President’s Message

It is only slightly more than a month before Christmas. For a while now stores have been filled with Santas, snowmen and decorations of all kinds with the familiar music in the background. Across the province we have received our first (and maybe more) snowfalls. HAAO has just completed a very successful Convention 2016 and is in the process of completing the records, paying the bills and looking at how to build on the successes of this year’s event and ways to make Convention 2017 inviting and meaningful to those who will attend.

This year we had two inspirational speakers at our Annual General Meeting: Christine Elliott, Ontario’s new Patient Ombudsman, who elaborated on her role and plans for fulfilling it; Dr. Jennifer Wilson who had the audience in tears, laughter and awe of her mission and accomplishments in rural Ghana. It was a great way to officially open the HAAO Convention. Tuesday’s speakers were well received by those who attended their sessions. We are most grateful to these people who, for the most part, donated their time and expertise to share with the Convention delegates. In the near future, some of their presentations will be available to our members on the website. The Silent Auction on the OHA Exhibit Floor was a destination not to be missed. Over 50 articles were open for bidding – from a flight for two, large paintings and a beautiful mirror to some lovely and appealing smaller items. Overall, throughout the two days, there was a wonderful feeling of friendship, shared experiences and common purposes. Once again, a sincere thank you to the several sponsors of the Convention activities.

Of course, the culmination of Convention was the Gala Banquet attended by over 200 guests who were treated to the presentation of Provincial Life Memberships to over 30 of our 2016 PLMs. During the meal, Student Awards were presented, again highlighting the amazing students who find time to volunteer in their healthcare facilities along with all their other commitments and activities.

(continued on page 2)
Further in this issue of the Volunteer, you will find a reminder of the OHA/PAVRO/HAAO Educational Seminar to be held on Friday, February 24. This is always a wonderful opportunity not only to learn from varied speakers, but also to interact with other volunteer leaders as well as with professional volunteer coordinators. For many years it has been said that this conference is very expensive for volunteers to attend. Please note that this year there is a $199.00 special rate for volunteers. I sincerely hope that many of you will take advantage of this offer so that the volunteer voice can be present and heard in the discussions during the day. The application for the Education Grant to assist in attendance is included in this mailing. Do try to attend.

As well as the Education Grant for the February seminar, included are the applications for the grants for Spring Conferences and the Student Conference (still in the planning stages). Be sure to note the deadlines to apply for this assistance.

You received the Notice for Membership fees in the September mailing. These are due by the end of January 2017.

Now the Region Chairs and host Presidents are turning their attention to the upcoming Spring Conferences in April and May. I am looking forward to attending these special days of sharing, laughter, learning and of course scrumptious food!! Most especially I am looking forward to renewing acquaintances and meeting new attendees.

I would like to make special mention of the Region Chairs who are the main contacts for Auxiliary/Association Presidents. It is a busy and challenging opportunity for leadership as well as an exciting way to meet committed volunteers in the varied healthcare facilities. I personally thank each of them for the time they commit to ensuring all runs smoothly in their Regions.

This year at Convention we said farewell and a huge thank you to Lorna Grant who has been Director of Regions for the past two years. Not only has she been readily available to all the Region Chairs, but also she has provided sound and wise counsel to the HAAO Board. We will miss her wry humour and challenging, thought provoking questions, leading us to look at our work from different perspectives and angles. Thank you, Lorna for your good advice and long-time commitment to HAAO.

Elected as the new Director of Regions is Ann Kerry. A brief biography of Ann is found elsewhere in this issue. The HAAO Board welcomes her and looks forward to her participation in our discussions and decisions making. I know she will provide strong leadership to the Region Chairs.

As I have concluded my first year as your HAAO President, I look back on the many moving and exciting experiences I have had in attending Spring Conferences, special anniversaries and celebrations and interacting more closely with Presidents at their meetings. I have been challenged by your questions and have sought to be responsive to your queries and concerns. In all this I have been supported by a wise and skilled Board. I do thank them for their continuing support and work in carrying out their own responsibilities. I am looking forward to the coming year with its scheduled activities and to those as yet unknown!! The Board will be faced with putting together Convention 2017 in a new location (the Delta hotel and South Building of the Toronto Metro Convention Centre). Change is always a challenge but presents opportunities not only to maintain what is tried and true, but also to branch out and try something new and different.

As we turn our calendars to a new year, I wish each and every Auxiliary/Association member a peace-filled and restful holiday season with time to celebrate with family and friends, followed by a new year of joy filled with memorable and wonderful experiences.

Thanks to each of you for your ongoing commitment of service and giving of yourself to others.

Yours in healthcare volunteering
Marion Saunders
2016 PHOTO CONTEST WINNERS

During the HAAO Convention’s AGM the following Auxiliaries/Associations received awards for their prize winning photo(s):

Volunteers at Work

**FIRST PLACE** - Red Lake Margaret Cochenoeur District Hospital Auxiliary

![Red Lake Margaret Cochenoeur District Hospital Auxiliary](image1)

**SECOND PLACE** - Volunteer Services to Hotel Dieu Hospital

![Volunteer Services to Hotel Dieu Hospital](image2)

Fundraising

**FIRST PLACE** - Volunteer Association to Norfolk General Hospital & Norfolk Hospital Nursing Home

![Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home](image3)
2016 PHOTO CONTEST WINNERS

Fundraising

SECOND PLACE - Stevenson Memorial Hospital Auxiliary

Student Volunteers at Work

FIRST PLACE - Winchester District Memorial Hospital Auxiliary

SECOND PLACE - Leamington District Memorial Hospital Auxiliary
2016 PHOTO CONTEST WINNERS

