

VOLUNTEER *Life*

Keeping Southlake's volunteers informed

APRIL 2008

Celebrating National Volunteer Week: April 27 to May 3, 2008

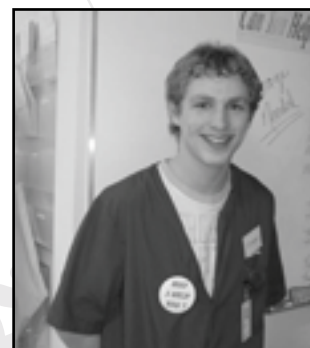
As in the hands of a Master Magician – “Now you see them and...Now you don't”. That's exactly what happens with Southlake's group of 500 Volunteers, some you see when you come in as a staff person or physician to begin your day or, as a patient or visitor for example:



Carole, Gift Shop & Traveling Road Show



Janet, Complex Medical Rehab



Connor, E.R. Dept.

Some you don't - but they are just as important and dedicated to their role. They operate in the background, in departments that perform “behind the scenes” but are integral to the smooth running of the hospital and a vital link between Our People.




Frank, Cardiac Rehab



Carol, Arthritis Program



Walter, Finance Dept.

And while the hand is faster than the eye on a magic show, there is nothing magical about the spirit, commitment and dedication of each and all of Southlake's volunteers. 

Dedicated to providing Shockingly Excellent Service, every time, all the time

Inside this Issue

Volunteering, a fact of life at SL	2
Bridging the Generation Gap	4
E.R. Volunteers on the Leading Edge of Service and Caring	6
A Message from our President	8

“We make a living by what we do, but we make a life by what we give”
Winston Churchill


Volunteering, a fact of life at Southlake Regional Health Centre

- ✓ Student volunteers make up approximately 15% of the volunteer population at Southlake.
- ✓ About 39% of student volunteers have already contributed more than the required 75 hours of Service.
- ✓ 19% of students volunteer for more than 1 shift per week
- ✓ **Total # of hours from April 1, 2007-March 31, 2008: 59,539**
- ✓ Complex Medical Rehab: 1914 hours
- ✓ Courtesy: 3800 hours; **28,500 people assisted**
- ✓ DI Greeter: 642 hours, **4570 people assisted**
- ✓ Gift Shop: 6200 hours
- ✓ Palliative Care: 1790 hours
- ✓ Pet Therapy: 230 hours
- ✓ Pool: 1560 hours

**Referral by another
volunteer is our No. 1
method of recruitment
for 2007–2008**

Volunteer Trainers – supporting others volunteers to succeed

We all know that if something is working and running well, chances are there is someone behind the scenes who is making it look effortless. At Southlake we are blessed with a group of 32 talented leaders – our volunteer trainers. These very special people take on the additional responsibility in their area to provide on the job training to new volunteers. They make every effort to welcome and support our new volunteers to feel comfortable and confident in their role so that they are able to work independently following completion of their training.

Trainers are carefully chosen for this role by their peers, Staff Liaisons and the Community Resources Department, because they model high standards of customer service and safety. They have great people skills combined with at least six months experience in the program and excellent leadership and problem-solving skills. All of these attributes are critical as they nurture our “newbies” and provide feedback to encourage them to be their best. As a result they positively contribute and act as ambassadors for Southlake volunteer program to encourage on-going recruitment and retention. We are sorry that due to space constraints we are only able to show you 3 of these **32 very special people.** 



Anne, Cancer Clinic;
Surgical Inpatient



Daniel, Courtesy Program



Phyllis, Cardiac Short
Stay Unit

Cardiac Heart Pillows

(for your heart with all our Best Wishes)



Katrina (left) is the Staff Liaison for volunteers in this program.

Vicki (right) is the volunteer responsible for coordinating the work of all the Cardiac Pillow Makers.


Needle and thread in hand volunteers from Newmarket; Aurora; Bradford and Keswick (including some of our very own staff) donate their time to transform a piece of foam and red fabric into something that symbolizes the spirit of Southlake and our commitment to Put Patients 1st.

The cardiac program provides all of its surgical patients with a heart-shaped pillow (**approx. 1,200 pillows are used each year**) which, when held against their incision, provides patients with incision support during coughing. For many of the patients, the pillows also seem to serve as a keepsake, reminding them of the team that cared for them while they were in the hospital.

The Regional Cardiac Care Program began offering advanced services in December 2003, with the first cardiac surgery patient having coronary bypass surgery on December 4, 2003.

Southlake has four cardiac surgeons and dedicated multidisciplinary teams to support our patient care needs.

