

# Volunteer

HOSPITAL AUXILIARIES ASSOCIATION OF ONTARIO

Fall 2011

Volunteer

## From the President's Desk



Joan Farlinger

Cathie Thornton, the Director of Regions, has compiled the HAAO statistics based on the 2010 figures provided to the Region Chairmen by the Auxiliaries/Associations. Comparative figures for 2009 are also shown. This report represents data from 91 per cent of our members.

Due to a number of closures and amalgamations, our Auxiliaries/Associations have decreased in number but the volunteer hours have increased. Our work as volunteers in Ontario's healthcare facilities continues to be a valued source of strength and dependability in our ever changing health care system. The money raised by our Auxiliary/Volunteer Associations is spent on our healthcare facilities, scholarships, research and the education of our members.

	2010	2009
Total number of Auxiliaries/Associations	151	157
Total adult membership	25,679	28,403
Total student membership	3,748	4,709
Total adult hours of service	3,715,804	2,597,760
Total student hours of service	226,639	226,639
Funds spent educating members	\$326,613	\$420,023
Total Gross Income	\$32,307,415	\$35,090,143
Total hours of service by HAAO Board	19,251	
Total number of Aux./Assoc.selling HELPP	100	

**HAAO Reality 2011** - The Executive met last week to finalize the plans for HAAO Reality 2011. This convention is an excellent opportunity to network with other Auxiliaries/Assoc.; gain valuable knowledge relating to new legislation; receive updates and a new handbook for HELPP; and to hear excellent speakers at educational sessions to help assist you in your volunteer work. **Strategic Planning Session** - This year resulted in many new initiatives. HAAO wishes to thank the Chief Financial Officer of OHA, Doug Miller, and Director, Brand Strategy and Marketing, Craig Swatuk, for their invaluable assistance and suggestions. **HELPP** - HAAO will be petitioning the Alcohol and Gaming Commission to have the 4.46 % Provincial Fee eliminated for Not-For-Profit Organizations. We will be asking for your help in this regard. Further information will follow. **Facebook** - In order for HAAO to establish a corporate URL, we need all our members on facebook to click 'like' on the HAAO site.

Yours in volunteering,

Joan Farlinger, President

Please Share This Copy  
with Your Volunteers

### INSIDE

Around the Province .....	Pg. 2
Know Your Executive .....	Pg. 5
Introducing New Region Chairmen .....	Pg. 6
Convention Highlights .....	Pg. 8
HAAO Convention Information .....	Pg. 9
Closing Plenary .....	Pg. 11
In Memoriam.....	Pg. 12
Editorial Comment.....	Pg. 12



# Around the Province

**Volunteer Association of Hotel-Dieu Grace Hospital, Windsor, South West Region** - Our Association made a one million dollar pledge to help construction of our new angioplasty centre. We will complete our last instalment next April at our annual meeting. We are proud of our volunteers



who range in age from 15 to 90 years young and appreciate their hard work and dedication. In the past year they have provided nearly 90,000 hours of service in both patient and non-patient areas of our 330 bed hospital. Although most of our fundraising revenue comes from our coffee shop and gift shop, we also participate in fashion shows, car washes, bake sales, garage sales, uniform sales, raffles, tea parties, and art sales. Please visit our web site [hdghvolunteers.org](http://hdghvolunteers.org)

**St. Catharines General Hospital Auxiliary, Golden Horseshoe Region** - "The Needles and Thread"

group which meets Tuesday a.m. had a productive year. We repaired 1,967 items including: 888 gowns; 37 pairs of p.j pants, 93 pairs of children's p.j's; 52 pairs of green OR scrubs with new coloured ties; 49 curtains; 2 bibs; 4 OR drapes, blood pressure cuff, 44 mop bags; 408 sleeves and 88 aprons out of discarded gowns; removed and replaced snaps on 201 gowns.

**Saugeen Memorial Hospital Auxiliary, Southampton, Central Region** - Despite the cold and wet early Spring residents of Saugeen Shores responded well, resulting in another successful plant sale.

Including the past couple of years, total sales revenue has reached \$10,000, a remarkable achievement considering the ever increasing competition our plant sale is facing from garden



centres. Baskets and particularly ferns were well received this year. Combining the plant sale and bake sale seemed to work well as people picking up plant orders stopped at the bake tables and those attracted by the bake sale also purchased plants. We were able to again donate \$3,000 to Southampton Hospital.

