-changing community.

### *"Good Morning"*

Buenos días  
 mabuti umaga  
 Bonjour  
 Guten Morgen  
 Buon Giorno  
 Goede Morgen

Dobré ráno

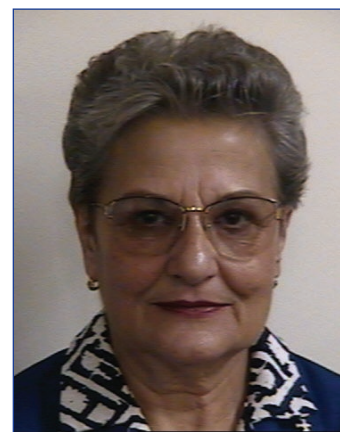
좋은 아침  
 صباح الخير

早晨

Here are just four of the 53 volunteers who are fluent in more than one language and who help our patients and their families to feel welcome and more comfortable at Southlake.



Matthew  
 早晨



Theresa  
*"Buon Giorno"*



Carole  
*"Bonjour"*



Afnan Al-Hashimi  
 صباح الخير

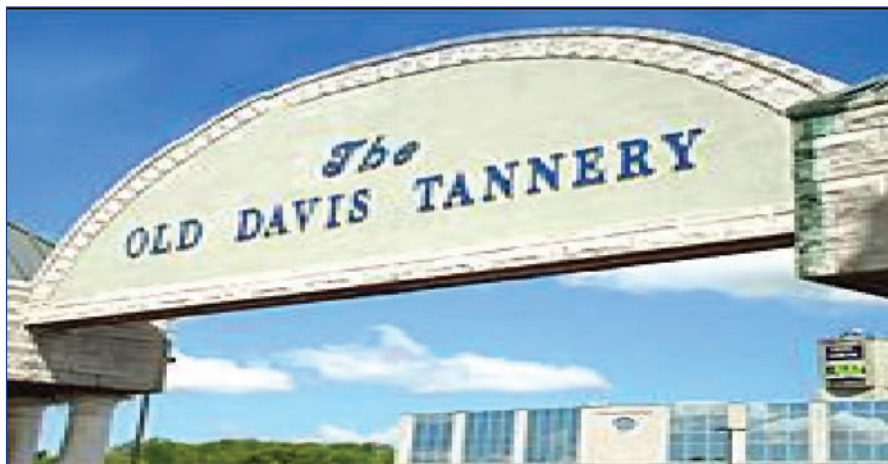
*"We have become not a melting pot but a beautiful mosaic. Different people, different beliefs, different yearnings, different hopes, different dreams."*

— Jimmy Carter, 39th President of the U.S.A.

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# Did you know that our volunteers also help in the clinics at The Old Davis Tannery?



## *Out of sight but definitely not out of mind!*



Brian Bonany



June Yates

- |                         |                              |
|-------------------------|------------------------------|
| <i>Cardiac Rehab</i>    | <i>The Arthritis Program</i> |
| <b>Amanda Abbott</b>    | <b>Louise Arthurs</b>        |
| <b>Brian Bonany</b>     | <b>Terry Farrell</b>         |
| <b>Frank Brathwaite</b> | <b>Isabelle Fleming</b>      |
| <b>Bob Coyle</b>        | <b>Beverly Jamieson</b>      |
| <b>Garry Evans</b>      | <b>Chalang Pasha</b>         |
| <b>Roger Fox</b>        | <b>Eileen Pickard</b>        |
| <b>Jack Hopkins</b>     | <b>Ann Supronovich</b>       |
| <b>Carole Leclerc</b>   | <b>Carol Vickers</b>         |
| <b>Ernie Richards</b>   |                              |
| <b>Vicky Winger</b>     |                              |
| <b>June Yates</b>       |                              |




Vicky Winger



Chalang Pasha

Volunteers assisted the staff of these clinics by donating 1,231 hours to support their activities during the 2007-2008 fiscal year.

This includes providing encouragement and companionship to patients during their cardiac walking program or, supporting the flow of patients in the Arthritis Program. 

# Student Bursaries at Southlake



Left to right: Mary Stevens; Kelly; Chantelle; Jessie; Jeff; Beth Vernon

We were thrilled to be able to award four \$1,000 bursaries to outstanding high school student volunteers at our Annual Southlake Volunteer Appreciation Night in April, 2008. In order to qualify to apply for a bursary, students must be in their last year of high school, have completed over 150 hours of volunteer service, and have been accepted into a post secondary program at college or university.

