

August 2022



A message from our President Mirella Quattrin

Greetings Everyone!

I hope that you are enjoying the beautiful warm sunny days of this summer with your families and friends. With life returning to somewhat normal after COVID, I know that many of you have returned to your volunteering service at the hospital. Not only are the patients and staff happy to see you, but I know that for most volunteers, you are happy to be back and helping wherever you can. Your dedication does not go unnoticed.

Our AGM was held in the Auditorium on June 22. Although attendance was low, only 47 people, we enjoyed seeing each other and socializing after more than 2 years. We also enjoyed a delicious lunch, desserts and beverages. Thank you to Louisa and her team for making this an enjoyable event.

Barb Collins installed our new Association Board for 2022-2023. Welcome to our **new Board Members Wendy Kaltiainen and Karen McNamara-Mucha**. The Association Board is incredibly happy to have **Rita Sanford**, who stepped down from the Executive Treasurer position, to stay on the Board in the significant role of **Advisor to the Executive Board**. **Thank you to Lorraine Cavion**, who is leaving the Board, for her past dedication to the Association.

At the AGM, we proudly presented the hospital with a cheque for **\$75,500.00** which **completed our Pledge for 2021-2022. Our Pledge for the year 2022-2023 is for a total of \$400,000.00** and it is intended for the purchase of the following Capital Equipment: **1) CO₂ Laser for the Women's Health Centre, 2) Capital Bariatric Pooled Equipment, 3) Minor Equipment for the Bariatric Clinic, 4) 20 Regular Wheelchairs**. We were also able to **present the hospital with a cheque for \$125,000.00** towards this year's pledge leaving us with an outstanding balance of \$275,000.00.

Congratulations to our Scholarship recipients:(staff children) Brandon DaCosta and Alina Lakhan and our student volunteers, Kanika Tibirwal and Ashron Dugan.

On September 26, 27 & 28, we are having our 3 Day Shoe Sale event. Not only is this event one of our most successful fundraisers of the year, but we also get great shoes, at great prices as well!

If you are ever visiting the hospital, make sure to visit our Tim Hortons and enjoy one of their summer beverages. Also, stop by our Gift Shop which is full of great merchandise and don't forget to ask for your volunteer discount.

Hope to see you soon.

The purpose of life is not to be happy – but to matter, to be productive, to be useful, to have it make some difference that you have lived at all. (Leo Rosten)

Coming Events

Giant 3-day Shoe Sale

Monday September 26, Tuesday September 27 7:00 am to 6:00 pm
Wednesday September 28 7:00 am to noon
Auditorium

Hallowe'en Photo Booth and staff Pumkin Carving Contest

Monday October 31
Main Street

Holiday Bazaar

Wednesday, November 16
Portals of Care
Please bring your donations of crafts, gift ware, knitted articles, vintage jewellery, and Christmas items to Volunteer Services or the Gift Shop.

At the beginning of each HRH Volunteer Association Board meeting, the Volunteer Mission Statement is read:

The Humber River Hospital Volunteer Association encourages community partnership with the Hospital

- 1. By providing care and comfort to patients and their families.**
- 2. By raising funds to be used for the betterment of the Hospital.**

Volunteers



Kanika



Ashton

Scholarship Winners

The Volunteer Association presents two scholarships to grade 12 student volunteers who have served for at least 100 hours during the last year. We also offer two scholarships to grade 12 students who are children of HRH staff members. Interviews via Zoom were held in May. The students were recognized at the AGM in June.

The members of the selection committee included four current volunteers (Lorraine Cavion, Marianne Iozzo, Doreen Bocking, and Pauline Kishimoto), one previous volunteer scholarship winner (Logan Xerri), and two HRH staff members, Rakesh Shukla and Felicia Berardi.

Kanika Tibriwal is a volunteer in the Gift Shop. She has been actively involved with the DECA Program in her school, is a soccer coach, and plays the piano. During the COVID lockdown, she designed a computer program to match people with dogs looking for homes. She will be attending McMaster University in the Management and Organizational Studies Program. Ashton Dugal volunteers on the Information Desk. He was school council president and founded an IPO called Students Overseas Foundation Canada where the group sends backpacks to Uganda. He will be attending McMaster and studying neurology. Brandon DaCosta will be attending York University concentrating his studies on cybersecurity. He was recently a member of a school team that placed second in a national contest called "Ryerson Canhack". Alina Lakhan has been a leader in her school and recently worked on producing content for her school TV network during Black History Month. She will study nursing at the Ontario Biotech University.