**Belleville General Hospital Auxiliary, South East Region** - Drew Brown, Executive Director of Belleville General Hospital wrote: "Thank you again for your remarkable commitment to QHC Belleville and the exemplary leadership you have shown over the years both as volunteers and financial contributors to the hospital. The hospital could not function without the service of your volunteers and, as BGH's original fundraising organization, you created the conditions that have helped our Foundation achieve success. Whenever the hospital has needed you, you have risen to the challenge and that was never more true than during the Excellence for Life Campaign. Your leadership gift of \$1 million played a vital role in the success of the campaign. It was a bold move by the Auxiliary that set a standard for others to follow. In recognition for your donation the Rehab In-Patient Unit will be named in your honour and will be known as the Belleville General Hospital Auxiliary Rehab In-Patient Unit"

**Association of Volunteers, Women's College Hospital, Toronto, Toronto Region** -



Our second annual "Walk in the Park" was held on Sunday, May 8th. As they made their way through Queen's Park on a very beautiful day, our enthusiastic walkers helped raise about \$7,000.

## Around the Province

**Niagara-on-the-Lake Hospital Auxiliary, Golden Horseshoe Region** - In a rented hall, or if we are lucky there is no charge, our volunteers have held two games/luncheon events this year. Following a sandwich lunch with tea, coffee and dessert for a table charge of \$12.00 each, Bridge, Mah-jong or whatever game of choice is played. It is a lot of fun. Including the proceeds from a 50/50 draw, \$1,500 was raised which will allow the purchase of 2 wheelchairs and a number of small items. Any money remaining will be placed towards the purchase of 22 bed slings, our next fundraising goal.

### **Humber River Memorial Regional Hospital Volunteer Association, Toronto, Toronto Region**

It is clear that “The Mainstream” is read by our volunteers. A measure of that was the success of our request for tea cups in our last edition. Irene Moffat who collected, stored and prepared them was initially overwhelmed by the response, but the dozens of tea cups she received sold out very quickly. Many people bought five or six at a time. Thank you everyone – you made our Mother’s Day fundraiser a great success. The Fundraising Convener Gisela Simonis reported selling 63 cups with total profit of \$410.00.



In addition to the tea cups, we also continued to sell donated products from Palace Flowers including a lot of pottery which has been very popular with our Spring buyers.

### **Headwaters Health Care Centre Auxiliary, Orangeville, Central Region**



The Teddy Bear Clinic was held on May 14th - thanks to everyone who helped to make this another successful Auxiliary Event. Special thanks to our Doctors and Nurses who gave their

time to provide “check-ups” for the stuffed animals brought in by the kids. Thanks also to our Entertainers and to all our Volunteers – not forgetting the Volunteers who “manned” the Hot Dog Stand, even in the rain! Thanks Guys!

**Joseph Brant Memorial Hospital Auxiliary, Burlington, Golden Horseshoe Regions** - 50 Year volunteers recognized at the Auxiliary’s Annual General meeting, May 30th, 2011

### **MARGIE SWIRE**

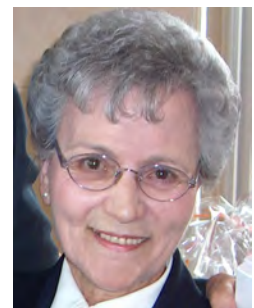


Many would recognize Margie Swire, who is a going concern around the hospital, volunteering at the Information Desk, Pastoral Visitor, On-call chaplain, and in her spare time she runs the monthly Vendor Day and assists with the Auxiliary’s annual Antique and Collectibles Auction.

In the early years Margie volunteered in the Emergency Department, Library Cart, Coffee Shop and various fundraising events. In 1994, Margie was awarded a Provincial Life Membership.

### **MARGARET WEBB**

In the early years Marg responded to the community’s need for a hospital and assisted in raising funds to make that happen. Marg started out, like many at that time, in the Auxiliary Coffee Shop making sandwiches and washing dishes. Marg was a familiar face on the Information Desk for many years, then moved to the Surgical Waiting. Today you can find Marg in the Laboratory Office each Wednesday morning, where her sense of humour is always appreciated by the staff with whom she works. In 1994, Marg received her Provincial Life Membership.