This year's recipients were:

*Kelly Cassell, Chantelle Ferguson, Jeff Lampole, Jessie Qi.*

*Kelly* began volunteering at Southlake Regional Health Centre in May 2007 and donated over 210 hours of her time. Because of her commitment to excellence and strong leadership skills, Kelly was chosen as a volunteer trainer in the Emergency Department and worked to train new volunteers to our hospital.

*Chantelle* and *Jessie* both began volunteering in the Gift Shop in the summer of 2006 and later moved into the Emergency Department. Like Kelly, *Jessie* was chosen to be a volunteer trainer.


## *A Time for Renewal*

September is a time of renewal for the student volunteer program. Every August several of our high school student volunteers leave Southlake to pursue higher education. This year close to 30 volunteers have graduated, leaving openings for the next group of students to fill.

Please join the Community Resources Department in welcoming all of our new volunteers, including our new crop of high school students, to Southlake.

Of the four bursary winners, *Jeff* was the newest to the Southlake Regional Health Centre team, but he contributed the most hours. In just under a year *Jeff* volunteered an amazing 300 hours in the Emergency Department. *Jeff* was eager to take on extra shifts when other volunteers could not attend and in doing so completed more than double the hours students normally donate in a year!

*“Those that can, do. Those who can do more, volunteer”*  
— Author unknown

All four of these hard working students demonstrated excellence in customer service, leadership and commitment. Please join us in congratulating Kelly, Chantelle, Jeff, and Jessie as they begin their university careers. 

# We Salute Excellence

Southlake celebrated its *1st Annual Awards of Excellence* evening on Wednesday, June 11, 2008 hosted by Dan Carriere, CEO. The Awards pay tribute to the many staff, physicians and volunteers who contribute their talent and time to making Southlake a centre of excellence. The evening include awards to honour the long service of dedicated staff, physicians and volunteers. Awards were given to those who have served 5 years to an amazing 40 years of service. The theme for the evening was “A Night at the Oscars”, complete with red carpet and Joan and Melissa Rivers impersonators.

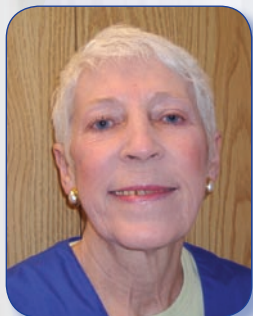


Lynn Bird  
Corporate Communications

*We are proud to introduce this year's nominees for the Southlake Volunteer Award of Excellence*



Jim Cleland  
CMR



Ann Pryde  
Vol. Trainer, Surgical In-Patient,  
Cancer Clinic, Vol. Leaders Council

*Congratulations to all of you!  
Thank you for your time, efforts,  
dedication and spirit.*



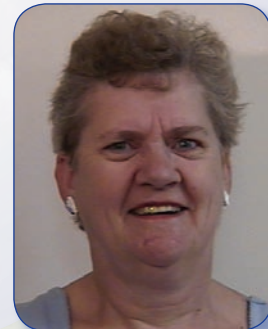
Marie Graham  
SRHC Foundation



Pat Mossman  
Health Sciences Library



Marjorie Brewster  
Paediatrics — You're the Star



Tina Gasper  
Surgical Admissions

*“Age is irrelevant when the spirit of*

# in Volunteering

...And the 2008 *Southlake's Volunteer Award of Excellence* was presented to:




*Patricia (Pat) Mossman, Health Sciences Library*

**P**at Mossman, is not only an invaluable member of the Health Sciences Library team but a person of exceptional dedication and caring. Pat's career as volunteer with Southlake (18 years and counting) began:

- 1990** in the Emergency Dept. of the York County Hospital
- 1992** she began volunteering in the Library
- 1997** Pat helped move the Library clear across the hospital campus
- 2004** Pat helped plan the current Library facilities; choosing furniture & fabrics, etc.

Pat clearly "gives a damn" and she is never afraid of "pushing the envelope". She is selfless in her efforts and always delivers "shockingly excellent service".

Pat always "puts others first" even in times during her own life's stressful journey. She brings great energy and honours her commitment to every challenge without expecting the recognition she so often deserves.

In **2004** Pat received the prestigious *Ontario Volunteer Service* award from the Government of Ontario. This award recognizes volunteers for their outstanding contributions. 

