

## Convention Preview

### HAAO - Reality - 2010

## CENTENNIAL CELEBRATIONS

<b>When:</b>	Saturday, November 6 to Wednesday, November 10, 2010
<b>Where:</b>	Fairmont Royal York, The Metro Toronto Convention Centre, InterContinental Toronto Centre
<b>What:</b>	Five days of Educational sessions for auxiliary/volunteer association members plus a student volunteer program. HAAO's Annual Meeting, Concurrent Sessions, Celebratory Banquet with 99 new PLM'S, and closing Plenary Session.
<b>Why:</b>	Education is vital to be successful in our volunteer work. Our sessions are designed to help challenge, motivate and revitalize your members..

Please Share This Copy with Your Volunteers

### INSIDE

From the President's Desk.....Pg. 3

HAAO Board ..... Pg. 4

Student Award .....Pg. 4

Advance Notice .....Pg.5

Around the Province .....Pg. 6-9

This and That...Pgs. 10/11

In Memoriam .....Pg. 12

**“Hear Ye, Hear Ye”**  
The 2010 Centennial Celebration plans are officially launched and what a celebration it is going to be. The HAAO Board has been working for the past two years in the planning of this event and we hope that you will be making your bookings to attend.

#### STUDENT VOLUNTEERS

*Saturday, November 6 and Sunday, November 7, 2010*

The student volunteer program is designed for all volunteer students and adult coordinators. The program will be held at the Fairmont Royal York.

The Saturday afternoon program will start

with Opening Ceremonies and Welcome in The Imperial Room of the Fairmont Royal York Hotel followed by a presentation on “Personality Dimensions” by Pauline Dawson, where students may gain insight into choosing their career path. Career opportunities in the health field will include topics such as Volunteer to Career, Crisis Intervention and Youth Volunteer Recruitment. The Saturday evening Panel and Round Table discussions will be hosted by previous Student Award Winners bringing valuable lessons learned as volunteers that carried over into to their chosen careers. Back by popular demand Dr. Heather Kilty, PhD, M.ED, B.A., Brock University will be returning again this year as the closing speaker.

## Convention Preview . . . (Continued from Cover)

Watch for the registration package in August. Registration includes sessions, dinner at Joe Badali's and Sunday Awards Breakfast. Please do not forget to nominate a student for either of the following categories:  
100 beds or more – two awards available  
100 beds or less – one award available.

The **ADULT CENTENNIAL CONVENTION** opening will be at our Annual General Meeting on Monday, Nov. 8th at 1:30pm, in the Metro Toronto Conference Centre, following the **OHA** opening plenary session where **Clayton Christensen**, an Innovation Management Guru and Best Selling Author, will be the guest speaker.

A highlight of the Convention will be the **Monday, Evening Social Event**, sponsored by the Fairmont Royal York as a special thank you to HAAO for their seventy-five years association with the hotel. The Event will replace the facilitated workshop offering an opportunity to meet and greet delegates from around the province, many who will appear in brief skits "**Bringing Comfort and Hope**". The skits, narrated by Joan Babij will each be performed by a different Region. The contents have been written by "The Thespians of Central Region" Maureen Overy, President of Brockville Hospital Volunteer Association, Ontario East Region, has kindly coordinated this production for our entertainment.

Based on the success of last year the President & Treasurer combined session will again be offered. The HAAO secretary will record your comments and concerns so they may be addressed by HAAO. Concurrent Sessions will include topics on the HELPP Lottery, PAVRO, Legal Issues, and Incorporation Issues, to name a few.

Over the years delegates have found the Resource Centre has been the meeting place where delegates and HAAO Executive members convene for fellowship. HAAO supplies and products will also be available.

Highlighting our Celebrations is the **Gala Banquet**, a semi formal affair. Professional Town Crier, **Bill**

**McKee**, from Port Perry will be our announcer for the Gala resplendent in all his regalia. Piper **Robert Stewart**, resplendent in his tartans, will pipe in the 2010 Provincial Life members and during dinner **Harvey Zeigler** will serenade us with song. Please note that this year our Gala Banquet will be held in the "**Concert Hall**" located at the west end of the Convention Floor at the Fairmont Royal York and not in the "Canadian Room" as in previous years.

The HAAO closing AGM presenter will be "**Wendy Mesley**", award winning broadcast journalist and dynamic speaker. Many of you will recognize Wendy as the co-host of CBC News and Marketplace.

