



Volunteer

HOSPITAL AUXILIARIES ASSOCIATION OF ONTARIO

Volunteer

From the President's Desk



Joan Babij

Summer is officially ended and while the weather may have been disappointing, I hope you enjoyed some time relaxing with your loved ones. By now we are all gearing up for another busy season of volunteering. I had the pleasure of attending the 95th Anniversary of the Chapleau General Hospital Auxiliary in September. I enjoyed meeting many friends, some new and some colleagues. It is inspiring to learn about the 95 years that our members have volunteered in their hospital supporting both patients and the community.

I will also be attending the Fall Conference of Regions 4 and 5 this month. This is the first joint event of these two Regions. Their members have

agreed to merge building on their strengths to expand and improve support to the enlarged region. The Executive of HAAO has been included in their discussions and has agreed to this organizational change which will be completed when brought to the membership for ratification at the next Annual General Meeting.

The Annual Statistics have been compiled for the year 2008. The highlights are shown below with comparative figures from 2007.

	2008	2007
Total number of Auxiliaries/Associations	157	161
Total adult membership	30,575	30,245
Total student membership	4,937	4,893
Total adult hours of service	2,989,286	3,520,475
Total student hours of service	282,328	329,473
Funds spent educating members	\$512,838	\$433,825
Total Gross Income	\$47,723,134	\$48,330,090

Hospital restructuring has resulted in some mergers of auxiliaries/associations reducing HAAO membership. Recruitment efforts seem to be succeeding when we see increases in the numbers of adult and student volunteers. Unfortunately the hours of service have declined. It is encouraging to see more funds being spent on educating members. Gross income remains relatively stable decreasing

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Please Share This Copy with Your Volunteers

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From the President's Desk . . .

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only 1.2% from last year. Congratulations on another successful year maintaining an excellent level of service in difficult economic times.

HAAO continues to respond to members' suggestions respecting the format and topics for convention. Reality 2009 features longer sessions to allow more time for questions from delegates. There will be two major workshops; one Monday evening and a full day session on Tuesday. Both will deal with subjects geared to recruitment and retention of volunteers to assist us in filling the continuing needs of our facilities. There will also be three orientation sessions to familiarize members with using the web site. We hope every auxiliary/association will send at least one delegate to Reality 2009 and that, if needed, you have applied to the Education Fund to subsidize your delegates.

The annual review of the Strategic Plan was held in September. The objectives set for 2008-2009 which were achieved include more interactive workshops and in-depth presentations at convention in support of auxiliaries/associations. A By-Law amendment has been submitted for ratification at the Annual Meeting to realign our committees to expand resources for the members. Executive participation at the Region level has increased to improve communications between the groups. We also continue to work on some of the suggestions from the 2007 Questionnaire to improve communications through the web site and various publications. The Regional information has been updated and will be distributed shortly. This will necessitate an update of a section in the President's Handbook which will be available on the web site this month.

The web site is being used more widely by members. With this increased acceptance, it is now practical for HAAO to start sending many of its letters and documents electronically. This will provide faster, more efficient communication and allow us to reduce mailing costs significantly. In order for this to work well,

we encourage you to make sure that your email address is correct and to advise our Administrative Assistant, Jean Roth, CPS of any changes that are required.

Have an enjoyable and productive fall season. I hope you will drop in and see me on Monday afternoon, November 16th in the Resource Centre from 3:00 p.m. to 5:00 p.m. at Reality 2009.

Yours in volunteering,

Joan Babij, President

Volunteers, God Bless Them

Many will be shocked to find
When the Day of Judgment nears
That there's a special place in Heaven
Set aside for volunteers.
Furnished with big recliners,
Satin couches and footstools,
Where there are no committee chairmen,
No group leaders or carpools.
No eager team that needs a coach,
No bazaar and no bake sale,
There will be nothing to staple,
Not one thing to fold or mail.
Telephone lists will be outlawed,
But a finger snap will bring
Cool drinks and gourmet dinners
And treats fit for a king.
You ask, "Who'll serve these privileged few
And work for all they're worth?"
Why, all those who reaped the benefits
And not once volunteered on Earth.

Unknown

*(Thanks to Stevenson Memorial Hospital
Auxiliary, Alliston)*



HAAO CONVENTION

Opening Plenary Speaker

We are invited by OHA to attend the presentation of their opening plenary speaker.