Publicity and Promotion

FIRST PLACE - Haliburton Health Services Auxiliary

SECOND PLACE - None selected

Community Links

FIRST PLACE - Headwaters Health Care Centre Auxiliary

SECOND PLACE - Brockville General Volunteer Association

Congratulations to all our winners.
Now is the time to begin looking at submissions for 2017!!
Engaging Volunteers Through Better Relationships:

Strategies for Patient Impact and Personal Inspiration

Friday, February 24, 2017 - Toronto

Please join the Ontario Hospital Association (OHA), in partnership with the Hospital Auxiliaries Association of Ontario (HAAO) and the Professional Association of Volunteer Leaders in Ontario (PAVRO) for this exciting educational and interactive conference. This one day conference is definitely relevant to all volunteers within our healthcare facilities.

Engaging volunteers while building and leveraging partnerships are integral parts of providing high quality health care across our province. Roadblocks can occur for both volunteers and their leaders when organizational change and conflicts arise. At these crucial moments, personal decisions and attitudes can ‘make or break’ organizational culture – allowing relationships to either flourish or flounder. Ultimately, we can develop the skills and mindsets to engage all situations with clarity and positivity - to provide the best patient experience and to support the missions, visions and values of our organizations.

Please note that normally the cost to attend such a conference would be over $400.00, but we are pleased to advise you that all volunteers are being offered this exciting event at the special rate of just $199.00.

You will want to register early to ensure availability. For more information on this great educational opportunity go directly to the website listed below,

http://www.oha.com/Education/EventCalendar/Pages/EventDetail.aspx?eventId=E110617

Thank You Lorna Grant

At Convention 2016, the HAAO Board bid au revoir to Director of Regions Lorna Grant on the completion of her two year term. As a nurse, professor and administrator, Lorna freely shared her many skills and expertise with the Board. Not only did she assist the Region Chairs with their questions and concerns in the regions, visiting and attending many special events, but she also kept them informed of decisions made by the Board. As a member of the Governance Committee Lorna reviewed and formatted many of the existing policies. We are grateful that she has agreed to continue to provide her advice as the committee continues to formalize the HAAO policies. Lorna continues as President of the Auxiliary to the Cornwall Community Hospital and remains a strong supporter of the work of HAAO. All of the Board wishes her time for relaxation and we look forward to seeing her in the future.

Thanks Lorna.
50 Years of Volunteer Service
St. Catharines Hospital Auxiliary

Marie Kordos and Em McKague receiving flowers from Andrea McCollum, Volunteer Resources, on the occasion of reaching 50 years of volunteer service with the St. Catharines Hospital.

HONOURING 50+ YEARS

The Renfrew Victoria Hospital Volunteer Auxiliary honoured member Joan Hilliard for over 50 years of service. Joan joined in 1965 and has held many positions in the auxiliary.

Thank you Joan, for your tireless dedication to the RVH Auxiliary.

Pictured with Joan is Renfrew Victoria Hospital CEO, Randy Penney who presented Joan with flowers at the AGM.

NEWS FROM HEADWATERS (ORANGEVILLE) AUXILIARY

On November 1st, our Auxiliary President, Carolyne Beaton and our Hospital Thrift Store (Seconds Count) Managers - Jim Aijala, Sandra Mitchell and Shirley Bennett are shown in photo along with two of our Store Volunteers, Lee Douglas, and Freda Gosden, presenting a cheque for $76,588 to our Hospital for the purchase of a Gene Expert System for our Lab. All of the funds for this have come from Seconds Count. This will speed up the processing of samples greatly in our Lab. Thank you to those that donate, those that shop and those who volunteer at our store. None of this would have been possible without your support. Seconds Count is very pleased that our Sales Revenue for our 1st two years of operation was just under $500K – Just Awesome!!!

On September 30th, four of our Volunteers, Carolyne Beaton, our President, Mike Carter, our Past President, Linda Jameson, our Treasurer and Mary Sullivan-Tate, one of our Patient Escorts, were present for the Photo Op when our Auxiliary donated $50,000 to our Hospital Foundation to be used in helping to upgrade the water system in our Dialysis Department. Accepting the cheque on behalf of our Dialysis Patients is Dave Apple.
On October 17, 2016, Volunteer Services to Hotel Dieu Hospital Inc. held their Annual General Meeting in Kingston. Years of service awards were given and Local Life Members were honoured. In this photo volunteer Rita Murray is receiving her LLM award from Carol Hazell, President. *Submitted by Lynda Laird*

**TAG DAYS**
Stevenson Memorial Hospital Auxiliary

Gary Munro reports that this year’s Tag Day was their best in the 10 years that they have records for. Through the efforts of those involved they were able to collect $6,345.00!!

*Pat Hool*

Tag Day is a very important fund raiser and it would not be possible without the time that everyone generously gives. *Submitted by Gary Munro*

**BINGO TEAM REPORT**
St. Catharines Hospital Auxiliary

The St. Catharines Hospital Auxiliary’s first year at their new bingo hall has been very successful. The hall is clean and bright and a pleasure to go into.

As of March 31, 2016, they have raised $13,592.82. Thanks to their hard working volunteer team members, Olive Lee, Val Coulson, Lore Lude, Barbara Abramek, Marie Kordos and Linda Vaicious. *Submitted by Ann Powell, Team Leader, and Bev Carter*

**PENNY SALE - $6,000.00!!**

Clinton Public Hospital Auxiliary just recently completed their 62nd Annual Penny Sale. This is one of their main fundraisers for the year with proceeds in the $6,000.00 range.