**South Bruce Grey Health Centre Kincardine Auxiliary, Central Region** - The Auxiliary’s 2010 “Christmas Tour of Homes” raised \$10,664 - a

continued on page 4



## Around the Province (continued from Page 3)



high success! One of the tour homes was the remodelled residence of Brad and Melanie Pike, owners of the local Home Hardware store. It is often referred to as the “Home that Home

Hardware built”.

The tree pictured here was donated by the local Canadian Tire Store. Volunteers purchased decorations from their Gift shop to decorate this tree which, after the event, was donated to a deserving family residing in the area



### **La Verendrye Hospital Auxiliary, Fort Frances - North West Region -**

Rock’n for a Reason! We really ROCK! – The Auxiliary Rock-A-Thon was a great success, raising \$5,600.19 towards the purchase of a bariatric bed. An OPP officer rocked as his last assignment before retiring! One couple came straight from a wedding and one couple brought their grand-children, rocking horses, cowboy hats, neck scarves and balloons as they were rocking in memory of their mother/great grandmother, who rocked last year and raised the most money! Thank you to all who gave so generously and to those who rocked! You were “Rock Stars”.



**Auxiliary to Joseph Brant Memorial Hospital, Burlington, South East Region.** - Joseph Brant Memorial Hospital volunteers assembled in the courtyard of the hospital for this group photo. They represent the over 500 volunteers who contribute close to 80,000 hours



annually in over 45 areas of services including patient and family services, support services such as clerical, gift shop, lottery, fundraising and the Auxiliary Board. The Auxiliary donated \$330,000 to the hospital in 2010 -2011. All volunteers are members of the Auxiliary and proud to live up to our mission to “Enhance the ability of JBMH to deliver exemplary health care through financial and service support”.

### **Association of Volunteers, Women’s College Hospital, Toronto, Toronto Region -**

I wish to thank all those who so generously donated their no-longer needed jewellery for our Gigantic Jewellery Sale which brought in just over \$7,000. Our donors were volunteers, hospital staff and friends of all, who donated an unbelievable amount of jewellery of various levels of value including several gold and silver



items. Everything we received was examined by a jeweller before being priced. Because of this amazing response we have a fair amount of jewellery left. It has been decided that the youth volunteers who are anxious to do fundraising, will hold a sale in July featuring our lower priced items.



The better jewellery will be featured at our December Holiday Sale. Housekeeping and Security teams were outstanding with their help and support.

# Getting To Know Your HAAO Executive Members

## Dorothy Martell - Director of Education



I grew up in North Western Ontario and pursued a nursing career in Fort William, retiring as Nurse Manager of Hemodialysis at Thunder Bay Regional Hospital. My husband and I travelled extensively until his death in 2008 – just as I was starting my journey with HAAO as a Region Chairman. I volunteered at the Gift Shop, becoming Convenor and serving on the Board. I now work at the Information Desk and am President for the Helping Hands Auxiliary to Pioneer Ridge Home for the Aged. Other involvements include the Altar Guild, Topaz Rebekah Lodge, Pinewood Court and Shelter House.

## Sandy Lundy – Director of Education



I was born and raised in Niagara Falls and married my high school sweetheart, who is a descendent of William Lundy, United Empire Loyalist (after whom Lundy's Lane was named). The old homestead was used as a hospital during the war of 1812. In 1995 I joined the Greater Niagara General Hospital Auxiliary and have been the Convenor of the Walk-a-Thon, Christmas Decorating and the Gift Shop. I initiated the Pink Lady Golf Tournament and Christmas Gift Wrapping at the local mall. I became President and then the Chairman of Region 4, which is now Golden Horseshoe Region. I have been involved with HAAO on the Registration, Public Relations and the Advisory Committees, have been Director Students and now Director of Education

*With their new publicly accessible website the HAAO provides an on-line source for information about the Association and the services they provide. Please highlight this source of information in your newsletters and on your Volunteer Bulletin Boards. All your volunteers can have access to this information and the interesting news about activities happening in other Auxiliaries/Associations. Every volunteer in your healthcare facility will be able to read the VOLUNTEER – in colour.*

[www.haa.com](http://www.haa.com)



# Introducing the New Region Chairmen

## Joyce Green - Superior North Region



As a retired Administrator with 30 years experience in the Long Term Care field, I am an active member of the Helping Hands Auxiliary to Pioneer Ridge as well as Superior North Region Chair. In 1994, I assisted with the formation of the Auxiliary for our new LTC facility and became an honorary member in 1995. Upon my retirement in 2001 I was honored with a Life Membership and have been active on the Executive ever since. My many family, local Auxiliary and HAAO regional responsibilities keep me very busy.

