

# Auxiliary News

Winter 2013

## "Author! Author!"



Not quite as many tickets were sold as we would have liked but the 80 or so people at the fundraiser offered to us by Furby House Books thoroughly enjoyed themselves and pronounced the evening a big success.

It was at the Cameco Capitol Arts Centre in Port Hope on Wednesday October 3rd, 2012 and featured three Random House authors: Linden MacIntyre - "Why Men Lie", Emily Schultz - "The Blondes" and Shauna Singh Baldwin - "The Selector of Souls". All three are renowned authors and their latest books have been critically acclaimed.

The evening started with a light supper and a few beverages and then we proceeded upstairs to the A.K. & Bob Sculthorpe Studio Theatre where the authors read from their books. The evening's MC was Jonathan Bennett. Jonathan is the author of five books, two collections of poetry and a collection of short stories. After their reading the authors took questions and at the end of the readings we went back to the Cameco Room for a few more beverages and a meet and greet with the authors who were more than happy to sign copies of their books.

Tickets were \$60 and included a tax receipt for \$30, the supper, a glass of wine and a signed copy of the book of the ticket holder's choice. Thanks to the generosity of Furby House Books net proceeds went to the NHH Auxiliary.



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# President's Report ...



belated Happy New Year to all, hoping you had an enjoyable Christmas and have not been victim to the flu, pneumonia or any other myriad of nasty germs that are going around. At our last board meeting we had Denise Kearsy from the Infection prevention arm of the hospital put us through handwashing and then looking at what bacteria we missed under the ultraviolet light; groans of disgust and amazement all around! Her message is that of public health departments and hospitals across the country: get a flu shot and wash your hands often and thoroughly.

Since our last newsletter, we have had a new fundraising event, 'Author! Author!', which, while not a financial success, was a very enjoyable evening with three authors who were delightfully engaging, informative and funny. We are hopeful that we will have the same event again this year but we shall see. Still in the vein of fundraising, Petticoat Lane continues to excel at sales, holding special events that are well advertised and well patronized so thank you again for all your hard work and creativity. The Little Treasure Shop had a great Christmas Sale and continues to explore new and innovative ways to market its wares.

Operationally, we have our challenges. Our Vice President, Kathy O'Malley Hamilton resigned as of the end of October and she will be missed. As with every volunteer in the hospital, family comes first and Kathy needed to re-balance the demands on her time. She plans to stay a volunteer at the hospital and is reflecting on where she will give of her time. Fortunately, Patricia Fenner has agreed to fill in that gap and as well be Acting President while I am away in February and part of March, so all is in very good hands. The Strategic Planning Committee is factoring this vacancy as well as other factors in determining what our capacity to maintain current areas of service really is, and more on this is in Patricia Fenner's report. What is important to think about, at least from my perspective, is that we are at a bit of a crossroads in terms of how we recruit and retain volunteers to both work in the hospital and help with fundraising. We're not alone of course in this dilemma, but we are where we are and will be looking to the membership for your thoughtful input as to where we go from here.

The opportunity that this position allows me, in participating in the Quality and Safety Committee of the hospital, as well as an ex-officio member of the NHH Board is truly valuable. It gives me, and therefore you in board reports, a more breadth and depth understanding of the colossal financial and operational challenges faced by hospitals in Ontario today; they are at a crossroad as well.

The Polar Bear Dip is coming up on February 16th, so get your swimsuit aired and check with your doctor about your heart health! I will take the plunge myself this year, albeit in the Gulf of Mexico, but I'll be thinking of you of course. Go Kevin!

A privilege to be part of this organization and to see, every single day, the difference all of us make in the lives of visitors and patients at NHH.

**Gayle Metson**  
President, NHH





# Managing Expectations: Strategic Planning in 2013

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## **Where we've been:**

The latter part of 2012 saw the completion of a volunteer audit aimed at assessing the current condition in our existing service areas and the gaps therein. Coordinators were extremely helpful in outlining the staff expectation of volunteers, the degree to which those expectations were being met and the number of volunteers that would be needed to fully serve the area. Several of the areas seem to be in good shape, several need more volunteers to reach good shape and some few are far from the ideal ratio.

Having done that, it would be lovely if we could click our red shoes and produce the needed volunteers to fill the gaps. However lovely the concept, we know from experience that it doesn't work that way.

## **Where we are:**

We know that our current active volunteer numbers are down for a variety of reasons. Whereas once we quoted 600 as the number in service, I personally have difficulty believing that we ever had that many members alive and in service at the same time. We know this because our HR volunteers have spent countless hours bringing our records up to date, differentiating active and associate members and arriving at a more accurate accounting. At year's end, we had 286 Active Members, 62 Associate members, 9 Life Active Members and 12 Life Associate Members. If you consider that many of these active members are serving in several areas, you will be able to sense the seriousness of the gap.