Gift items are donated by various area businesses as well as individuals who are very devoted to supporting their local Hospital. It takes many hands to set up, sell tickets, and draw the winners’ tickets to see who will receive each of the prizes. Proceeds from the event will be used to purchase designated equipment for the Clinton Public Hospital.

The Auxiliary truly appreciate the support of the whole community in making this event such a success. *Submitted by Ann MacLean*

**Auxiliaire Hôpital Glengarry Memorial Hospital Auxiliary 50th Celebrations**
April 20th 2016

Co-Presidents, Ginette Leroux and Monique Lefebvre and our Regional Chair Marion Bell

Edna Lalonde is holding a home made calendar with pictures of past Auxiliary Presidents from 1966 to 1990. These calendars were sold for $10.00 each

*Special Guests - Lorna Grant and Marion Bell!*
News from Around the Province

ART/EASEL FUNDRAISING PROGRAM

The South Bruce Grey Health Centre Kincardine Auxiliary has a new and unique fundraising event. It has partnered with a Fundraising – Art/Easel Program which is helping over 100 hospitals across Canada. The program works like a sealed bid auction with the prints being changed every two weeks.

The prints are displayed on an easel with our hospital Auxiliary logo and the professionally framed prints may vary from landscapes to sports. Anyone can put a bid in on the pictures and the winners are contacted by the Program Director. The Auxiliary then receives a portion of the proceeds from the sale of the print.

According to our Funding Director, our Auxiliary has done well with this project and will be presented with a cheque in the new year. Thanks to our supportive community, this money will help the Auxiliary purchase needed equipment for our SBGHC Kincardine Hospital.

Submitted by Liz Norton

ST. JOSEPH’S GENERAL HOSPITAL AUXILIARY

For the 2016-17 season, the St. Joseph’s General Hospital Auxiliary has over 120 members which is a significant number considering the size of Elliot Lake. In one way or another each contributes to the group and the fundraising efforts including volunteering at the Gift Shop and/or serving at dinners. The Auxiliary has several Provincial Life Members and local lifetime members including Margaret Vivyurka who is the latest to join the Provincial Life Membership. She is to be commended for her selfless dedication to the organization. They would like to also thank each of their members for their continuing efforts.

At the end of September the Auxiliary served a tantalizing ‘Olde Fashioned Turkey Supper’ (two sittings) along with hosting a fun-loving Card Party in October. The Annual Festive Open House in the gift shop realized generous sales which of course will be added to the general fund. December will feature their annual Cranberry Scone Tea and the always popular gift exchange. Orders for fresh spaghetti sauce will be taken very shortly.

Submitted by Anna Lee Buck

BROCKVILLE GENERAL VOLUNTEER ASSOCIATION

BGVA set up a display at Thousand Islands Mall with other volunteer groups to promote our organization. Many questions were answered and hopefully we were able to recruit new volunteers.

The Auxiliary is very fortunate to have groups that support their goals. A group of students from Villa Francaise des Jeunes high school along with their mentor Patrick Daoust constructed and donated a beautiful plus functional coat rack. This has been well received by both members and guests at their various functions. (see our Student Focus section also) In addition, the Elliot Lake Quilt Guild will be offering the proceeds of their quilt raffle which will be drawn at our Cranberry Scone Tea. They are very appreciative of these partnerships.

Submitted by Anna Lee Buck
News from Around the Province

Business Awards Banquet

The Red Lake Margaret Cochenour Memorial Hospital Auxiliary recently catered a Business Awards Banquet in the Red Lake Legion where they served a delicious gourmet chicken dinner to 140 guests. Fourteen auxiliary members prepared and served the meal to an appreciative audience.

A BUSY ASSOCIATION

The Brockville General Volunteer Association has once again had a busy fall. They held their 6th annual “Christmas in October” Silent auction for 2 days and raised over $1400!

Their fundraising events as well as profits from their Gift Shop and Eleanor’s Cafe enabled the Association to donate over $100,000 to Brockville General Hospital for equipment and unfunded Cardiac Rehabilitation program.

Thanks to a very dedicated group of volunteers. ~ Submitted by Karen Matte.

LEAMINGTON CELEBRATES

Volunteers celebrate six month anniversary at Erie Shores Hospice

Turkey Dinner Volunteers cook turkey dinner at Erie Shores Hospice

Volunteer Susan Ross at the Migrant Workers’ Health Fair.

Auxiliary Pays Off $1 Million MRI Pledge

The Pembroke Regional Hospital Auxiliary’s third annual fashion extravaganza at the Care for Mackay Site on September 30th was another big hit.

The sold out event attended by close to 100 people raised nearly $3,000 - comprised of ticket/raffle proceeds and merchandise sales. Sales in the Sunshine Gift Shop have also risen since the debut of the fall line of fashions.

PRH Board of Directors Vice-Chair Heather Ball, second from left, graciously attended on behalf of the Board and accepted a cheque in the amount of $59,000 from Auxiliary President Diana Gagne, left, Auxiliary Treasurer Helene Giroux and the Auxiliary’s Sunshine
News from Around the Province

Gift Shop Manager Brenda Long.

This cheque represented the final instalment on the Auxiliary’s million dollar commitment to the purchase of the MRI. A great deal of thanks is owed to our Auxiliary who work so hard every day in support of the Hospital. ~Submitted by Carolyn Levesque

Hospital Auxiliary pledges $2.24 Million to Personalized Medicine

On October 6, London Health Sciences Centre Auxiliary gathered just outside the gift shop in Victoria Hospital’s North Tower to announce its latest pledge of $2.24 million.