Two operating rooms (and access to a fully equipped third cardiac operating room when required) are dedicated to cardiac surgery with a 9-bed Cardiac Intensive care unit, where patients' recover immediately following their operation. Our 25 cardiac surgery patient care unit is where patients focus on progressive activity and education to prepare for continued recovery at home.

At Southlake we are always searching for new volunteers with good sewing skills willing to become one of our cardiac heart pillow makers. Our volunteers are an integral part of this excellent program which is a true gift from the heart. 

MORE FACTS ABOUT OUR VOLUNTEERS

- Emergency: volunteers 8,800 hours; **53,126 people assisted**
 - Cardiac Short Stay: 1,517 hours; **11, 500 people assisted**
 - Spiritual Care donated: 3560 hours; **14,670 patient visits**
 - 69% of volunteers have been with us for more than 1 year (commitment required is 6 months)
- 96% of our volunteers would recommend Southlake as a place to volunteer.**

*"No act of kindness,
no matter how small,
is ever wasted"*

Aesop

BRIDGING THE



We are very proud of being able to attract 60 young volunteers to share our Vision, Mission and Goals in the service of our community.

The energy and dreams of youth are well represented in Southlake's volunteer group with students from high schools, colleges, and universities.

Some volunteer throughout the year, after school or on weekends, while others come to us during their summer vacations.

Their goals and dreams for the future span a wide range of ideas but all come together in one thing: their dedication to provide the best possible care for Southlake's patients and their families.

*"You can go to extremes with impossible schemes
You can laugh when your dreams fall apart at the seams
And life gets more exciting with each passing day
And love is either in your heart or on its way"*

— (Young at heart by G. Leigh, J. Richards)

"Age is irrelevant when the spirit of


GENERATION GAP



Wine and cheese improve with age and so do volunteers at Southlake



I'm 65 going on 25 (at least in my mind), grandfather of two beautiful granddaughters and at my age I'm one of the kids on the block compared to some of my colleagues, some of whom are not only a good number of years my senior but have also been volunteering at Southlake anywhere from 10 to 20+ years, *well before* it was called *Southlake Regional Health Centre*.

Who I am is not important, the fact that a large number of people in my age group and older continue to make the effort to come to Southlake at their appointed times and complete their respective shifts willingly, ably and, with an uncompromising attitude towards delivering *shockingly excellent service*, that's important! While doing so we rejoice in seeing that same attitude in all of the volunteers of a much younger age group. It's refreshing to see that the spirit of giving and helping with compassion is alive and well in our society and particularly at Southlake. 

helping is young and willing" — JCS

E.R. Volunteers on the Leading Edge of Service and Caring



From top to bottom: Kelly, Lee, Rick, Ann, Wally, and Catherine

The Emergency Department, by mere definition of its name is an area that demands constant attention from all of its personnel 24/7.

Every member of the ER Team must be prepared to spring into action when faced with emergencies, to be ready to perform his or her duties with unflinching dedication and skills.

Here is where Southlake's ER volunteers complement the medical and non-medical staff of the department. With their commitment to *customer satisfaction: Put patients first!*

Southlake is proud of its ER Volunteers and the tremendous improvement that has taken place in the last 18 months:

- Volunteer shifts increased by **71% to 84** shifts per week
- Almost **40** new ER volunteers have been recruited for a total of **74 volunteers**
- *10 volunteers* with excellent leadership skills have been selected as volunteer trainers to ensure a continuing high level of knowledge, skills and maintenance of Southlake's ER high standards of operation.
- The addition of **3 ER volunteer coaches** provide ongoing support to the volunteer team. They have brought a wealth of hands-on knowledge and commitment to *Shockingly Excellent Service* along with dedication to personal continuous improvement.
- Providing a higher level of social support and comfort to patients and their families.
- Survey results show tangible improvements in the communication process between Volunteers, Staff and Physicians.

We can honestly say that our ER Volunteers are on the *Leading Edge* of commitment, dedication and desire to help others in need, which is also the driving force behind each and every Southlake volunteer! VL

"Do what you can to show you care about other people, and you will make our world a better place"
— Rosalyn Carter



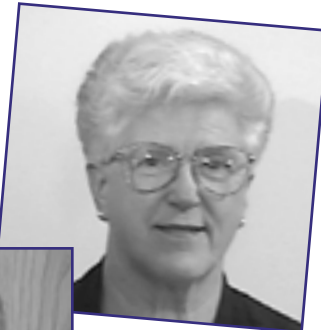
Special thanks and appreciation to Julio for his expertise and leadership in the development of this newsletter. VL