## Marilee Hore - North Central Region



As a young bride in 1965 I started my journey of work at St. Joseph's General Hospital, now known as Manitoulin Health Center, where I maintained a position for 30 years. I am a lifetime member of the Auxiliary having joined in the same year. Throughout my 46 years I have been active as a helper and progressed to positions as a Convener of various committees, working up to Secretary, Vice President and President. I currently hold the position of Treasurer and Convener of Nevada ticket sales. These years as an Auxiliary member have given me the courage to go a step further to become a Region Chairperson.

## Mirella Quattrin Toronto Region



Mirella came to Canada from Italy when she was six years old and later settled in North York. During the first year of marriage, she partnered with her husband to begin a construction company ---- Mirella ran the office while her husband worked on site. The company became successful and today, forty plus years later, continues to flourish. Since her husband's death Mirella continues to run the company, together with her two sons-in-law.

Throughout the years Mirella has continued her education by attending courses in business management and accounting. In addition to her volunteer service at Humber River Regional Hospital, Mirella served as President of the Volunteers' Association from 2008 to 2010 and is currently the Convener of the Nominating Committee and active in the Fundraising Committee. She also volunteers every spring to canvas for the Canadian Cancer Society.

# Region Chairmen

## Shirley Goheen - James Bay Region

I have been involved in volunteering since 1968 when I moved to Chapleau. I joined the Hospital Board in 1970s , later the Hospital Foundation and Auxiliary. As the years passed I have held all positions, sometimes for several years. I volunteered in the Tuck Shop and as Supplier, Secretary, Treasurer and President I now have a special challenge as Region Chairman. I volunteer with St. John’s Anglican Church, working in their second hand store, Seniors Club and as Past Noble Grand for our Rebekah Lodge .

## Eleanor Stevenson - Central East Region Chairman



Eleanor became Central East Region Chairman in April of this year. Eleanor has served on the Executive Board of Lakeridge Health Whitby Volunteer Services in many capacities and was President when Lakeridge Health Whitby was closed by a fire in July, 2007. Eleanor as been a member of the Whitby volunteers for more than forty years and is an active weekly volunteer tending to Dialysis patients.

Eleanor enjoys serving the Whitby community in a variety of roles. She is a Board Member of the Lakeridge Health Whitby Foundation and serves as a Warden at All Saints’ Anglican Church in Whitby. Each spring she prepares income tax returns for low income citizens under a volunteering program sponsored by the CRA. Eleanor’s dedication to the community was recognised in 2008 when she was named Citizen of

the Year for Whitby - the Peter Perry Award.

Hobbies include sewing, when she has time, bragging about her five young grandchildren as well as spending time travelling with her extremely supportive husband, Bruce.



This Quarter issue of the Fall Volunteer has been edited by **Jean McGinley**. Jean has done a wonderful job. Both the Executive and I owe her a big debt of gratitude for stepping into the breach so effectively. Well done Jean!

.....*Jill Haskins*



## Highlights of the 101st HAAO Annual CONVENTION

Look for what is new and interesting in your Pre-Convention Program for the Annual Convention 2011.

\* Our Registration Desk will no longer be situated alongside the escalators as in previous years. We have integrated our Registration Process and Desk with that of HealthAchieve and will be located to the left of the Main Entrance and past the Security Desk along the wall. **LOOK FOR OUR HAAO SIGNAGE.**

\* Piper Robert Stewart and Town Crier Bill McKee are returning once again bringing that something special to our PLM celebrations.

\* The HealthAchieve Opening Plenary Speaker on Monday morning is Jeremy Gutsche who is the founder of TrendHunter.com the #1 trend-spotting sites in the world. Michael J. Fox is a HealthAchieve key note speaker and we have opened a time slot during our concurrent sessions on Tuesday morning to make it possible for our delegates to attend this event. Please view the articles on these speakers published here in the Volunteer and plan to attend both these events.