The Auxiliary runs gift and flower shops at University Hospital (Zone B, 1st Floor), and at Victoria Hospital: Victoria’s Place (Zone B, 1st Floor), Boutique (Zone D, 3rd Floor), Garden Shoppe (Zone D, 3rd Floor), and Tower Shop (Zone E, 1st Floor).

“I am so proud of our members,” says Auxiliary President, Louise McKnight. “Their dedication to our hospital, its staff and most of all its patients is the reason we can support LHSC like this. It’s not uncommon for our members to volunteer 20 or 25 hours each week - and some of them have done so for more than 35 years.”

When you visit one of the gift and flower shops, their connection to hospital innovation may not be readily apparent, but it is there. Proceeds from the flowers, snacks and carefully selected inventory of gift items support some very progressive programs over the volunteer organization’s history, including the first scholarship for post-graduate nursing studies in North America and the largest pledge ever from a hospital auxiliary in Canada in 1999 ($5 million) to support hospital redevelopment.

This pledge will support laboratory positions, the purchase of key technology for genomic diagnostics, training initiatives and other resources needed to enable Canada’s first hospital-wide deployment of personalized medicine.

“Personalized Medicine increases patient safety and quality-of-care,” says Dr. Kim. “The LHSC Auxiliary’s donation will help transform the model of care at London Health Sciences Centre - and eventually worldwide - by incorporating personalized gene testing as a part of patient care.”

Personalized medicine uses recent advances in genomic diagnostic technologies to understand the genetic differences between individuals and how each patient will process medications. This process helps identify the best medication, at the right dose to be most effective for each individual patient - while reducing the possibility of adverse drug reactions.

In contrast, traditional prescribing protocols or the “iterative” approach, factors in patient group traits and clinical experience to determine an effective medication and dosage for treating an identified symptom, condition or disease. While this method works for a significant proportion of patients, it cannot predict a percentage of patients whose bodies may not process the medication as intended, thus reducing its effect, or worse, causing an adverse reaction.

“This pledge supports LHSC’s journey to fundamentally transform the way care is provided in our hospital and community – but the Auxiliary’s contribution goes beyond the gifts, services and financial support they provide – these volunteers are truly great ambassadors for our hospital,” says LHSC President and CEO Murray Glendining. ~ Submitted by Louise McKnight
Belleville General Hospital Auxiliary Celebrates City of Belleville Proclamation of “BGH Auxiliary Volunteer Week” September 19th to 23rd, 2016

Health care is an ever-changing landscape. Our hospital continues to face the change and challenge of health care reform in our Province. It’s important we continue to take pride in our hospital. It’s also important that we take the time and effort of acknowledging the one truly consistent and unwavering element of healthcare: the dedicated hospital volunteers.

For nearly 78 years, the Belleville General Hospital Auxiliary has supported patients, visitors and staff. The Auxiliary not only operates over 20 volunteer programs, but they also raise an impressive amount of money each year to aid in the purchase of much needed medical equipment. The Women's Hospital Auxiliary was organized April 28, 1938, at a meeting held in City Hall Council Chambers. In October of 1974, the name was changed to the Belleville Hospital Auxiliary to reflect the inclusion of men as volunteers. BGH Auxiliary provides a variety of volunteer services for the patients and staff of Quinte Health Care. Fundraising projects are designed to augment the equipment fund of QHC, Belleville General Hospital, including the operation of the long-time downtown business, “the Opportunity Shop” for the past 67 years. The store supplies an economical and environmentally friendly option to the residents of Belleville and area, while raising funds in support of local health care. A recent example of the power of our ‘Opp Shop’ volunteers is the $100,000 commitment to Cancer Care at BGH.

Investing time and effort into our community hospital is a way of supporting everyone in our community. Health care touches all of us. Last year, over 250 BGH Auxiliary volunteers contributed in excess of 32,000 hours. If we use that as a base number, over our 78 years, that’s equivalent to approximately 2.5 million hours in support of our local hospital. The steadfast efforts of the BGH Auxiliary for nearly eight decades in the City of Belleville deserved of a week of its own. This proclamation was presented to City Council on June 13th and passed into motion on this date!

The Week’s Activities included:

 Mayor Christopher cut the ribbon at the opening of Volunteer Week.

An Open House was held on Sept 21st at BGH for citizens of Belleville, to explore all our in-hospital services and learn how to volunteer at BGH – helping out patients, visitors and staff. Our slogans Help Us – Help Others and Time Well Spent.

A Daily Volunteer of the Day was selected each day between Sept 19-23 by the BGH Auxiliary Executive and featured in our 5-High email bulletin and on our bulletin board, for all to view.

Donation of $20,000 to the BGH Foundation for Cancer Care – the first installment of a $100,000 commitment over 5 years from our retail second hand store, the Opportunity Shop. An Appreciation Volunteer Tea for BGH Auxiliary was held on Sept 22nd with fancy desserts, china tea service and fellowship was enjoyed by Auxiliary members and served to us by QuinteHealth executive staff. A lovely afternoon.

Our Annual General Meeting was held on Sept. 20th with 65 members enjoying a delicious roast beef dinner and totally enjoyed guest speaker Mark Philbin, a local radio host talk about volunteering in the community.