Community Connections: Telephone Service Reminders

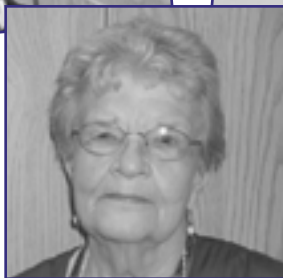
15 volunteers = 1,300 hours = 28,000 calls



Irene



Moyna



Dorothy

The voice of Southlake has many different pleasing tones and yet they come as one when they apply their skills to help patients remember an appointment, reschedule one or provide directions to our ever growing and changing facility. They also help patient’s visit to one of Southlake many clinics more pleasant, personal and less stressful. They are not just a voice on the phone, they are dedicated, caring and very important part of Southlake’s volunteer group.

“The value of a man should be seen in what he gives and not in what he is able to achieve”
— Albert Einstein

Your Volunteer Leaders’ Council – Making A Difference!

The Community Resources Department is proud to have the support of a dynamic group of volunteers who truly make a difference to volunteer service at Southlake Regional Health Centre and Southlake Residential Care Village.

This group of individuals, who serve in a variety of programs and services, meet on a monthly basis with the Community Resources Department to continually find ways for all volunteers to deliver *Shockingly Excellent Service* in support of customer satisfaction and to ensure satisfying experiences for volunteers.

Who is attracted to this volunteer leadership position?


- “big picture” thinkers with a range of skills; expertise and life experiences
- adaptive to change and willing to devote time to activities/meetings and functions that support volunteer efforts to deliver *Excellent Customer Service*
- Solution-oriented
- Proactive; open minded; hands-on individuals



(Left to Right) Harriet, Bill, Fred, Jim, Shirley, Janet, Ruth, Rick (Missing) Anne, Gwen, Lynda, Sylvia, Mary


Mary Ryan, Manager of the Community Resources Dept., says “my team and I owe a debt of gratitude to the Volunteer Leaders’ Council for their invaluable input and support”.

They act as an important “voice” for the over 500 volunteers involved in 60 programs and services on and offsite.

Their leadership and perspective is critical to our ongoing success in terms of recruitment and retention and supports our focus to ensure the “value-added” of volunteer involvement. 




Franz, ER (student at Newmarket High School)

Volunteering means contributing to the community in a positive way and having initiative. It is helping others without expecting something in return. From volunteering, I have gained valuable real life experiences that I will never forget. 

To volunteer means to help others in need in any way possible out of the good of one's heart. It provides an enriching experience for everyone involved. Specifically in the often tense environment of the emergency department, it helps to lend a hand to those



in need and where possible brighten the spirits of patients and their family members. 

Marianne, ER (student at U. of T.)

"I have lived in Newmarket for 16 years and have been a volunteer for 15 years. I like my job 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..."




D. Carriere, President & CEO Southlake Regional Health Centre

A Message from our President & CEO

When I look at the surrounding comments, I think it strikes at the very essence of what it is to be human and truly care about another person without expectation of reward. I have always known that our volunteers are special people who support our Southlake Family to offer the best possible service to the community. I also know this is particularly important in a hospital environment as people's anxiety levels often rise as they walk through the door and they feel very vulnerable.

I personally hear from patients and their families of the difference the volunteer(s) made to their brief visit or stay in the hospital. Their stories describe the support they received in difficult

situations and how these interactions made such a positive difference to their experience.

Let's not forget those who volunteer in our offsite facilities or behind the scenes. They may not have direct contact with our patients and community at large but the staff who benefit from their skills and expertises know the value of the contribution they make to their departments. During National Volunteer Week, I would like to take the opportunity to thank each and every one of you for your dedication, commitment and passion for Southlake. With your enthusiasm and support, *I know we can continue to strive for shockingly excellent service.* 

"The greatest virtues are those which are most useful to other persons"
— Aristotle

Submissions to Volunteer Life

We are always looking for story ideas. The next issue of *Volunteer Life* will be distributed October 4th, 2006. The deadline for submissions is noon on September 15th, 2006. 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



The Southlake Regional Health Centre Southlake Village *Volunteer Life* is published for our Volunteers by the Community Resources Department. Submissions, including letters to the editor, are welcome. The volunteer editor reserve the right to edit all materials submitted. Opinions expressed in *Volunteer Life* are those of the authors and do not necessarily represent the views of the Hospital or its administration. Contents of *Volunteer Life* may not be reproduced without written consent of the Community Resources Department.

596 Davis Drive, Newmarket L3Y 2P9 905-895-4521