\* Our Directors of Education and Students have worked hard to bring an array of professionals in various fields to address the needs of our Auxiliaries/Associations. A Round Table discussion session is planned for the Monday evening event and 12 Educational Sessions with the addition of a Gift Shop Bus Tour are being offered on the Tuesday morning. To fit in all these opportunities for you we have had to shorten the lunch hour.

\* Our closing Plenary Speaker is Dr. Heather Kilty, Ph.D, M.Ed, B.A., a professor at Brock University and Counsellor/Psychotherapist with Kilty Resource Associates.

Please note the hours of operation for both the Resource Room and the Registration Desk also featured in this issue. ENJOY!

### WHEN YOU COME TO THE CONVENTION . . . . .



**Leave a message for other delegates**

**on the “Notice Board”**

# HealthAchieve 2011

## HAAO Members are Invited to Attend

Tuesday November 8, 2011

Monday November 7th - 9 a.m.

**Jeremy Gutsche is  
HealthAchieve's Official  
Opening Speaker**

Attracting close to a billion views, Trend-Hunter.com is the #1 trend-spotting site in the world – the largest, most influential, most updated collection of cutting edge ideas available anywhere. Its founder, Jeremy Gutsche, relentlessly tracks and finds The Next Big Thing – that valuable but elusive commodity – for a global audience that generates millions of views a month. Gutsche is a creative, globe-roaming individual with a broad appeal that stretches from The Economist, which uses him as a source, to MTV, which places him at "the forefront of cool."

**Feature Session Room 105, 106 & 107, MTCC  
10:00am - 11:30am**

**Presiding: Paul Collins Chair, HealthAchieve  
President & CEO  
St. Thomas Elgin General Hospital**

Welcome and Opening Remarks

10:00 am Paul Collins

**MICHAEL J. Fox:  
A Funny Thing Happened On The Way To The Future**

**10:05am Michael J. Fox**

Parkinson's Activist & Celebrated Actor  
The renowned actor, author and activist uses his characteristic wit and charm to take you through his inspiring journey and draws on his own life experiences to make a case that real learning and growth actually happens when life goes skidding sideways.

Don't miss the opportunity to see this exceptional man – and exceptional Canadian.

**CONVENTION**

**WORKSHOPS**

**ON**

**TUESDAY**

**NOVEMBER 8**

1. 8:00 am – 9:30 am – Legal Issues
2. 8:00 am – 3:00 pm – Bus Tour For Gift Shop Buyers
3. 9:30 am – 11:30 pm – Voluntary attendance to hear M.J. Fox
4. 12:00 pm – 1:30 pm – HELPP Lottery Update
5. 12:00 pm – 1:30 pm – Presidents and Treasurers Forum
6. 12:00 pm – 1:30 pm – Gift Shop Management/Marketing
7. 12:00 pm – 1:30 pm – Nutrition - Deidre Knows Best
8. 1:45 pm – 3:15 pm – Being a Senior
9. 1:45 pm – 3:15 pm – Alternative Auxiliary Executive
10. 1:45 pm – 3:15 pm – Sports Medicine/Injuries, Alternative Medicine
11. 1.45 pm – 3:15 pm – Mental Health/Depression
12. 1:45 pm – 3:15 pm – Healthcare Costs & HST (Two Speakers)
13. 1:45 pm – 3:15 pm – Leadership in a Changing World



**LOOK FORWARD TO SEEING YOU IN THE RESOURCE CENTRE**

**HAAO RESOURCE CENTRE**

**SUNDAY: 1 – 5 P.M.**

**MONDAY: 8 – 8:30 A.M.; 11 A.M. – 1:15 P.M.; 3:15 – 5 P.M**

**TUESDAY: 8 A.M. – 9:15 A.M.; 11:15 A.M. – 3 P.M.**



The Kingsway Room of the Intercontinental Hotel is where you'll find the HAAO RESOURCE CENTRE so come browse and buy from the fine selection of scarves, broaches, night lights, 3D puzzles, bookmarks, pictures, children's purses and for your sweet tooth chocolate candies on a stick and so much more including a new line of jewellery to tempt you to buy.

