

Auxiliary News

Autumn 2017

NHHA AGM



Another very successful and enjoyable Auxiliary AGM was held on May 30, 2017 in the Education Centre of the Northumberland Hills Hospital. NHH CEO Linda Davis brought greetings from the hospital, and thanked all the volunteers for their hard work and for the very positive affect it has on the visitors, patients and staff. The hospital board chair, Jack Russell also brought greetings on behalf of the board, as did the Foundation Board Chair.

Our Director of Finance, Brian Driscoll did a presentation on our finances, which are in excellent shape, and he and Pat presented a cheque for \$150,000 to Linda Davis.

Past President Gayle Metson chaired the Nominating Committee and presented the slate of board members and Coordinators to the membership. This year, we are fortunate to have all of the board positions filled (it has been a while!) and welcomed new board members Marilyn Chapin and Brenda Worsnop.

Outgoing Director of Volunteers Linda Smith and her amazing team presented Volunteer Service Award pins to 47 people, including two 40-year pins to Marg Chapman and Marlene Stothart. Quite the pair you two!

Our guest speaker was Trish Baird, Executive Director of Community Care Northumberland. Trish outlined the services that CCN offers through its offices in Port Hope, Cobourg, Colborne, Brighton, Campbellford and Hastings. Services range from Meals on Wheels to Transportation to Friendly Visiting to Diners' Clubs to Hospice Palliative Care Services, among others. Community Care Northumberland has over 600 volunteers. It was a terrific and very informative presentation.

The Bistro once again provided delicious food following the termination of the meeting and members spent time visiting and catching up with each other.

All in all a very successful AGM!

INDEX

NHHA AGMpg 1

President's Reportpg 2

HAAO Conference Needs YOU! pg 3

Auxiliary Scholarship in Memory Dixie Mikel \$1250pg 6

New Position in the Auxiliary ...pg 6

Membership Fees 2018pg 7

Coming Eventspg 8

New Websitepg 8

Presidents & Directors

Pat Page Hoisak
President

Marg Hilborn
Vice President

Gayle Metson
Past President

Brian Driscoll
Director of Finance

Marilyn Chapin
Director of Ambulatory Care

Amy Penny
Director of Inpatient &
Patient Support Services

Brenda Worsnop
Director of Volunteers

Selena Forsyth
Director PR & Communications

Coordinators & Treasurers

Judy Bournier

Patti Daigle

Sally Duncan

Dianne Zweerink

Dale Hodge

Elaine West

Linda Sedgwick-Girard

Marg Godawa

Yvonne Green

Bonnie Greer

Dorothy Lowe

Carol Johns

Catherine Jolie

Virginia Mitchell

Virginia Tetz

Mary Park

Lorrie Phipps

Joan Zylka

Carmel Murphy

Gayle Metson

Diana Joynt

Kris Rennie

Maria Widdifield

Linda Smith

Lois Hodgens

Marilyn Chapin

Carol Young

Paul Raven

Heather Milroy

President's Report



This past year 2016-2017 has been a time of change and progress within the NHH Auxiliary. Northumberland Hills Hospital has implemented a Hospital Improvement Plan, which focused on ways to save costs without reducing services. It now begins to roll out a new Strategic Plan for the next 4 years. We Volunteers will have a role to play in the implementation of that Plan and we look forward to hearing how we might be asked to help in the stated goal of improving our patients' hospital experience.

Within our Auxiliary, we reviewed our Constitution, which had not been updated for a few years, and approved a proposal to hold fewer Board meetings. Since many of our Directors have served more than the required two year term in office, one of our concerns was a need for succession planning because we had no one offering to take on these positions. We used an electronic survey of our members to find out who among you would consider serving in a position of added responsibility. We were thrilled by the many responses and we now have Marg Hilborn as our Vice President and Marilyn Chapin as our new Director of Ambulatory Care. We welcome them to their new positions.

Our former Director of Human Resources, Linda Smith, chaired a committee that spent many months developing a handy volunteer booklet with all the information that each volunteer is expected to know about their duties and hospital policies. It covers topics from Code of Conduct through to Service Areas. New binders were placed in each service areas and they, too, hold all the contact information, emergency codes, schedules, and important bulletins. Our HR has also scheduled workshops to review the Binder information and workshops on current Emergency procedures to ensure that our membership is up to date with current policies.

On May 3, 2018, Northumberland Hills Auxiliary will host the annual HAAO Spring Conference. More than a 100 Volunteers from the Central East Region of Ontario will be our guests and learn about our hospital, our work here, and view our beautiful scenery. We are hoping that many of you will volunteer to help make this a memorable event and join the committees we shall soon be organizing to arrange for speakers, table decorations, Silent Auction gifts, Conference gift bags, etc. Please let your Coordinator or Director know if you would be willing to work on a committee.

My thanks to all of you for the hours you give to our hospital, for the welcoming smiles and helping hands. Even your smallest gestures take some of the worry out of a hospital visit and your kindness is much appreciated. Your gifts of time and energy save our province millions of dollars - but each one of you is priceless!

Pat Page Hoisak

President, NHH Auxiliary.