Draws took place on Sept 23rd with over 45 draw prizes being won.
All in All it was a great week – a lot of work for committee members Sharon Ostman, Leah Johnson, Jane Batey, Louise Kouri and Nancy Dafoe – but well worth the effort. The Auxiliary received lots of radio and newspaper coverage – which got the Auxiliary name out into the community – which in turn we hope attracts new volunteers – because as you know we always need more volunteers to man all of our services. The Auxiliary plans to host more open houses and appreciation teas in the future.~ Leah Johnson, Belleville General Hospital Auxiliary President

Proclamation: City of Belleville

The Mayor of the city of Belleville proclaimed September 19th - 23rd, 2016 as Auxiliary Volunteer Week!

Pictured with the Mayor Christopher of Belleville, are members of the Auxiliary Volunteer Week Committee (left to right). Louise Korui, Nancy Dafoe, Sharon Ostman, Leah Johnson and Jane Batey.

INTERNATIONAL NITE

On October 22, 2016 the Haliburton Hospital Auxiliary held their International Night featuring a “Taste of Germany”. The evening featured a menu of fabulous German food, silent auction and door prizes. $12,000.00 was raised for the completion of a ‘compassionate’ care suite for residents of Highland Wood, their long term care facility. This suite will be fully equipped to care for a resident who returns from surgery or is palliative and needs that extra attention and will also provide a place for family to stay with the resident. The facility will create a more home like atmosphere for residents.

Each year the Auxiliary will feature a different country and of course a different item from their hospital wish list as a fundraising focus.

MAD HATTERS TEA PARTY

Volunteers from Lakeridge Health Whitby enjoyed their Fall Meet and Greet. Can you guess from the photo what the theme was for their Meet and Greet?

If you guessed, “The Mad Hatters Tea Party”, you are correct.

CHRISTMAS SOCIAL & $17,000.00

Christmas Greetings from Volunteer Services to Hotel Dieu! They will be celebrating the holidays with a Christmas Social, General Meeting and a Theatre Night fundraiser. They will also have the pleasure of presenting the Low Vision Rehab Clinic with another cheque for $17,000 as part of our $100,000 pledge. Merry Christmas and Happy New Year! ~Submitted by Lynda Laird
Volunteer

News from Around the Province

Auxiliary to Lakeridge Health Port Perry

The past few months have been challenging for our Auxiliary. Our hospital underwent extensive renovations to the patients’ rooms and as a result we had to move our monthly General Meetings off-site. The Volunteers continued to carry out their roles in the hospital despite the noise and continued disturbances to the surroundings. The in hospital volunteers deserve a great deal of credit for their perseverance with their efforts on behalf of the Auxiliary and the patients. Finally, the renovations to the patients’ rooms were completed with wonderful results. The new rooms will provide the patients with much improved facilities and spacious surroundings.

On December the 5th, the auxiliary will be presenting a cheque for $100,000 to our Hospital Foundation. This is the final installment of our $350,000 pledge towards the “Your Hospital Your Future” campaign for the renovations. This commitment was completed in just two years thanks to the hard work and dedication of our amazing volunteers.

Since the last newsletter we have enjoyed a Strawberry Social attended by over 70 of our members and a Meet and Greet Pot Luck Social for the new volunteers to meet the more established volunteers. We had 56 members attend and everyone enjoyed a wide variety of delicious food and a fun filled evening.

One of our fundraisers, the “Wheel Barrow of Wine” lottery is rolling along with the winning ticket being drawn on Dec. 20th. The lucky winner will receive a wheelbarrow full of wine with a total prize value of $800.00. All this for just $5.00 a ticket. A great fundraiser that we have run for the past three years.

We had three new HAAO Provincial Life Members attend the HAAO Toronto Convention to receive their certificates and pins at the Gala Banquet. A wonderful evening and a great honour well deserved by Elly Huhle, Ruth Spearing and Anne Wright for their leadership and service to the auxiliary.

Our in hospital Camille’s Corner Gift Shop hosted a two day Christmas Open House with a generous discount of 20% on all purchases and our off-site Camille’s Closet Second Hand store continues to amaze us with their monthly profits. We are in the planning stages for our 10th Annual Polar Plunge that will be held on Saturday, Feb. 4th, 2017 and will be one of the events to help celebrate Canada’s 150th birthday. Our membership drive has been very successful thanks to the promotional pamphlet designed by our Communications Committee and to an ad we placed in our local magazine. We are getting new volunteers every month and are busily training them in the many different volunteer areas we offer both in hospital and offsite.

As the holiday season is approaching and this year draws to a close, I would like to give a sincere thank you to all our members who provide such great service and leadership to our auxiliary and to the HAAO for the commitment and services they provide. It is a great pleasure working with such wonderful, dedicated people.

Respectfully Barb Brady President of the Auxiliary to Lakeridge Health Port Perry
LION’S HEAD HOSPITAL AUXILIARY CONTINUES TO ROAR

It is difficult to believe that another year has passed. The challenge of keeping the hospitals of Grey Bruce Health Services strong in an increasingly difficult financial environment has kept the Hospital Auxiliaries busy. The Lion’s Head Hospital Auxiliary has continued to rise to that challenge and has been generously supported by the Northern Bruce Peninsula community. We are indeed blessed by a community of year round and seasonal residents as well as the huge number of travellers to our area who continue to support our local Lion’s Head Hospital and our Regional GBHS by supporting our numerous fundraising efforts.