**BUS TOUR TO  
GIFT CRAFT SHOWROOM & ABBOTT'S**



A TOUR TO GIFT CRAFT SHOWROOM AND ABBOTT'S  
TUESDAY, NOVEMBER 8, 2011, 8 A.M. – 3 P.M.  
A LIGHT BREAKFAST AND LUNCH PROVIDED  
TOUR OF SHOWROOMS / PURCHASING OPPORTUNITIES  
TOUR WILL BE CANCELLED IF LESS THAN 36 REGISTERED  
CUT OFF DATE OCTOBER 1ST, 2011

BACK THIS YEAR  
A CLOSING PLENARY DRAW  
FOR A \$25 CHAPTER'S  
GIFT CERTIFICATE  
IN ORDER TO BE ELIGIBLE FOR THIS DRAW  
ALL DELEGATES MUST SUBMIT  
A SIGNED EVALUATION FORM

BRING ALONG  
EXTRA COPIES OF  
YOUR  
NEWSLETTERS TO  
SHARE WITH  
DELEGATES. PASS  
ALONG YOUR  
FUNDRAISING  
IDEAS.

**Registration Desk Hours**  
**Sunday, November 6 - 1 pm to 5 pm**  
**Monday, November 7 - 8 am to 5 pm**  
**Tuesday, November 8 - 7 am to 2 pm**



## **HAAO CLOSING PLENARY SPEAKER**



Dr. Heather Kilty

**“Leadership is the answer:**

**Get the energy, the vision and the skills – we need you!”**

Dr. Heather Kilty is a Professor at Brock University. She has a PhD in Health Services and in Therapeutic Counselling. Her Med is from Harvard University and her BA is from Goddard College. Heather is the President of the Leadership Institute and a Counsellor/Psychotherapist with Kilty Resource Associates and the Ontario Psychotherapy and Counselling Program. Dr. Kilty will get you laughing and energized.

It will be a great way to end the convention.

**DO NOT MISS THIS DYNAMIC SPEAKER**

**PLAN TO ATTEND**



## In Memoriam

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

**Connie Bates**

Provincial Life Member, 2005  
Headwaters Health Care, Orangeville

**Eunice Heyes**

Provincial Life Member, 2009  
Haliburton Hospital, Haliburton

**Helen McRae**

Provincial Life Member, 2000  
Kingston General Hospital, Kingston

**Jessie Lackey**

Provincial Life Member, 1997  
Dufferin Area Hospital, Orangeville

**Margaret Sutcliffe**

Provincial Life Member, 2005  
Kingston General Hospital, Kingston

# Volunteer

### Copy Deadlines

Volunteer copy must be received by the Editor by the dates listed below:

- Winter Issue ..... Nov 15
- Spring Issue ..... Mar 1
- Summer Issue ..... June 1
- Fall Issue ..... Sept 1

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Submissions to HAAO Web-Site:  
Attention: Jill Haskins

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HAAO Administrative Assistant  
200 Front Street West, Suite 2800  
Toronto, ON M5V 3L1  
Phone: 416-205-1407  
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Fax: 416-205-1310  
E-mail: [jroth@haao.com](mailto:jroth@haao.com)

### Editorial Comment

#### Photo Contest

This year the participation was fantastic - - 83 entries and all acceptable. Judging took place in September and the winners will be notified. The winning photographs will be on display in the Resource Centre and will subsequently be shown on the website.

#### Arrow Games

As you may be aware, Arrow Games have created a web page on their website specifically for HAAO members. Not only does this site provide the latest information on the regulatory changes in Ontario but HAAO members can also direct communications through this website. The website is [www.arrowgames.com/HELPP](http://www.arrowgames.com/HELPP) and can also be found on the HAAO website located on the Links page in the Canadian sites section.

*Enter the Region Chairman's draw  
for one of the 12 gift bags*

Check and pass on to

<input type="checkbox"/>	_____	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____
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<input type="checkbox"/>	_____	<input type="checkbox"/>	_____	<input type="checkbox"/>	_____

### Subscriptions to

# Volunteer

The HAAO Newsletter is published four times a year. The subscription rate is three years for \$20. Make your cheque payable to HAAO and send the subscription request to HAAO, c/o Ontario Hospital Association, 200 Front Street West, Suite 2800, Toronto, ON M5V 3L1 (A renewal slip will be sent to you.)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_ Change of address  Provincial Life Member