"Our Stock in Health Care: How the Media, Global Influences and Your Everyday Lifestyle Affect the Health Care System"

Dr. Sanjay Gupta
CNN, Chief Medical Correspondent

Widely recognized as the Chief Medical Correspondent for CNN and host of the weekend program House Call. Dr. Sanjay Gupta is also an assistant professor of neurosurgery at Emory University School of Medicine and associate chief of the neurosurgery service at Grady Memorial Hospital in Atlanta.

Dr. Gupta will bring his knowledge to HealthAchieve while discussing how the media, global influence and everyday lifestyle affect the health care system.

Commit To Attend

Most of our Concurrent Sessions on Tuesday are based on topics which you have suggested on your evaluation and President's 2007 Questionnaire. On Monday evening there will be a facilitated workshop on **"The Basics of Volunteer Engagement"**. Please indicate to your president if you plan to attend.

In order to continue presenting the high calibre of sessions and speakers that we have had in the past, we need your commitment to attend our November Convention to make it a success.



Around the Regions

At the **Kingston General Hospital Auxiliary** Annual General meeting on June 8, 2009, a cheque was presented to the hospital in the amount of \$767,681.00 which represents the net proceeds of their Auxiliary activities for 2008 - 2009. In addition, the Memorial Fund yielded \$14,000.00 which was used to purchase 2 Hi-Lo beds, and the 2008 Cash Draw donated \$50,000.00 towards equipment purchases. The amount turned over to the hospital this year exceeded \$830,000.00.

On June 24, 2009, the University Hospitals Kingston Foundation named the Kingston General Hospital Auxiliary, Hotel Dieu Hospital Volunteer Association and community donor Larry Gibson as the 2009 recipients of the Davies Award for Philanthropy for their contributions to the area hospitals.

Kemptville District Hospital Auxiliary is celebrating 50 years as an Auxiliary. They are hosting the October Conference for Region 9 with the theme: "Volunteers - Fifty Golden Years". They expect 150 attendees approximately representing 21 healthcare auxiliaries. The most wonderful aspect of this conference is the fact that they will recognize any founding members of the KDH Auxiliary who are still living in their community. Joan Mussell, Eleanor O'Neill and Ethel Moffitt were all young women when they joined the KDH Auxiliary in 1959. Joan and Eleanor still work hard at Hey Day each year. Ethel is no longer able to be active but is kept informed about Auxiliary activities.



Joan Mussell



Eleanor O'Neill



Ethel Moffitt



The **Auxiliary to Joseph Brant Memorial Hospital, Burlington** donated \$310,136 at the Auxiliary's Annual General Meeting on June 2, 2009. The cheque was presented to Chris McGarvey, Executive Director, JBMH Foundation by Jeanne Hay, Auxiliary Chair. This donation will help support the Auxiliary's pledge of \$900,000 for the Emergency Department Patient Management.



Brockville General Hospital Volunteer Association held a garden party to celebrate 120 years of volunteering at the **Brockville General Hospital**. Past Presidents of the Association attended the party which was held on August 19, 2009. Between them, these ladies have almost 160 years of volunteer service to the Brockville General Hospital.

Front Row: Tina Van Bolhuis (1993-1994), Renate Lexmond (1981-1982 & 1995-1996), Dot Brannen (1975-1976)

Back Row: Marg Alexander (1996-1998 & 2005-2007), Gloria Purcell (1998-2000), Maureen Overy (2000-2002), Marla Gilliland (2007-2009)

Huntsville District Memorial Hospital Auxiliary had a Chocolate and Dessert Fantasy that raised more than \$2,000.00. The Cottage Waterfront Grill donated their restaurant, switched tables and chairs around for them, as well as serving tea and coffee. Several resorts and restaurants created fabulous savories and desserts including a hospital-shaped cake topped with a helicopter pad. Merchants and members donated gifts that were sold at a silent auction

Grey Bruce Health Services - Meaford Auxiliary have joined in the landscaping project around their hospital. They were responsible for the Healing Garden and gazebo area gardens. These have been extended to include an area near the ambulance garage and hospital entrance. Materials and labour have been donated by many hospital members and caring citizens. Their aim is to beautify the surroundings and by so doing, demonstrate the pride they take in their hospital.

The Lady Dunn Health Centre Auxiliary, Wawa have been very busy this past year. They are a small community with only a 28 bed facility. This year they decided to have a Charity Hockey Game. Two teams were made up of players from all the Health Service providers within the community. They raised over \$900.00 which was donated to the Auxiliary. It was a great fundraiser for one hour of hockey. All their long term care residents attended the game. It was a wonderful time for everyone and attendance from the community was excellent.

