

# VOLUNTEER *Life*

Keeping Southlake's volunteers informed

SUMMER/FALL 2009

## Volunteers at your Service



*Volunteering at Southlake is a very rewarding experience!*

**T**he 700+ volunteers who make up the Southlake family are ready to be of service seven days a week in over 60 programs and services. At your request, in this edition we will profile some of those areas but we are restricted by space limitations, so we cannot highlight all of them. However, please remember that we value the commitment and dedication of all our volunteers in delivering *shockingly excellent service* regardless of your duties or assigned areas.

### Inside this Issue

Corporate Communications	2
Mammography	3
Volunteer trainers	3
Emergency	4
Health Sciences Resource Centre	5
ICU/CVICU	6
Whipper Watson Rehabilitation Pool	6
Courtesy, Way Finding	7
Volunteer Information Session	
Presenters	7
Volunteering from the heart	8
Thank you to all Volunteers	8

# Corporate Communications



Josee Savaria and Raine Davis,  
Art Program Volunteers



Cindy Light and June Dyson,  
Recognition Team Volunteers




Lynn Bird, Volunteer Leader, Art Program

**“T**radition is cherished, change is welcomed”, is not a phrase that Southlake’s Corporate Communications department takes lightly. Over the years, the department has identified some exciting non-traditional roles, all which rely on the skills and expertise of our volunteers.

Positions such as the Recognition Volunteer Team, who provide ongoing assistance to help maintain, track and support the Hospital’s Recognition Program. The many roles of the Art Program volunteers (who have raised approximately \$10,000), have provided unique opportunities for members of our community, to contribute while also providing Southlake with the skills to successfully reach our goals.

The Corporate Communications volunteers provide the assistance needed to help operate the many functions of the small but fast paced department. With only three permanent staff, Corporate Communications often finds themselves overloaded with never-ending assignments and tight deadlines, and it is the dedication from volunteers that help the team reach their goals of providing *shockingly excellent service*.

In the past fiscal year, a total of six volunteers have donated **409 hours** of their time in order to help enhance the working environment of this department and the Hospital. While coming in once a week, for a minimum of four hours each shift, these volunteers work diligently and enthusiastically to ensure assigned work is completed, as well as offering extra help with many of the other on-going projects. The excellent outcomes of these finished assignments always proves that their time and effort have been of great value and contributed to our success.

The Corporate Communications volunteers are viewed as an important part of, and a valuable asset to, the Hospital. Their willingness to *Give a Damn, Push the Envelope, Put Patients First, and Honour their Commitments* is noticed whenever they are present in the department. It is without a doubt that working towards our vision of *shockingly excellent service* would be a much harder goal to accomplish without these dedicated members of our team. 

— Rachelle Waterman, Corporate Communications

# Mammography




Judy Whittaker, Volunteer and  
Helene Compeau, RMT

**W**e have **eight** volunteers who make up our volunteer team and who greet our mammography, bone density, X-Ray and ultrasound patients. During the 2008-2009 fiscal year they donated **823** hours to our program. Our volunteers direct patients to the correct waiting area and ensure that they are prepared for their test.

They instruct the patients to change into the correct gown, to fill out the history questionnaire and how to prepare for their test. Most importantly, the volunteer ensures that the patient feels welcomed and reassured that they are in the right place and that a technologist will be with them shortly.

The volunteer acts as a liaison between the staff, the patient and family. Any concerns the patient may have are brought to the staff's attention.

We also have **four** volunteers who call our patients with reminders of their appointments. They provide the location, date and time of their appointment, where to park and directions to the Medical Arts Building. They are available to get patients questions answered, and they are always eager to help deliver *shockingly excellent service*. During the 2008-2009 fiscal year they made **24,000** calls to assist our patients.

Their level of care and personal attention help each and every patient to undertake these tests knowing that help is always at hand and they also support our technical staff to provide a caring environment along with their excellent medical expertise. 