This year kicked off our fundraising with our 1001 Perennials sale in June, and yes, every year we manage to have at the very least and sometimes more than 1001 perennials to offer. We are grateful to the community gardeners who donate the bounty of their own gardens when it comes time to divide their plants. Every year we get some unique varieties. There is always one plant that defies our efforts to identify it but for the most part we are able to provide both the scientific and common names.

The July Yard Sale is an event that pulls together almost every member of our hospital auxiliary. There are so many jobs to do and we all pull together under fabulous management. The community supports us in amazing ways for this event as they donate goods to sell and they come by droves to purchase goods, too. The saying ‘one man’s junk is another man’s treasure’ is certainly borne out at our annual sale. We had a number of shoppers who had planned their weekend around the yard sale. One family came all the way from Sault Ste. Marie. We even had our CEO, Lance Thurston, come by with his daughter, Jill Thurston, to scoop up some bargains.

Our last Kisses for Care campaign was held the Civic Holiday long weekend this year. It has been a successful fundraiser for a number of years but alas was becoming more and more difficult to run. Venues which we had used in previous years were no longer available and frankly the members were exhausted trying to run another fundraiser just two weeks after the Yard Sale. With regret it was determined that Kisses for Care 2016 would be the last. Thanks and gratitude was extended to Barb Hodges for her wonderful work coordinating this event.

As this is being written our final fundraiser for the year is being put together, our Cookie Walk. On December 3rd, tables and tables of cookies and baking will be set up and the public invited in to purchase some Christmas baking. Again, we are grateful to all the community members who bake for us and to those who come by to purchase cookies. It is a win-win for all; we raise funds for capital expenditures and people get a jump start on Christmas baking without even having to turn on the oven. A silent auction is available for those watching their waistlines. Each year different themed baskets are compiled and then put out for silent bids. You can’t know what amazing packages are there without coming by to see for yourself.

The Lion’s Head Hospital Auxiliary members and our community contribute in so many ways to GBHS. Teams of Auxiliary members walked in the Walk for Possibilities walkathon. Our bookstore continues to attract customers. We are very grateful to Marydale Ashcroft for her donation of space in her store: the Dandy Lion on Main Street in Lion’s Head where the bookstore is located. Cash donations come in from various groups in the community and from grateful patients at the hospital. It truly is a combined effort that makes us the Lion’s Head Hospital Auxiliary. ~ Submitted by Cathy Viscount
Volunteer

News from Around the Province

BGHA GIFT SHOP - 44 YEARS

A lot has changed in health care since the Belleville General Hospital Auxiliary gift shop formally opened on November 25, 1972 under the Chairmanship of long time Auxilian, Selma Bochner. What hasn’t changed is the tremendous volunteer effort it takes to operate this very successful service for patients, staff, physicians and visitors - not to mention the hundreds of thousands of dollars generated to support the hospital over the past 44 years.

Patrons coming into the shop these days will enjoy a festive environment as a wide array of Christmas merchandise lines the shelves - there is truly something for everyone! From the very popular blanket scarves in many colour palettes including pastels and autumn tones as well as heartwarming Christmas scenes on decorative prints, to jewelry, furry winder headwear and warm mittens - it’s definitely worth taking a few moments to browse! Come in with your Christmas gift list in tow - but don’t be surprised if you find a few things for yourself along the way! While you are there - buy a few raffles tickets for the gorgeous quilt on display outside the gift shop, donated by Auxilian Doris Granger.

A special thanks to Convenor, Bernice Ryan, and her team of dedicated volunteers for continuing the proud tradition of excellence in the BGH Auxiliary gift shop.

CHRISTMAS HOUSE TOUR

The South Bruce Grey Health Centre Kincardine Auxiliary had a very successful Christmas Tour of Homes held on November 11 and 12, 2016. This biennial event gave people a chance to tour five homes beautifully decorated by businesses in the town and then followed by a place to relax and have some warm coffee, tea, hot apple cider and sweets.

This year the home of Garrison and Sarah Brown was decorated by J’Adorn, the home of Brad and Melanie Pyke was decorated by Kincardine Home Hardware, the apartment of Gabrielle Nagy was decorated by Harbour Rose Boutique, the home of Greg and Lorie Smith was decorated by Jerome Flowers & Gifts and the home of John and Judith Bond was decorated by the Kincardine Hospital Auxiliary with the flower arrangements by Quinn Florist Ltd.

The SBGHC Kincardine Auxiliary’s place for refreshments was the Kincardine Knox Presbyterian Church. Part of the tour, as in past years, was a Christmas tree donated by Kincardine Canadian Tire decorated with ornaments purchased at the Gift shop by donations from the Auxiliary members and the toys under the tree were donated by Fincher’s. This tree was located at the Bond home and will be given to a deserving family in the area after the tour.

There were 627 tickets sold this year and the proceeds are going to buy medical equipment for the Kincardine Hospital. Thanks to the committee and volunteers for all their hard work to make this so successful. Special thanks to the businesses and the participating homeowners who opened their homes for the SBGHC Kincardine Auxiliary.
ANNIVERSARIES

65th Anniversary

2016 marked the 65th anniversary of the Trenton Memorial Hospital Auxiliary. As part of their celebration, the auxiliary pledged $65,000 to the Trenton Memorial Hospital Foundation for their Future Development Fund.

Seen here are Debra Buddo, Auxiliary Treasurer, Wendy Warner, TMHF CEO and Pat Lafferty, our Auxiliary President presenting the 1st of 5 cheques to honour this terrific pledge. ~ Submitted by Karen White

31st Anniversary Celebrations

The North Hastings District Hospital Auxiliary celebrated their 31st anniversary dinner on October 20th. They celebrated with a 60s/70s theme based on an S & C song, “The Beat Goes On”, which they adopted as the name of the NHDHA fundraising campaign.