A new feature on the HAAO Web Site is a **PassKey Link** for easy access in booking your hotel rooms at the Fairmount Royal York Hotel. Visit our website at [www.haa0.com](http://www.haa0.com) for more information and updates.

What a gift it is for you to be able to nominate a deserving volunteer for a student or an adult education grant giving them the opportunity to attend our Annual Convention. Please make sure that your **applications are received by our Treasurer by August 14th, 2010.**

In August the HAAO office will be mailing out the Convention Preview information for registering delegates to attend the 2010 Annual Convention Centennial Celebration. Take advantage of the Early Bird registration by **October 1st** and be eligible for the "**Early Bird Registration Lucky Draw**" to win a "**Weekend for Two**" package at The Fairmont Royal York.

As the 2010 Convention Chairman I am looking forward to welcoming all our delegates to this much anticipated event. 100 years is a significant milestone in our organization and how better to celebrate than by sharing this moment with your fellow volunteers.

Elayne Meharg  
Vice President HAAO & Convention Chairman

# From the President's Desk



“Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain love for one another.” *Erma Bombeck*

As provincial president in HAAO's Centennial year, I have had the opportunity to travel to several regions of our great province and wherever I go, I encounter strong and dedicated Auxiliary/Associations who have been the backbone of volunteering in their community healthcare facilities - clear proof of the success of the leadership opportunities and networking experiences developed through the Hospital Auxiliaries Association of Ontario.

Many auxiliary/associations have a full complement of executive but a few are still struggling. I have suggested that they try co-presidents and a shorter term of office for the executive positions. We know that the volunteers of today want positions suited to their abilities, specific time commitments and fewer meetings. One thing that is common to all volunteers is the need to be praised and rewarded.

On July 1st the HST will come into effect which will increase the price on some of the products for sale at your hospital. If you are not sure how this will affect your auxiliary/association, watch your local papers as several sessions on the HST are being planned by the government. You could also visit the website [www.cra.gc.ca/harmonization](http://www.cra.gc.ca/harmonization)

Also, on July 1st there will be some regulatory changes from the Alcohol and Gaming Commission. These are good changes for the auxiliaries/associations in that they will be able to get longer licences (reduce the administrative paperwork) and will be able to sell multiple HELPP tickets and other tickets on a single licence. More information will be forthcoming and will be posted on the website.

At the present time HAAO is forecasting a deficit budget. In an effort to be fiscally responsible the HAAO Board voted to implement a few cost cutting measures.

- Resource Committee will have only one member who will conduct research from his/her home. There are no meetings to attend.
- The Business Committee will attend in May and at convention to sell products in the Resource Centre.
- At the Joint Seminar in February HAAO will send the Director of Resources. The President, Vice President and the Director of Education are funded by OHA.
- The House Committee and Convention Registration Chairman will attend only one day meetings for the Convention Committee in February and September. They will be funded to the convention. For 2010 they will not attend the September meeting.

Be sure to read the Convention 2010 Preview. Elayne Meharg and the Convention Committee have been hard at work to organize a superb convention as a fitting tribute for HAAO's Centennial. It's an event you won't want to miss.

It has been wonderful to take over as chair when you can work with a dynamic and talented group of Board members. Our leadership will be needed as we continue to pursue our strategic plan, building our future role and ensuring that HAAO has the resources it needs to pursue its role as a leader in the field of healthcare volunteers.

Yours in volunteering,  
Joan

## HAAO Board



### **Board Members, 2010 - 2011**

**Back Row:** (L-R): Joan Chesney, South Central Region (2); Sharon Clark, Central Region (3); Joan Mudge, North West Region (12W); Elda Sopha, South East Region (8); Anne Brookes, South West Region (1); Gail Kerry, Central East Region (7); Jill Haskins, Director of Resources; Sandy Lundy, Director of Students; Stella Stakiw, Superior North Region (12E); Juliette Payette, Ontario East Region (9); Lorraine Janveau, North Central Region (10); Ann Rudd-Robbins, James Bay Region (11); Vera Woronchanka, Golden Horseshoe Region (4/5); Bev Hykel, Toronto Region (6).

**Front Row:** Anne Dyas, Director of Education; Margaret Anne Robertson, Treasurer; Joan Babij, Past President; Joan Farlinger, President; Elayne Meharg, Vice President; Elen MacMillan, Secretary; Elinor Jordan, Director of Business; Cathie Thornton, Director of Regions.