Ross Memorial Hospital Auxiliary, Lindsay are raising money to help purchase Digital Mammography equipment. This equipment will help diagnose people with breast cancer faster, giving them a better chance to survive. The total cost of the equipment is \$600,000.00. The auxiliary has committed to raising half that, \$300,000.00, over a span of 2 1/2 years ending in 2011.

I hope that when my life ends, I would have added a little beauty,
perception and quality for those who follow.

Jacob Lawrence



Volunteer

The HAAO Resource Centre

The HAAO Resource Centre, located in the Niagara Room, Lower Level, InterContinental Toronto Centre, is just a short walk from the session rooms in the hotel and the Convention Centre. This year the opening hours are:

Sunday

2:00 p.m. to 5:00 p.m.

Monday

8:00 a.m. to 8:30 a.m.

11:00 am to 1:15 pm

3:15 pm to 5:00 pm

Tuesday

8:00 am to 4:00 pm

Please note that the HAAO Resource Centre will be closed on Monday morning during the Opening Plenary and again for two hours on Monday afternoon so that members can attend the AGM.

All delegates will receive ballots in the Convention Package to enter the Region Chairmen's Draw and for the gift basket door prizes.

The completed ballot must be deposited in the specified container in the HAAO Resource Centre.

If you are unable to attend the closing Plenary on Wednesday, when the draw is made, please be sure to include the name of your designate on the ballot form.

While you are in the HAAO Resource Centre

SEE ... HAAO products

PURCHASE ... supplies to save postage and handling costs

CHAT ... with others

LOOK ... at displays

BUY... some holiday gifts!

VIEW... website model and newsletter ideas

TAKE HOME... newsletter ideas

We will try to answer your questions and assist you at this time

Elen MacMillan
Director of Communications

H A A O BOUTIQUE

Once again our resourceful members of the Finance and PR Committee have created for your shopping pleasure the HAAO Boutique.

We will be highlighting our supplies of service and recognition pins, student and adult crests, certificates of appreciation, prayer, mission and vision cards etc. Our product line will also be available so that you may purchase the “V” pins and “V” tacs, earrings, lapel pins, ribbon strips, aprons, HAAO charms, bookmark/calendar and stickers.

The committee members were encouraged by the enthusiasm of last years’ delegates to search high and low for additional items of interest. The handbags were a huge success and so this year we have made sure there is a large variety of styles and colours, including tapestry totes and pull-along bags, all available to tempt you to make a purchase. We have increased the quantity of the very popular fashion scarves and have added beautifully designed Pashmenas. A new line of fashion jewelry has been sourced out and we will have necklaces, earrings and brooches for that special purchase. Visit our Stocking Stuffer Table and find one of Ophra’s Favorite Things, “The Balmania” (lip balm), and much more.



This year our delegates will be sporting a fashionable eco-friendly HAAO black tote bag. The Froggy Fundraising Incorporation generously supplied us with facial tissues, sanitizing wipes and eyeglass cleaners as a few of the give-aways in these convention bags.

Look for the coloured balloons at the entrance to Recourse Centre located at the foot of the escalator in the Intercontinental Toronto Centre. Our HAAO Region Chairmen will be in attendance, wearing their aprons, to direct you to the concurrent sessions as well as to the Resource Centre.

The HAAO Convention Volunteers will assist you throughout your visit to our annual event.

STOP..... **L**OOK.... **S**HOP... **V**ISIT.... but most of all have **F**UN.

Elayne Meharg, HAAO Director of Business



Round Table Discussion

Marlin Morrell, a member of the **Region 6 Executive** led a Round Table Discussion re the recruitment of new volunteers. This is a topic that is of concern to all our Auxiliaries. Suggestions were put forth by delegates and they have included them for the use of all our members.

1. Recruitment:

All new Volunteers should have a follow-up visit from a regular Volunteer in an effort to determine if they are happy in the service that they have been given. Regular volunteers take the responsibility of visiting various departments and introduce themselves to the new volunteers to determine if they have any issues. New volunteers need a sense of community in the hospital and do not need to feel isolated in their departments.

Trillium has 25 people who are interested in being a Board member and 150 people interested in volunteering in their new wing. A letter was drawn up and sent to everybody who had applied for a volunteer job but had not been placed. Out of 800 letters, 30 replies were received. Two information sessions were organized - one in the day time and one in the evening - and 25 very enthusiastic people attended. Even though they could not all be Board Members, they were interested in being volunteers.

2. Attract and Retain Volunteers:

Delegates felt that the most effective way of attracting volunteers was by word of mouth.