Past President Dianne Martin, giving out service awards. The couple below with black hair are Sonny and Cher (otherwise known as President Debbie Speck and V-P Michael Brooks).

A $50,000 donation was presented by Debbie Speck and Michael Brooks to Jean Menard and Kim Bishop.
The Auxiliary to St. Joseph’s Continuing Care Centre hosted a 70th Anniversary Celebration of their founding on Thursday, September 22, 2016 with a Mass of Thanksgiving and reception in Jeanne Mance Hall at St. Joseph’s Continuing Care Centre. Auxiliary members were applauded for 70 years of volunteer service, gift of time and fundraising to enhance health care in our community. Guests included Marion Saunders, HAAO President, who brought greetings to the celebration and Mayor Leslie O’Shaughnessy who presented a certificate of congratulations from the City of Cornwall.

From left to right in the photo are: Gizanne Lafrance-Allaire, Executive Director SJCCC; Sister Patricia Cuddihy, RHSJ; Shirley Mallette-MacDonald, Past President; Rachelle Lamond, Past President; Jane Anderson, Treasurer; Mayor Leslie O’Shaughnessy presenting certificate to Juliette Payette, President; Bernadine Greffe, Past President; Anne Vincelli, Past President; and Joan Cashion, Gift Shop Convener and Gift Buyer.

The South Bruce Grey Health Centre Kincardine Auxiliary held their annual Christmas Boutique on November 18 & 19, 2016. It was a lot of work for Nancy Potter, Tracy Robinson and their many helpers setting up the display of Christmas decorations, ornaments, jewellery, tea towels, flags, scarves and much more but well worth it.

The ever popular bake table was busy even before the 10 a.m. opening and the shoppers enjoyed the tearoom where they could rest with a cup of tea or coffee and treats.

This year Santa even arrived for a short time to check and see if everyone had been good and we appreciated him taking the time to drop by.

The Boutique was a great success and the proceeds will go towards purchasing medical equipment at our Kincardine Hospital. Thanks to the many volunteers and to the community for its generous support.
Focus on Students

Student Bursary Award

At the Kincardine and District Secondary School Commencement held on October 7, 2016, the South Bruce Grey Health Centre Kincardine Auxiliary Bursary was awarded to Kara McDonald. This award is presented to a student pursuing a post secondary program allied to the medical field.

Our President Carol Collins presented this Bursary to Kara who is attending Cambridge College in the Dental Assisting Program.

Congratulations Kara!

STUDENT SCHOLARSHIPS PRESENTED

At the end of June, the Association of Hospital Volunteers Bowmanville was pleased to present $1500 scholarships to three outstanding students, all of whom were honoured at a tea at which parents, friends and Association Board members were present to offer their congratulations. Emily McCormick, Taylor Booth and Mecheala Pienczykowski were introduced by Scholarship Committee Chair, Steffi Nathan and received their certificates and cheques from Past President, Marion Saunders. Also present was Vicki Adams, Volunteer Resources Coordinator. The lists of activities and achievements of each of the recipients were impressive and somewhat overwhelming!! Congratulations Emily, Taylor and Mecheala.

Where are they now?

Elizabeth Jose, of the Association of Hospital Volunteers, Bowmanville, was the recipient of the HAAO Student Award in 2013. The following update was received recently from her:

In the last three years since I was awarded the HAAO scholarship I have been trying my best to gain more and more hospital experience in order to fulfill my dream of becoming a neurosurgeon. I have been working on my Bachelor of Science in Neuroscience at the University of Toronto Scarborough and plan to graduate in June 2017. From 2014 to 2015 I volunteered in the Clinical Day Unit at The Scarborough General Hospital where I assisted in the management of the clinic. For eight months I did a full time co-op placement in the orthopaedic surgery department at St. Michael's hospital where I worked on Dr. Daniel's research team investigating innovative foot and ankle surgeries. In the next year I hope to take the MCAT and start applying to medical schools both in Canada and internationally.

Thank you Elizabeth for sharing and we continue to wish you every success for the future.

Summer Volunteers Were Busy

The summer high school students, of the Kingston General Hospital Auxiliary, were busy this year and had a lot of fun hosting two ice cream sales and a candy sale this summer. They made over $1,700 profit which will go to the Teddy Bear campaign this fall.

Great fundraising!!
Focus on Students

ROLLING OUT THE COAT RACK

The Hospital Auxiliary Association of St. Joseph's General Hospital, recently had a little help from the students of Villa Francaise Des Jeunes. The Auxiliary had a beautiful coat rack that has been used for many years whenever they have hosted an event at the hospital. Over the years the coat rack has begun to show wear and tear and was in need of some repair and a little TLC.

Teacher, Patrick Daoust, offered to have his students donate their time and effort in order to repair the rack for the Auxiliary. The coat rack was not just repaired it was also given rounded corners and wheels.

(pictured from L-R; Denyse Raccinne, two students, Patrick Daoust)

Denyse Racinne, President of the Auxiliary presented the students with a plaque in appreciation of the time and effort that they gave to the Auxiliary.

Congratulations to the Winners of the 2016 HAAO Student Awards

Jacqueline Harvey,
Thunder Bay Health Sciences Centre
Superior North Region

Jacqueline has been a volunteer at the Thunder Bay Health Sciences Centre since November 2011 and has accumulated over 506 hours. She apparently has excelled in every volunteer position that she has held including Pediatric Volunteer, Surgical Day Care, Cardiac Rehabilitation and Emergency Department Visitor.