## **HAAO Student Award**

Three HAAO Student Awards, each for \$1000 may be presented. One of these awards is for a student from a facility with less than 100 beds. There is only one award per hospital. The student must be from a student program of a hospital/facility that is a member of HAAO and must provide proof of attending a post secondary institution in September 2010.

*(Applicant must be proceeding to or continuing in post secondary education or other training).*

The deadline for applications is July 31, 2010 and applications must be posted by that date.

When applications are received, all identification is removed and placed in a blind file until the committee of four selects the winners. The winning students will be contacted mid September and the awards will be presented at the **Awards Breakfast** at convention on Sunday November 7, 2010. Please contact me if you require further information.

Sandy Lundy  
Director of Students

## ADVANCE NOTICE

Hospital Auxiliaries Association of Ontario

**2010**

### **ANNUAL - CENTENNIAL CELEBRATION - CONVENTION**

Monday, November 8<sup>th</sup>, Tuesday, November 9<sup>th</sup> and Wednesday, November 10<sup>th</sup>

At

The Fairmont Royal York  
The Metro Toronto Convention Centre  
InterContinental Toronto Centre

Registration Forms for the Education Grant Application were mailed in June and must be received by or postmarked no later than August 14, 2010 by Margaret Anne Robertson, Treasurer, as well as a copy to your Region Chairman. In completing your application you will need to know the registration fees for your delegates. These are as follows: **Late applications will be declined.**

#### **Adult Full Convention**

Early Bird (postmarked by Oct.1)	\$299.00
Regular (postmarked by Oct.15)	\$330.00
On –Site accepted at Registration Desk	\$400.00
Non-Members	\$425.00

#### **One Day Only**

Early Bird (postmarked by Oct.1)	\$260.00
Regular (postmarked by Oct. 15)	\$285.00
On-Site accepted at Registration Desk	\$340.00
Non-Members	\$355.00

#### **Students Full Convention**

Early Bird (postmarked by Oct.1)	\$205.00
Regular (postmarked by Oct. 15)	\$225.00
On-Site	\$270.00
Non-Members	\$280.00

Hotel Standard Room Rate is \$199.00 plus taxes

#### **MARK YOUR CALENDAR NOW AND PLAN TO ATTEND!**

Your Convention Preview with the full program will arrive in August  
Or contact: Elayne Meharg, President Elect & Convention Chairman  
gmeharg@sympatico.ca

## Around the Province

### **Monkey Business at the Auxiliary Gift Shop**

The Warton Hospital Auxiliary Gift Shop presents "Monkey Business" featuring "The Sock Monkeys." There will be showings Monday through Friday, between the hours of 10 am until 4 pm. These cute little characters are unique toys, made by our volunteers from a pair of socks (work socks with a red heel being the favorite) and have been around since the late 1800's. In the fifties, new toys became popular and the poor sock monkeys were abandoned or forgotten over time. They are making a comeback and have once again become quite popular. Have you noticed them recently in the car commercials? Watch television with your sock monkey, love it "to pieces", strap it to your knapsack, hang it in your office or come up with your own use for it.



### **Campbellford Memorial Hospital Auxiliary**

The auxiliary presented a cheque for \$50,000 to Dr. Sue Chue Lam during the Auxiliary Annual Luncheon to purchase two Vital Signs Monitors that monitor patients in surgery under anesthetic and during the post operative recovery process. The hospital anesthetist, Dr. Glenn Gibson, praised the Auxiliary members for their efforts, stating that they have made a tremendous difference to the quality of health care available in the hospital.

**Cambridge Memorial Hospital Volunteer Association.** Hats off to the Volunteers on the Information Desk. If it takes a village to raise a child, then it takes a city to staff the Information Desk. Since the Association has expanded this service to cover evenings and weekends, it takes 29 volunteers to do the job. What a valuable service this is! In addition to answering the phone, volunteers are busy with the following: visiting lists, giving information of department and service hours, ensuring visitors adhere to infection control rules (asking them to wash hands etc.), keeping room numbers, giving directions, preparing pastoral care, getting an updated list of admissions and discharges, giving information on costs (such as TV and phone rentals), managing visitors for Health Card Renewal, calling porters to transport those that aren't mobile and general way finding.