— Helene Compeau, Staff Liaison

*“As a volunteer trainer I am not just passing knowledge but I am a mentor. This position has given me the opportunity to meet new people and help them become part of the team.”*

~ Franz Averion, Volunteer Trainer

# Volunteer Trainers




Franz Averion,  
Volunteer Trainer

**W**hen new volunteers arrive on their first day they are often greeted by a volunteer trainer who will deliver comprehensive on-the-job training for their new role.

We have close to **30 experienced volunteers** who share their knowledge with new recruits, ensuring that they feel welcome and have the tools they need to succeed.

Volunteer trainers work with the staff liaisons (paid staff who provide day to day volunteer supervision) in their departments to make sure that the communication between staff and volunteers flows smoothly.

The Staff Liaison/Volunteer Trainer Committee meets bi-annually to strategize about ways to improve the staff/volunteer relationship.

One of the key components to the continuing success of the volunteer program at Southlake lies with these volunteer trainers, who are willing to pass along their knowledge thus maintaining a tradition of helping each other in order to deliver *shockingly excellent service*. 

— Cynthia Gordon, Volunteer Specialist

# Emergency



Janet Drewes, Volunteer

As I worked at my computer one morning, I could hear two elderly voices in the hallway discussing the directions they had been given to find the “yellow” zone. Although the triage nurse and the registration clerk had given them the directions to find their destination, they couldn’t remember which way to go. As I started to get up to go and assist them, I heard the doors from the triage area open and a friendly voice say “*You look like you need some help*”. I glanced out to see that the voice came from a volunteer. I listened while he said, “*It can be hard to find your way around here and I volunteer here. Let me help you. It’s a bit of a walk, could you use a wheelchair?*” This smiling helper in the blue coat held the wheelchair as the elderly lady got in and escorted them to the “yellow zone”.




Kim Nelson, RN &  
James Turcott, Volunteer

I decided to follow them down the hall and was rewarded by hearing this sweet couple say, “*Thank you for helping us, we were quite lost about where to go. The staff here are so busy. It’s good they have you information people to help us.*” I had to smile as I thought about my own parents who have had struggles with their health recently and have required several hospital visits elsewhere. I remember my mom saying “*If you turn right at the door there is always a volunteer to help you*”. I am proud that the department I work in can boast that there are volunteers to help those in need.



Paula Vittiglio,  
Student Volunteer

We have **84** volunteers in the ER at Southlake who assist those in need of information or a friendly ear from 9:00 a.m. to 10:00 p.m. This is a huge commitment on the part of the dedicated volunteers. In fact, **9 435** hours of time was donated last year given to the support of patients and families visiting the ER department. Some of these hours were given on special holidays like Christmas or Labour Day when many of us are at home with our families. Unfortunately there are patients and families in need **seven** days a week and our ER volunteers have committed to a volunteer schedule to provide this type of support to our staff and the community we serve. For example, the triage nurses in reception rely on these caring folks to escort family members to their sick loved ones which contributes to reduced anxiety for both the family member and the patient. This part of the volunteer’s role alone allows these nurses to focus on the medical needs of the next patient waiting in line.

Thank you to our wonderful volunteers, the ER would not be the same without you! 

— Joy McCarron, Educator ER.

*“Volunteers do not necessarily have the time;*

# 2009 – Our 20<sup>th</sup> Anniversary

## Health Sciences Resource Centre (Library)



State of the art



A look at history



Alan  
Badgery,  
Volunteer



Patricia Mossman,  
Volunteer

The Health Sciences Resource Centre was established in 1989 as a specialized library. Since that time, the library has evolved to include not only a print collection but the use of computers, electronic resources and accessing the Internet.

Guided by a strong commitment to providing shockingly excellent service and demonstrating accountability and stewardship, library volunteers, Pat Mossman and Alan Badgery consistently support the department to achieve its service goals. They perform a wide variety of duties such as processing new book and journal acquisitions, managing the circulation of materials, reshelving resources, maintaining the computers, ordering interlibrary loans, compiling statistics, and many other important tasks.