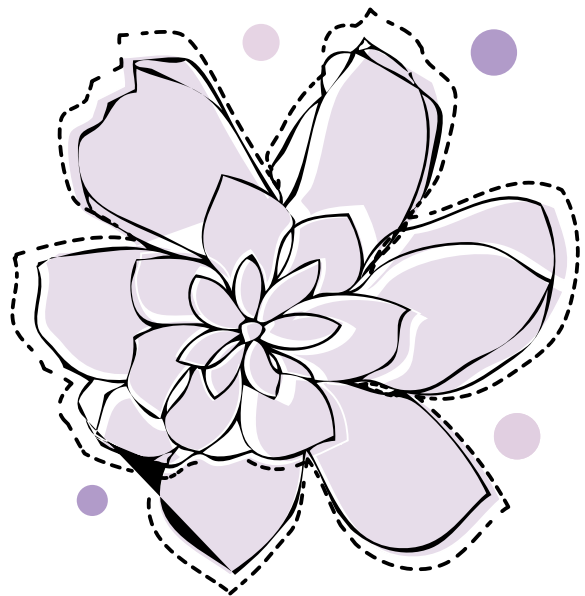
HAAO Spring Conference Needs YOU!

On May 3, 2018 the NHH Auxiliary will be hosting the HAAO Central East Region Spring Conference – for 115 people representing the 10 hospital Auxiliaries in this region. Our Auxiliary is a member of HAAO, the conferences are hosted on a rotation basis, and now is our time to shine. It coincides with the 95th anniversary of our Auxiliary so we have some pretty exciting ideas about how to weave that into our theme.

So far, we have booked Dalewood for the day, but the rest of the planning, although underway, is not finalized; our Auxiliary pays for the breakfast, and the CE Region pays for the lunch.

We need volunteers to take leadership of the various aspects of putting this event on, and will need volunteers on that day to be part of hosting. We will communicate more on this very soon, but please give some thought to helping with this and perhaps passing on the request to your service areas – we can't make this a fantastic event without your help!

Gayle Metson
Spring Conference Chair







New Position in the Auxiliary

AThe Auxiliary Executive recently created a new position within the organization: Manager, Business Services. Carol Young has been appointed to this position. Carol is no stranger to the Auxiliary having been a volunteer a few years ago. Carol comes back to us with a wealth of knowledge and business experience. She will be very valuable in supporting the coordinators in the various business units within the Auxiliary: Petticoat Lane, Little Treasure Shop, HELPP Lottery, Crafters, Vending Machines and Bridge Marathon.

Carol will report directly to Vice President, Marg Hilborn. Her main function will be to support the coordinators in the above service areas with business planning, business activities and record keeping.

Please join us in welcoming Carol back to the Auxiliary in this very important role.

Brenda Worsnop
Director, Volunteers

Auxiliary Scholarship in memory of Dixie Mikel \$1250.

NHH Auxiliary Scholarship in memory of Dixie Mikel will be awarded this year to student volunteers who have volunteered regularly at NHH and have a minimum of 75 volunteering hours. Candidates need to be accepted and registered in an accredited college or university and intending to work in the field of health care.

Cut off date for applications is October 13, 2017.

Potential candidates can access information and application on the Northumberland Hills Hospital Website: <https://nhh.ca/Volunteers/StudentVolunteers>

Marg Godawa
HR Coordinator, Student Volunteers

Membership Fees - 2018

A Friendly Reminder To all Volunteers

Yes, it's that time of year **Membership Fees for 2018** now due. Please submit your fees between now and the deadline date **JANUARY 31, 2018**.

ATTENTION SNOWBIRDS: It would be greatly appreciated if you would please submit your membership fees for 2018 before you leave and complete a Status Change Form stating the date leaving and returning. You can obtain this form from your Coordinator or find one in relevant slot in Auxiliary Office.

Membership fees may be dropped off at the Little Treasure Shop (LTS) at the hospital. Print your name clearly on the envelope and indicate it is your renewal for 2018, insert your \$5.00 membership fee and sign the record book in LTS to ensure safety of your renewal.

REMEMBER: 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 in any official Auxiliary capacity or event, or at Petticoat Lane. Please note you will not be scheduled for a shift if membership has not been paid.

Thank you - your cooperation is appreciated
Carmel Murphy, HR Coordinator – Membership Information

Coming Events

Board meetings:
2017

September 18th

October 16th

November 20th

2018 Board Meeting dates TBA

HAAO SPRING CONFERENCE

May 3rd, hosted by NHH Auxiliary, to be held at Dalewood.

New Website

Northumberland Hills Hospital has a brand new website. We are still in the process of updating our pages so bear with us. Check it out: new look, great pictures and much more user friendly.

www.nhh.ca

The screenshot shows the Northumberland Hills Hospital website homepage. At the top, there is a header with the hospital logo, contact information (Local: 905-372-6811, Email: info@nhh.ca, 1000 DePalma Dr. Cobourg ON), and links for Emergency Services and Customizing Font and Colours. A search bar is also present. Below the header is a navigation menu with links for NEWS & MEDIA, QUALITY & SAFETY, and ACCOUNTABILITY. The main content area features a large image of the hospital building with the text "NORTHUMBERLAND HILLS HOSPITAL" overlaid. Below the image are three call-to-action buttons: "MAKE A DONATION" (Donate to our Foundation now), "SEND BEST WISHES" (Can't visit? No problem! Email your get well wish.), and "PAY A BILL ONLINE" (Have a bill to pay? Pay it the easy way!). The footer section is titled "WELCOME TO NORTHUMBERLAND HILLS HOSPITAL" and contains text about the hospital's location and services, as well as sections for "OUR SHARED PURPOSE" (Exceptional patient care. Every time.) and "OUR CORE VALUES" (Integrity, Quality, Respect, Teamwork, Compassion).