### **Lakeridge Health Oshawa**

The Hospitality Coordinator writes ... the Focus this month are the Hospitality Volunteers who are located at two information desks: the Main Lobby of LHO and the Durham Regional Cancer Centre/C Wing Lobby. It has been said that Hospitality is the eyes of LHO. We are very pleased to assist the patients, the visitors and the staff with information we have available or to inquire about questions we're not familiar with. The desks are very busy from early morning, with some volunteers starting before 9 AM to assist with patients arriving for procedures, to late in the day (7PM seven days a week) for visitor enquiries regarding directions to the different wings and elevators for visiting patients. The student volunteers and our student champion do a wonderful job completing each weekday from 4-7PM and on the weekends from 10a.m. - 5 p.m. in the main lobby and 3-5PM in the DRCC/C Wing; making it possible for them to earn recognition towards their academic volunteer hours, plus gain extensive experience for their future

## Around the Province . . . (Continued from Page 6)

careers in the surroundings of LHO. The knowledge of our ever changing hospital layout is essential to providing accurate information for inquiring patients and to assist in their mobility getting there.

### Huntsville Hospital Auxiliary

In March 2009 our Auxiliary pledged \$250,000.00 to the Foundation towards the new Digital Mammography Equipment. May 1st 2009 we gave \$50,000 to the Foundation towards our pledge and then in February 2010 another \$50,000 was given. The photo was taken at our March 2010 General Meeting when the Chair of the Foundation Board was present to receive the cheque. Our Treasurer is very hopeful that we will be able to make another donation later this year. The Foundation is very pleased with this pledge and in recognition of our Auxiliary, they erected a large billboard in the hospital parking lot, showing some members of our Auxiliary Executive with the Mammography equipment.



### Volunteer Association of York Central Hospital

There are 84,480 pennies in a mile hence \$844.80 in a mile. Our new total is now \$12,774.35 which is 15.12 miles. I have placed a large plastic bottle at the Information Desk in our main lobby and this is where staff, volunteers and visitors have the opportunity to drop off there extra coins if they so choose. We have been very fortunate in having some folks even drop in bills ranging from \$5 to \$20 which makes me very pleased to see the total rise in larger proportions.

I began the Pennies for Miles drive on Oct. 2, 2003. My hospital means a great deal to me and my husband as it has been a great source of help to our families. My two grandchildren where born there, we have had major surgeries with positive outcomes and yes there has been some sorrow as well, but that is all a part of life.

*"Pennies make Cents" submitted by Virginia Wainman  
Volunteer of 25 years at York Central Hospital in Richmond Hill*



**Welland Hospital Auxiliary** members geared up to welcome over 100 of their closest auxiliary friends from Region 4/5 to the Spring Conference, which was held on April 14th at the Welland Lions Club Hall. Guests were welcomed by President Joan Scott. This year marks the centennial anniversary of the Hospital Auxiliary Association of Ontario and the day began with a fashion show with each participating auxiliary displaying fashion from the era that the auxiliary was formed. Welland Auxiliary was formed in January, 1945 when a group of young

women met and started the Junior Women's Hospital Auxiliary, which in 1960 became the Welland Hospital Auxiliary. The Auxiliary has raised over one million dollars in the 65 years of existence. In the early years small items, such as incubators, scales, baby mattresses blankets were purchased. Later, items such as X-ray equipment, special microscopes, lasers, cardiac monitors and an ultrasound scanner were



## Around the Province . . . (Continued from Page 7)

purchased. The mammography unit was purchased by pledging \$100,000 in 1996/97. In November 2005, the Auxiliary pledged ONE MILLION DOLLARS to be paid over 10 years in increments of \$100,000 per year towards the new kidney dialysis unit. On March 2nd 2010 the 5th payment was made, leaving only 5 more payments.

### Alexandra Marine & General Hospital - Goderich

To celebrate the Millennium a group of AMGH auxiliary members, together with other hospital groups, formed a committee to write about the history of the Hospital & Auxiliary since 1905. The Community was asked to help write stories and share their treasures. One person who shared, Barbara Harrison, told the story of a beautiful piece of etched stained glass, which she had framed and hung on the wall of her home. The small piece of glass was removed from the front door of the Malcolm Colin Cameron house, which was called "the Maples". Barbara's maternal grandmother was a daughter of M.C. Cameron. After the death of M.C. Cameron, his house was purchased by the Hospital Trust for \$500 in 1909. It was remodelled and became the Alexandra Marine & General Hospital in 1924. In 2009, Barbara donated the etched glass window to the AMGH. Elizabeth's Gallery in Goderich produced a plaque to explain the story of the small window. They will be hung in the entrance of the hospital for all to enjoy.