Both Alan and Pat have been associated with the library since its early years. Alan is well known at the hospital as he was the former manager of Laboratory Services at Southlake, then the former York County Hospital. Pat worked for many years as an RN in both a hospital setting and physician office. Pat was the recipient of the 2008 Southlake Volunteer Award of Excellence as well as the 2004 Ontario Volunteer Service Award, an award in which the Ontario Government recognizes volunteers for their undeniable contributions. Their healthcare backgrounds have been essential in understanding the hospital environment and the specialized services the library provides; during the 2008-2009 fiscal year they donated **433 hours** to our efforts. For the past year we have been planning the development of a Patient Family Library in the Regional Cancer Centre to open in the Fall 2009. Additional volunteers will be recruited to assist in this new library.

The hospital's motto "Tradition is cherished, change is welcomed" is evident in the library. We continually respond to the changing environment, will soon be drafting a new vision of library services to meet the needs at Southlake Regional Health Centre and Stevenson Memorial Hospital. As the organization evolves into a campus of academic teaching and learning in support of patient care, our vision and plan will strengthen current activities and services, while undertaking new initiatives to serve our staff, physicians, residents and volunteers. Although we have computers and digital programs, our tradition is cherished by displaying an antique cabinet of medical equipment and books dating back to the 1800's, a donation from retired surgeon, Dr. Bill McClintock.

The library gratefully acknowledge the invaluable commitment of our volunteers whose professionalism compliments our staff in serving our users. VL

— Katherine Dedrick, Librarian

*they just have the heart." — Elizabeth Andrew*

## ICU/CVICU



Helen Edney, RN,  
Gordon Young, Volunteer,  
Marlene Gareau, RN

Last year we made a proposal to the ICU manager Erica Germaine, to bring Volunteers into the ICU with their main role to be liaison between families, visitors and staff.

Erica was most receptive to the idea and with her encouragement and the assistance of Ruth Morton, Co-ordinator, Community Resources Dept., and some Late Career Initiative funding, we were able to develop and initiate a volunteer program.

In the past, due to patient acuity and restricted visiting, visitors were required to phone into the ICU from the waiting area to check with staff for the feasibility of visiting their loved one. Nurses and secretaries were fielding numerous phone calls, resulting in countless interruptions in their duties. Our first concern was to try to ease this problem with the aid of volunteers.

The volunteers are posted outside the critical care waiting area to greet the families/visitors, review our visiting policies with them, provide information re parking and other hospital services, and give moral support. The volunteer then enters the unit, seeks out the patient's nurse to ascertain the timing of visits etc. For first time visitors, they will escort them into the unit.

Thus far the program has been an overwhelming success with positive feedback from all concerned and CVICU has now joined the program.

*We started a year ago with four volunteers and now have over 20.* They cover four-hour periods every day and evening, including weekends — even Christmas Day last year!

During the fiscal year 2008-2009 they donated **1,940 hours** while assisting over 2,125 persons.

Volunteer surveys indicate great satisfaction with their role but have conveyed a desire to be even more involved. To that end we are in the process of expanding their duties to give them an action packed **four** hours and thus be more fulfilled. Stay tuned!!



— Helen Edney and Marlene Gareau (Staff Nurses, ICU/CVICU, SRHC)

## “Whipper Watson” Rehabilitation Pool

We have **46** dedicated Pool Volunteers who assist with the running of the “Whipper” Watson Pool **five** days a week (Tuesday through Saturday). During the fiscal year 2008-2009 they donated **3,272 hours** to the program.



Carrie-Anne  
McQuaid, Pool  
Co-ordinator



Fallyn Thompson,  
Volunteer

Volunteers have been helping patients for over **31** years. They assist over **250** patients per week, their ages ranging from 1-90 and this is the **only hospital service** that is **totally volunteer driven!**

The commitment of these volunteers to Put patients First! by providing *shocking excellent service*, day in and day out help us to make Southlake's quality of care transcend the borders of our community.

Their help allows patients to continue their exercises in the water after they have completed their session with a physiotherapist. Here is a very small sample of the conditions that we may see in the pool: Pre and post total knee and hip replacements; post shoulder surgery; post stroke back pain or surgery; cerebral palsy; Down's Syndrome; Autism.