Telephone each new Volunteer approximately one month after they start to welcome them and make sure that they are happy with the service that they have chosen. Have one of the people presenting the Information Sessions contact the new Volunteers once they are in their new positions. If they have seen the contact person at the Information Session, they will feel more welcome with a contact by a friendly face.

3. Social Events:

- A Victorian Tea
- Bus trips to plays in Stratford
- Social committee which arranges 4 to 5 events a year which are run at a small profit
- Social club that organizes an event every month

4. Communication:

Most delegates felt that they had a good working relationship with their Volunteer Office. It was felt that one of the most important factors is communication between everyone.

5. Reporting Sickness and Death:

Because of confidentiality issues, membership forms in some Auxiliaries were mailed out which included a box to be ticked off which stated "Can this information be shared with the Volunteer Association?" If the box was ticked, this resolved the problem of access to personal information.

One Volunteer Office, when they learn of a volunteer in hospital, places a sign above his/her bed stating "Valuable Volunteer Here."

6. Other Areas:

Many hospitals carry out the procedure for the TB testing of new Volunteers through their Occupational Health Departments.

MINUTES OF MEETINGS: ISSUES AND SUGGESTIONS

Bill Pashby, Borden Ladner Gervais Toronto
416 367 6249 wpashby@blgcanada.com

All associations and charities should record minutes of meetings of directors and members. Some helpful hints are provided. They are not rules, but rather flexible guidelines that can help the secretary of any meeting record clear and accurate minutes. Minutes should reflect the proceedings of a meeting and are considered to be the official record of the meeting. Under the CANADA CORPORATIONS ACT, federal not-for-profit organizations and charities are required to prepare and maintain minutes of all proceedings at meetings of directors, committees of directors and members. The ONTARIO CORPORATIONS ACT contains similar requirements.

Normally, an organization's secretary is responsible for preparing the minutes. They can clarify future misunderstandings, act as a reference for decisions and provide a written record for evidentiary purposes.

For critical matters, such as evaluating key employees, potential serious lawsuits, possible mergers or wind-up situations, "in camera" meetings may be helpful.

FORM AND CONTENT:

Minutes should state the organization's name and describe the type of meeting. They should include the following basic items:

- Date, time and place of meeting
- Names of chairperson and secretary
- Names of persons present
- All rulings made by the chair and result of any objections raised
- All motions properly moved, seconded and passed or defeated
- Name of main speakers during a discussion
- Results of all votes taken
- List of all important documents presented
- Summary of important and relevant issues raised during the debate of motions
- Important commitments made by staff or other persons present at the meeting
- Motion to terminate
- Signatures of the meeting chair and secretary.

HELPFUL HINTS:

- Minutes should be objective. Personal comments and expressions of opinions are avoided.
- Minutes should record essential points raised at the meeting. Minutes should be worded in a manner that puts the decisions taken in context.
- Events at the meeting should be recorded in the past tense.
- Secretary should not hesitate to ask questions on the meaning of motions, comments or proposals.
- It is not necessary to record the names of people making or seconding motions.
- A change in the agenda during the meeting is something that should be reflected in the minutes.
- The minutes should indicate if a person is absent when the meeting begins, but appears later on or, alternately, leaves the meeting in the middle of it. If a person leaves the meeting and a vote is taken, the quorum may be nullified.



Minutes of Meetings: Issues and Suggestions.....

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- Copies of the minutes should be circulated to all persons who attended the meeting with the agenda for the following meeting.
- While there is no legal objection to review minutes of a previous meeting, it is a good idea to add this item to the agenda of the next regular meeting.

SET A STYLE AND FOLLOW IT:

Business requirements regarding minute keeping have been set out above. Each organization will have its own style for keeping minutes. The same style should be used in all minutes of the organization.

Article condensed from original 'Not-For-Profit Law Update, Fall 2008'
by E. MacMillan, Director of Communication

CANADIAN HOSPITAL HISTORIES

The Osler Library of the History of Medicine at McGill University in Montreal is Canada's largest and most comprehensive library in the history of the health sciences, and one of the largest libraries of this kind in the world. The Osler contains both rare books in the history of the health sciences as well as a large collection of more modern histories. One of its areas of specialization is Canadian medical history and over the past few years the library has been actively trying to increase its already extensive holdings in this area.

Within its Canadiana collections, the Osler has by far the largest collection of published histories of Canadian Hospitals and Schools of Nursing. Though they already own many books in this area they are still trying to locate copies of quite a few that they know about and, more importantly, are trying to find out about those they have not yet heard of!