## **Where we are going:**

We have two possible avenues, not necessarily mutually exclusive:

Avenue One, which we intend to pursue, would be a targeted recruiting campaign, seeking volunteers with particular skills and interests to serve in specific areas and to assume, in time, leadership roles. (An example would be looking for volunteers with fundraising skills to assist us in maintaining our contribution to NHH. The volunteer gurus say that most people seeking volunteer opportunities are interested in this kind of service, rather than the every-two-week schedule on which many of our services run.)

Avenue Two, which will be more challenging, will be to engage NHH senior management in a process of recasting the Auxiliary structure to meet our mutual needs. This will include such previously taboo subjects as perhaps a paid volunteer management position – parameters to be determined - or removing service areas that have little appeal for today's volunteer.

Don't run for the hills. No decisions have been made. We are at the beginning of the process, but time is of the essence. Ideally we would like to have some scenarios to bring to our AGM in May 2013.

Your creative thoughts would be most welcome.

**Patricia Fenner**

# "Author! Author!"





# "Author! Author!"



# Bowling For Bucks

Skill and fun should not be mixed up in any kind of serious way, because otherwise we wouldn't have so many laughs at 'Bowling for Bucks'! Organized by Connie and Donna, this event is meant to be an opportunity for Auxiliary volunteers to spend some social time together doing something fun and raising money for the hospital at the same time. Pledges are sought by Auxiliary volunteers in support of their scoring prowess on a Saturday morning.

This year our revenue was down, at just below \$2,000.00, but we learned some important things about getting pledge support up for the 2013 event. Timing and timing. It was pointed out that many of our bowlers also belong to other bowling and league activities which start up in October. Auxiliary members get generous support from their league colleagues when they meet but a lot harder to do when the season is in full force! So our event this year will go back to March, on the 23rd at 1:00 pm, and hopefully we will restore the generosity of support by league members for our volunteers. It is great fun and many laughs so put it on your calendar and come out for a few hours; after all, you've got a team to balance out your score!



# Volunteer Recruitment

We are always looking for new volunteers as new opportunities are presented or current members retire from the Auxiliary. Perhaps you know someone – a friend or a neighbor - who would like to join us. Or perhaps you would like to volunteer in an additional area.

We are also going to be actively recruiting on March 19th and 20th. We will be manning the kiosk on the first floor at the hospital from 10:00 a.m. to 3:00 p.m. both days, providing information and talking to all potential volunteers. Please come and visit us and bring your friends and neighbors.

**Sandy Ducharme**  
Director of Volunteers



## Membership Renewal



It's that time of year again!

The deadline for your Auxiliary membership renewal was January 31, 2013 (regardless of when you renewed last year). We ask that if you have not done so already, please submit your membership fee of \$5 as soon as possible.

The Auxiliary values your participation and membership and understands how valuable its volunteers are to its operation. Being an up-to-date, fee-paying member assures you of liability coverage should any accident or mishap befall you while you are acting as an Auxiliary member - at the hospital, at Petticoat Lane or any official Auxiliary function or event.

If you are an Associate member, meaning you have no active service area assignment, and do not renew, then your membership will be archived effective February 15, 2013.

You may pay your membership at the Little Treasure Shop in the hospital, Petticoat Lane or by mail it to:

**The NHH Auxiliary Membership  
Northumberland Hills Hospital  
1000 DePalma Drive  
Cobourg, ON K9A 5W6**

Thank you for your continued service and all the best for 2013.

**Brenda Worsnop  
HR Membership Information Coordinator**

# Coming Events

February 16th	Polar Dip
March 23rd	Bowling for Bucks
May 11th	Spring Fever
May 28th	AGM



**Save the date! Polar Dip!**  
**February 16th**



## A New Opportunity

We are looking for an assistant to work with the Human Resources Coordinator: Volunteer Intake and Placement. This person is the first contact most applicants have with the Auxiliary. You will make contact with new potential volunteer applicants and arrange an interview, help the Coordinator conduct the interview and help follow-up on the required paperwork. During the interview you will ensure the Confidentiality Agreement is signed, membership and tabard fees are collected, a photo ID is arranged, a hospital tour is conducted and a suitable placement area is identified.

As we continue to look for new ways to recruit it is important that we have an additional person to help with the interviewing and record keeping associated with bringing on new volunteers. If you are interested please contact me at [sducharme17@cogeco.ca](mailto:sducharme17@cogeco.ca) or leave a note in my mailbox in the Auxiliary office.

**Sandy Ducharme**



Thank  
You