— Carrie-Anne McQuaid, Pool Co-ordinator and Staff Liaison

# Courtesy/Way Finding



Rick Hannivan, Courtesy Volunteer

One morning not long after I started as a Courtesy Volunteer, a lady came into the hospital, I smiled at her and said “Good morning”, then I asked her if she required directions. She said she did so I took her to the department she was looking for.

An hour or so later she passed me on her way out and I said “Have a nice day”.




Volunteers in action – Anne Hlynski

She went two or three steps, turned, came back to me and said “I want you to know how nice it is to come to a place you don’t really want to be, and be met with a nice greeting and a smile, thank you.”

Since then I’ve tried to look at being a Courtesy Volunteer as being one of Southlake’s ambassadors. The first contact patients and visitors have when they come into hospital, their first impression.

On numerous occasions when escorting people to the various parts of the hospital I have been told how thankful they are that there are volunteers available to guide them, and that they don’t have this service at their home hospitals.

I’ve been thanked, had my hand shook, or gently squeezed, I’ve been told I would be prayed for and, even received a hug...does it get any better? 

— Rick Hannivan, Courtesy Program

*Rick is just one of our 30 Courtesy volunteers who last year donated an amazing 4,000 hours and assisted almost 30,000 people.*

## Volunteer Information Session Presenters




Wally Kemp, Information Session Presenter

Southlake Regional Health Centre is privileged to have five volunteers who present bi-monthly Information Sessions to prospective volunteers.

Anyone who is interested in volunteering at Southlake Regional Health Centre or Southlake Residential Care Village must first attend an Information Session.

These volunteers deliver a PowerPoint presentation that introduces Southlake as well as outlining the benefits and requirements of volunteering here.

They are excellent ambassadors of Southlake, and they presented the volunteer program to over **425 people** in the previous fiscal year.

Thank you to Wally Kemp, Franz Averion, Cathy Cole, Laura Hodges and Bill Chadwick. 

— Community Resources Dept. Staff

## Volunteering from the heart

*“To help individuals actualize their potential and goals in life”*

*“To learn from disablement how individuals overcome their deficits and contribute to society”*

— Marlene Murdoch, Pool Volunteer.

*“I’ve been volunteering in Mammography for 8 years now and there isn’t a Friday that I don’t come home feeling that I have made a little difference in somebody’s life. Along with that good feeling, I have enjoyed laughs with the wonderful staff who always make me feel that whatever I have done, has helped them in some small way. I don’t want to give this up for a very long time.”*

— Carol Easey, Diagnostic Imaging Volunteer.

*“As a first time volunteer, I have yet to find a more rewarding experience. Helping folks who are apprehensive and need comfort is in itself most satisfactory. The encouragement from all the staff is more than enough, you want to continue helping if at all possible. It just makes you want to keep on going in any capacity. It’s the familiar feeling I get or receive when I am here that I know I would personally miss.”*

— Ernie Rogers, ICU/CVICU Volunteer.

## Thank you to all Volunteers & Staff Liaisons at Southlake!



Annette Jones, V.P., CNO

I am going to share the following story to highlight the value and impact of you, our volunteers, as part of the Southlake family, in delivering our Vision of *shockingly excellent service*. It is also a wonderful reminder to the rest of us of the importance of making sure that *everyone* we come into contact with — including each other — feels “significant”. Thank you for making a positive difference.

The Most Important Question:

During my second month of nursing school, our professor gave us a pop quiz.

I was a conscientious student and had breezed through the questions, until I read the last one: *“What is the first name of the woman who cleans the school?”*

Surely this was some kind of joke. I had seen the cleaning woman several times. She was tall, dark haired and in her 50s, but how would I know her name? I handed in my paper, leaving the last question blank. Before class ended, one student asked if the last question would count toward our quiz grade.

*“Absolutely,”* said the professor. *“In your careers you will meet many people. All are significant. They deserve your attention and care, even if all you do is smile and say hello”.*

I’ve never forgotten that lesson. I also learned her name was Dorothy. 

— Author Unknown (Source: heart’nsouls.com)

### Submissions to Volunteer Life

We are always looking for story ideas. The next issue of *Volunteer Life* will be distributed Winter of 2009/2010. The deadline for submissions is noon on October 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)



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

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.