### Lakeridge Health Oshawa

A celebration was held recently hosted by the Maternal Mother/Baby Director to show appreciation to the many knitters of baby hats that are given to our newborns. These hats are always in demand by the over 2300 babies born at Lakeridge Oshawa every year. There was a wide variation in the knitters present; including our oldest at 94 and the youngest at 9 (who is the great granddaughter of one of our volunteers) and proving that knitting is not just for women, there was one male knitter present! Each volunteer was presented with a carnation after being served coffee and cake.

The world is hugged by the faithful arms of volunteers.

*~Terri Guillemets*

Volunteers do not necessarily have the time; they just have the heart.

*~Elizabeth Andrew*

# Around the Province . . . (Continued from Page 8)

Valuable is the work you do  
 Outstanding in how you always come through  
 Loyal, sincere and full of good cheer  
 Untiring in your efforts throughout the year  
 Noticeable are the contributions you make  
 Trustworthy in every project you take  
 Eager to reach your every goal  
 Effective in the way you fulfill your role  
 Ready with a smile like a shining star  
 Special and wonderful - that's what you are!  
*Taken from the Headwaters Health Care Centre  
 Auxiliary Newsletter (Orangeville)*

## Pembroke Regional Hospital Auxiliary

Volunteers get a new look. After a couple of years of discussion and consideration, the decision was made to have a new look for the volunteers. An apron was the option of choice to replace our outdated smocks. Auxilian Harlene Buske volunteered to make the new apron that was introduced at the September meeting. All volunteers working at the Cafe, Gift Shop, the HELPP desk and at the bingo are now sporting our news look.



For more stories visit [HAAO.com](http://HAAO.com) - news and photo gallery.

## Recipe for a Valued Volunteer

- 2 cups of generosity
- 1 cup of strong dependability
- A generous amount of support
- 1 level cup of needed skills
- 3/4 cup of sacrifice
- 2 rounded tablespoons of patience
- 1 1/2 tablespoons of inspiration
- 1 heaping tablespoon of courage
- 1 pinch each of blood, sweat and tears.

Gently fold the ingredients together. Garnish with Giving, Sharing and Teaching. Allow to cure with precious Time and you will be rewarded with a volunteer who Rises to the Occasion.

*Graciously shared by Anne Dyas*

### Why Be a Volunteer

- To learn something about yourself
- To have fun
- Because you are passionate about a cause
- To explore career possibilities
- Make someone else's day
- Feel good about yourself
- Make a difference
- Volunteers make a difference
- Volunteers make life better



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# This and That

## **THE BASIC RULES FOR CLOTHES LINES: (I can hear my mother voice now ...)**

1. Wash the clothes line before hanging any clothes - walk the entire length of each line with a damp cloth around the lines.
2. Hang the clothes in a certain order and always hang "whites" with "whites," and hang them first.
3. Never hang a shirt by the shoulders - always by the tail!. What would the neighbours think?
4. Wash day - Monday! . . . Never hang clothes on the weekend, or Sunday, for Heaven's sake!
5. Hang the sheets and towels on the outside lines so you could hide your "unmentionables" in the middle (perverts & busybodies, y'know!)
6. It didn't matter if it was sub zero weather ... clothes would "freeze-dry."
7. Gather the clothes pins when taking down dry clothes! Pins left on the lines were "tacky!"
8. Line the clothes up so that each item did not need two clothes pins, but shared one of the clothes pins with the next washed item.
9. Clothes off of the line before dinner time, neatly folded in the clothes basket, and ready to be ironed.
10. IRONED?! Well, that's a whole other subject!

### **New Shingles Vaccine – Is It Right for You? ..... What is Shingles?**

As a child, odds are you had chicken pox – a viral infection with acute, but short-lived, side effects caused by the varicella zoster virus. Once chicken pox resolved itself, the symptoms disappeared, but the virus stayed dormant in your system. This virus can come back years later to cause shingles (a.k.a. zona, or herpes zoster) – a severe and painful rash with blisters that is limited to an area on one side of the body; often presenting itself in the form of a stripe.

Shingles is a painful condition which can last for 2 to 4 weeks before resolving itself, but for more than half of shingles sufferers over the age of 60, shingles can progress into post-herpetic neuralgia, which may cause residual nerve pain that may last for months or even years.