David Crawford, an Emeritus Librarian at McGill, has prepared an outline bibliography that lists all the histories that they know about and identifies those that are already in their collection. The listing is at: <http://internatlibs.mcgill.ca/hospitals-histories.htm>

It would be greatly appreciated if members of the Hospital Auxiliaries Association of Ontario would look at this online list (it is arranged by Province and City) and if you know of a history that they do not mention, then David would really like to know about it so that it can be added to this bibliography. David can be reached at david.crawford@mcgill.ca or by mail at the Osler Library of the History of Medicine, McGill University, 3655 Promenade Sir-William-Osler, Montreal, QC, H3G 1Y6.

If you see a book listed in the bibliography but which is not identified as being held at McGill, then they would be very pleased to hear from anyone who can supply a copy - as a gift or as a purchase.

(Thank you to Margo Smith, HAAO Historian for directing this information to me. Elen MacMillan)

EXTRA NEWSLETTERS

Please bring any extra copies of your newsletters that you may have to share with other Auxiliaries and Associations. Interest was shown in the book of newsletters that I had last year. We decided to have the extra copies available if possible for others to take home. The book of newsletters will still be available.

Many Auxiliaries are publishing articles on the Confidentiality Agreement. Often hospital staff, volunteers and student volunteers are required to reaffirm their commitment to maintaining confidentiality. They are asked to read and sign these agreements.

Stevenson Memorial Hospital Auxiliary, Alliston have a Christmas in October Bazaar. They include jams, jellies and pickles; loonie bags and jewellery; crafts and knitting; attic treasures; books, videos and DVDs; shortbread; baked goods; lunch room; china table; vegetables; dolls and toys.

The **Riverside Campus Auxiliary, The Ottawa Hospital** have organized a Gal Pal Social Outing. They had lunch dates throughout the summer on the last Tuesday of the month. They will continue into the Fall. They have an open invitation to any Auxilian who enjoys fellowship plus a possibly new dining experience as different restaurants are chosen each month. A notice is put on the bulletin board in the auxiliary lounge indicating the where's and when's of the lunches. A contact person arranges the lunches and makes reservations.

The **St. Catherines General Hospital Auxiliary** newsletter contained an article on the safest way to kill germs. They gave the pluses and negatives of each solution.

1. Plain soap and warm water - scrub for 30 seconds but you have to be near soap, warm water and a drying source.

2. Alcohol-based sanitizer - formulas containing 62% ethyl alcohol are ideal but they don't work if there is visible soil on the hands. They also have to be kept away from children.

3. Non-alcoholic sanitizer - formulas containing benzalkonium chloride or BAC are favoured around children because of the lack of alcohol but BAC has been associated with antibiotic resistance.

Always keep this little ditty in mind when washing your hands: Wash, wash, wash your hands gently in the stream, merrily, merrily, merrily, merrily then you will be clean. Another one to sing is Happy birthday twice. Then you know that you have washed long enough.

The **Volunteer Association to Norfolk General Hospital and Norfolk Hospital Nursing Home, Simcoe** have a Coffee and Crumbs kiosk. As volunteers in the kiosk, they must multitask: taking cash, making coffee, tidying and replenishing stock. But the most important part of their jobs is to be a GOOD LISTENER. They are the persons who have time to listen. Visitors to their kiosk always appreciate friendly smiles and gentle listening ears. We all have to remind ourselves of the stress that our customers are under when they come to us. Volunteers are a special breed and deserve recognition for all their hard work.

The **Auxiliary of the Prince Edward County Memorial Hospital, Picton** will host THE FESTIVAL OF TREES (for silent auction) at The Crystal Palace & Community Centre, Picton, November 27, 28 & 29. Free admission. Proceeds go to The Auxiliary to support the hospital.



In Memoriam

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

Barbara McConnachie

Provincial Life Member, 2006
Volunteer Services to The Toronto East General Hospital Inc., Toronto

Barbara Welsh

Provincial Life Member, 1992
Cambridge Memorial Hospital, Cambridge

Doris Cook

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

Edith Dawdy

Provincial Life Member, 1998
St. Thomas-Elgin General Hospital Auxiliary, St. Thomas

Eleanor Miller

Provincial Life Member, 1988
Joseph Brant Hospital Auxiliary, Burlington

Ruth Skinner

Provincial Life Member, 1998
South Huron Hospital Auxiliary, Exeter

JUST REMEMBER

We will not be remembered by our words,
But by our kind deeds.
Life is not measured
By the breaths we take,
But by the moments
That take our breath.

Just remember
It's not what you gather,
But what you scatter
That tells what kind
Of life you have led.
Unknown

Check and pass on to

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

Copy Deadlines

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

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

Joan Babij

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Subscriptions to

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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