Jacqueline is also a member of the TBHSC Volunteer Advisory Council providing her perspective and input to the overall operation of their Volunteer Services Dept.

She is also involved with volunteering through the Thunder Bay Ultimate Frisbee, assisting with workshops as well as scorekeeping.

As a student she is the Vice President for the Executive of Medicine club initiative, which involves promoting physical activity for students on campus. Jacqueline is also active in the Thunder Bay Community through running with the Fresh Air Experience group as well as the Lakehead University Masters Running Group.

At present she is enrolled in a two year Master of Science in Kinesiology program at Lakehead University and hopes to pursue a career in medicine.
Congratulations to the Winners of the 2016 HAAO Student Awards

Peter Van Dyken
Headwaters Healthcare Auxiliary - Orangeville
Central Region

Peter has volunteered with the Headwaters Healthcare Auxiliary - Orangeville since 2014 and has accumulated over 399.41 hours. He volunteers in Dialysis, Inquiry Desk and the Coffee Bar.

Peter is also one of more than 200 volunteers at the Bethell Hospice whose mission is to support individuals and their families throughout a life limiting illness.

In 2013 - 2014 he volunteered as a teachers' assistant in a small elementary school where on Mondays and Fridays in the fall and every Monday in the winter his responsibilities included assisting children with classwork and giving individual tutoring.

From 2014 - 2015 he directed a five day summer kids’ camp and was responsible for recruiting about twenty volunteers each year. In March and April this past year he volunteered as an administrative assistant for the Canadian Cancer Society.

Peter has passed his Grade 8 piano and continues to play today. He is self taught from online resources in web development languages, including HTML, CSS, JavaScript and Ruby Programming Languages and has utilized these skills to develop a website for his church's summer camp.

Peter is currently registered in the Honours Bachelor of Science Program specializing in biochemistry and a minor in Biophysics at the University of Ottawa. His future intention is to pursue a career in Neurology.

Melissa Reed
Sault Area Hospital Volunteer Association
North Central Region

Melissa has volunteered at the Sault Area Hospital since 2014 and has accumulated over 392 hours volunteering her time in the Pacemaker Clinic, Information Desk, Wayfinding, Position Training and Ambulatory Care.

She has also accumulated another 800 hours over the past few years volunteering in different organizations within her community (Sault Ste. Marie); the Bioacoustics Lab, Therapeutic Ride Algoma, Children’s Aid Society Christmas exchange and many other organizations.

In her spare time she does Cross Fit, horseback riding (dressage) kayaking, downhill and cross country skiing, snowshoeing and has recently taken up snowboarding.

Melissa is registered in the Honours Bachelor of Science in Psychology program at Algoma University in Sault Ste Marie and plans to pursue a career as a physician.

HAAO thanks all who applied and congratulates the three Award Winners and wishes them continued success in their future aspirations.
Christine Elliott

HAAO Convention delegates attending the AGM on November 7, 2016 had the privilege of hearing from Ontario’s first Patient Ombudsman, Christine Elliott.

Christine Elliott officially assumed the role of Patient Ombudsman on July 1, 2016. She will deal with complaints from patients and their families who have trouble navigating the health care system, as well as issuing annual reports on the government’s programs such as trying to shift the emphasis from hospitals to home and community-based care.

Prior to Christine Elliott’s address at the AGM she sat down with Rick Wark, HAAO Director of Communications for a short interview. The recorded interview along with Christine’s power point presentation will soon be available on the HAAO website (www.haao.com) for the benefit of our members.
CONVENTION NEWS

2016 - 2017
HAAO BOARD MEMBERS

L-R:
Ann Kerry, Director of Regions, Helen Gulka, Director of Education, Sharon Clark, Director of Students/Membership, Barbara Brady, Director of Business, Rick Wark, Director of Communications, Dorothy Friske, President Elect, Elen MacMillan, Past President, Eileen Martin, Secretary, Marion Saunders, President, Elda Sopha, Treasurer

Ann Kerry
Director of Regions

Ann Kerry was born in Toronto, attended the University of Toronto and taught high school for 25+ years. She was married for thirty-three years and has been a widow for fifteen years.

Ann has spent many years in the Midland area. After retirement Ann and her husband settled at their family cottage near Waubaushene. It was here that she began volunteering at their local hospital. Ann has have worked in the coffee bar, serving as Director and Treasurer of the coffee bar. She was president of her Association on two occasions as well as being a Board member of the Georgian Bay General Hospital for seven years.

Being a devoted golf fan Ann served as Rules Director for the Ontario Ladies Golf Association in the early 1990’s.

Ann replaces outgoing HAAO Director of Regions, Lorna Grant
In Memoriam

Our deepest sympathy is extended to the families and friends of the following Provincial Life Members:

Mrs. Linda Sargent
Provincial Life Member, 2007
Vol. Assoc. to Thunder Bay Reg. Health Sciences Centre, Thunder Bay

Mrs. Mary McLean
Provincial Life Member, 1997
Volunteer Services to Hotel Dieu Hospital, Kingston

Mrs. Nonie Hamilton
Provincial Life Member, 2005
Temiskaming Hospital Auxiliary, New Liskeard

Electronic Volunteer: Subscribers to the HAAO Volunteer may now receive their copy via email, in place of a hard copy mailed to them. If you would like to receive your Volunteer via email, please let me know at rhwark52@gmail.com