*Thank you Pat for caring, your example is an inspiration to us all.*

*giving is young and willing" — JCS*

# Volunteering at Southlake is a Very Rewarding Experience!

*At Southlake we are honoured and proud to recognize the years of service of our fellow volunteers:*



*Bernice Irwin receiving her 40 years of volunteering award from D. Carriere, President & CEO, Southlake*

**B**ernice Irwin is one of those “salt of the earth” people that every one of us has met at some time in our lives and who have left us feeling enriched or comforted by the experience. They are the people who restore our faith in human nature because instinctively we know that they are truly good and make a difference in the world. They go about their daily routines with little fuss or fanfare and certainly no expectation of being recognized for what they do – it is just part of who they are. Bernice has been a dedicated volunteer at Southlake for an incredible 40 years and even more remarkable her gift of time has all been donated to the gift shop. When Bernice began her volunteer role, Newmarket’s population was 11,500 and Davis Drive was little more than a country road. She has seen many changes in Newmarket and at Southlake but one thing hasn’t changed – her love of the people she meets and serves, the friendships she has enjoyed with her fellow volunteers and the positive feeling she gets from helping others. At the Awards of Excellence event, Bernice shared with our CEO that “I just wanted to help others and give back. I have received much more than I have ever given”. We thank Bernice for her enormous volunteer contributions and for continuing to make a difference every Thursday morning!

# Thank You for Your Time!

## 25 years

Gertrud Czmmel  
Barbara Storey

## 20 years

Shirley Bowles  
Mary Ann Hocquard  
Bob Manley  
Edna Omer

## 15 years

Ken Burke  
Darlene Manley  
Theresa Ravanello-Wharton

## 10 years

Donald Barclay  
Jean Clark  
John Douglas  
Danny Kenny  
Brigitte Mayer  
Donna McCann  
Walter Seenauth  
Kathleen Smith  
Jack Staley  
Jennie Thompson

## 5 years

Arlene Brooks  
Mary Coomber  
Janice Daidone  
Fran Fisk  
Lynn Gilligan  
James Hairsine  
Karen Harris  
Ruth Joshua  
Ann Kameron  
Shirley Laurin  
Leonie Palmer  
Chalang Pasha  
Jim Puersten  
Diane Rousseau-Weaver

*Thank you all for all of your years of selfless dedication in making Southlake second to none:*



Gertrude Czmmel

**25 years**  
*And going strong!*



Barbara Storey

# BAKE SALE

**We need your help!**

## **PEANUT ALERT!!**

**If your baked goods contain nuts, please place a notice/label to that effect. Thank you.**

The Community Resources Department will host our annual Holiday Craft Sale on **Friday, November 7th** in the Auditorium. We are looking for volunteers who love to bake to **donate** homemade goods: cakes, cookies, squares, cupcakes, pies, candy, preserves, and all things good and sweet for the Bake Table.

Items need to be brought to the Community Resources Office by **Thursday, November 6th**. For more information please contact Dorothy Hare at X2590. — *Thank you.*

# Volunteering At Southlake Is A Very Rewarding Experience!

We are always looking to recruit people who wish to donate their time to help others. If you are already a volunteer, please share this newsletter with someone you know and help us recruit more volunteers for Southlake Regional Health Centre.

*Thank you.*

## Share your experiences, skills and talent!

To volunteer at Southlake, applicants must:

- ✓ Be 16 years of age or older.
- ✓ Be willing to commit to a minimum of 6 months (adults) or 75 hours/year (students).
- ✓ Attend an information session (morning or evening).
- ✓ Complete an application form.
- ✓ Attend an interview to match interests & abilities to vacancies.
- ✓ Satisfactorily complete 2 reference checks.
- ✓ Complete a 2-step TB (tuberculosis) test
- ✓ Provide a current, and clean, police background check.
- ✓ Be ready to enjoy the satisfaction of helping others and having fun!

*"...I have lived in Newmarket for 16 years and have been a volunteer for 15 years; I like my volunteer position here and feel that I'm contributing..."*

*"...my efforts relieve the hard-working nurses of routine non-medical tasks and allow them to focus on the patients..."*

*"...it makes you feel good when a patient is leaving and they make the effort to come to you and say Thank you so much for everything"*

*"Patients and their families appreciate our assistance, the staff is great to work with and you have a feeling of worth to others."*



**To learn more on how to become a volunteer at Southlake call us at:**

**905-895-4521 ext. 2104**

**or visit our website at:**

**[www.southlakeregional.org/volunteers.html](http://www.southlakeregional.org/volunteers.html)**

#### Submissions to Volunteer Life

We are always looking for story ideas. The next issue of *Volunteer Life* will be distributed Spring of 2009. The deadline for submissions is noon on March 31, 2009.

Please forward your submissions (Microsoft Word format) or story ideas to Community Resources in the Central Mailroom or via email to Mary Ryan at [mryan@southlakeregional.org](mailto:mryan@southlakeregional.org)



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