### **New Shingles Vaccination**

A new vaccine called Zostavax has been developed which has been shown to reduce the incidence of shingles in individuals over 60 years of age by 51 per cent. Additionally, for those who are vaccinated and develop shingles later on, Zostavax reduces the incidence of severity and long-lasting zoster-associated pain by 73 per cent compared with those who do not get vaccinated.

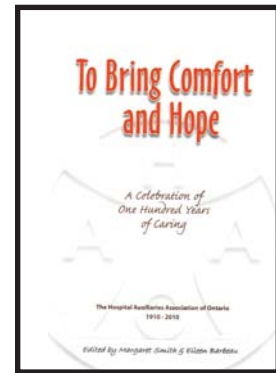
### **Who Should Get the Shingles Vaccine?**

Men and women over 60 years of age who have had chicken pox in the past. Zostavax is not covered by OHIP but may be covered by private insurance. Please talk to your doctor.

# This and That. . . (Continued from Page 10)

and THANKS go to.....

Co-editors Margo Smith and Eileen Barbeau for producing a book to celebrate the 100th Anniversary of HAAO. Many, many hours were spent by them in research, contacting volunteers and collating material. The specific contributions of others are acknowledged by them on page 305 of the book. We want to express gratitude for the expertise of the co-editors and the commitment of many individuals in helping us all celebrate an important milestone in our history. On behalf of HAAO volunteers across the province – **THANK YOU!**



### *What a great idea!*

This book would be a great gift to present to each of your Provincial Life Members in this 100th anniversary year. The cost of the book is \$25 each. Contact Jean Roth at the HAAO Office.



### **6 Inch Round Window Stickers**

*Regular Price \$8.00*

#### **Special Sale**

***\$5.00 or 2 for \$8.95 taxes included***

Let everyone know that you are part of a phenomenal organization by placing it on your window, luggage, or anywhere your imagination will take you.

### **HAAO 1910-2010**

Excellent CD presentation available to each auxiliary/association from your Region Chairman.

## **Editor's Corner**



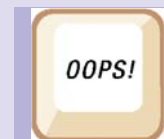
*Check it out.....*

The website of HAAO (haao.com and then headlines) has photographs of how different organizations are celebrating the 100th anniversary. This will be expanded as items and photographs are submitted.

*Check it out.....*

Does your organization have a link? Many do, if you wish to join them please send your URL address to the editor.

*Jill Haskins - Director of Resources*



Apologies to the volunteers for not being mentioned in the Spring Issue of the Volunteer.

**The Auxiliary to Woodstock General Hospital**, celebrating 115th anniversary this year.

Also to the **Volunteer Association Regional Mental Health Care, St. Thomas** as they are celebrating their 55th Anniversary in 2011.

## In Memoriam

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

**Agnes Braun**

Provincial Life Member, 1993  
 Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home, Simcoe

**Jacque Byron**

Provincial Life Member, 2002  
 Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home, Simcoe

**Joan Kizell**

Provincial Life Member, 1995  
 Kingston General Hospital, Kingston

**Mary (Marguerite) Leckie**

Provincial Life Member, 2000  
 Auxiliary to Alexandra Marine and General Hospital, Godrich

**Rita Ward**

Provincial Life Member, 2003  
 Milton District Hospital Auxility, Milton

## Region Conferences Fall 2010

*See the Events section on the Website for current listings*

**www.haao.com**

Check and pass on to	<input type="checkbox"/> _____	<input type="checkbox"/> _____
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# Volunteer

**Copy Deadlines**

Volunteer copy must be received by the Director of Communications by the dates listed below:

- Winter Issue .....Dec 1
- Spring Issue.....Mar 1
- Summer Issue..... June 1
- Fall Issue .....Sept 1

**Joan Farlinger**

HAAO President and OHA Contact  
 11756 Lakeshore Drive  
 Morrisburg, On K0C 1X0

**Jill Haskins, HAAO Director of Resources**

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 Bowmanville, ON L1C 1Z9  
 E-MAIL: [haskinsje@live.com](mailto:haskinsje@live.com)  
 Phone: (905) 697-2817

**Jean Roth, HAAO Administrative Assistant**

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 Toronto, ON M5V 3L1  
 Phone: (416) 205-1407  
 Toll Free: 1-800-598-8002 ext. 1407

**Submissions to HAAO Web Site**

Attention: Jean Roth  
 Fax: 416-205-1596  
 E-mail: [jroth@haao.com](mailto:jroth@haao.com)

## Subscriptions to

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.)

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