Staff Children

No picture

Brandon



Alina

Meet the Volunteer Association Board Members for 2022-2023

EXECUTIVE BOARD

President: **Mirella Quattrin** has been a volunteer since 2006, mostly in the Emergency Department. During COVID, she volunteered in the Endoscopy Clinic.

Past President: **Pauline Kishimoto** has been a volunteer for 18 years. Assignments include the chemo clinic (for 10 years), the fracture clinic (1 year), and she currently volunteers in the Gift Shop.

Executive Vice President: vacant

Vice President: **Doreen Bocking** has been a volunteer for about 41 years on and off including times when she was a student and a nurse at HRH. She currently volunteers in PACU and volunteered for 7 months in the COVID vaccine clinic.

Executive Secretary: **Jane Mueller** has been a volunteer for 4 years. When volunteering in the Emergency Department was shut down, she volunteered in the Endoscopy Clinic and at the Information Desk.

Executive Treasurer: **Marianne Iozzo** has been a volunteer for 26 years, all in the Gift Shop.

Members-at-Large:

Fidel DiCaro has been a volunteer for 8 years and is a Way Finder at the South Information Desk.

Liz Pedzinski has been a volunteer for 6 years. She currently volunteers at the Information Desk.

Wendy Kaltainen has been a volunteer at the Information Desk for 2 years.

Karen McNamara-Mucha has been a volunteer for about 2 years. She volunteered in the Dialysis unit pre-COVID and is currently at the Information Desk.

COMMITTEES

Constitution and By-Laws: **Erane Bocking** has been a volunteer for 54 years and is happy to be back in the Emergency Department now that this service has opened after being suspended for 2 years because of COVID. Erane is also a very dedicated fundraiser and has raised thousands of dollars for the Association over the years.

Fundraising: **Patricia Sawchuk** has been a volunteer for 10 years, all in the Gift Shop.

Membership: **Joyce Conway** has been a volunteer for 26 years. Her service area has been in the Emergency Department.

Nominating: to be appointed

Gift Shop Liaison: **Pauline Kishimoto**

Public Relations: **Pauline Kishimoto** is the writer and editor of the Mainstream.

Advisor to the Executive Board: **Rita Sanford** has been a volunteer for 30 years. Until she retired from her position as Executive Treasurer in June, Rita spent hours every week processing all bills from the Gift Shop and Tim Hortons.

Volunteer Association AGM 2022

The 24th Volunteer Association Annual General Meeting was held in the Auditorium on Wednesday, June 22 at 9:30 am. COVID precautions were taken and the tables were well spaced out. Mirella Quattrin presided at the meeting. Barb Collins, HRH President and CEO, and Mike Heenan, HRH Executive V.P. and Chief of People Strategy, presented greetings and an update on the current status of HRH. Volunteer Services recognized 18 volunteers with long service awards. The new Volunteer Association board members for 2022-2023 were then voted in and installed by Barb Collins. Mirella Quattrin presented the hospital with a cheque for \$75,500, the final instalment of the pledge we made in 2021-2022. The Board has pledged \$400,000 to purchase equipment for this next year and presented the hospital with the first instalment of \$125,000. A box lunch was provided at the end of the meeting. Thank you to HRH for sponsoring the luncheon and to Louisa Ceci for organizing the event. It was nice to gather together again, even with the COVID restrictions.



Board members 2022
being sworn in by
Barb Collins

Barb Collins, Mary Legrow, Mike Heenan



June 2022

Dear Volunteers:

It is with sincere gratitude that we recognize the Volunteer Association for their dedication to Humber River Hospital. The Board of Directors, leadership team, physicians, staff, patients and families appreciate your vital contributions to patient and family care.

In 2022-23, 506 volunteers donated 45,600; in light of the many restrictions and challenges presented by the pandemic, this is truly a significant contribution to our hospital and community. Through your service, you warmly welcomed and escorted patients to our outpatient clinics; comforted and visited patients, kindly offered directions to family members and visitors at our Information Desks; and efficiently attended to many people in our Gift Shop.

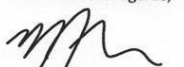
The Association will complete their 2021-22 pledge of \$227,500 at the AGM. Capital equipment purchased included: the Virtual Reality-Orthopaedic Education, Precision OS Headset and Software for \$27,500 and the Perinatal Tile in The Command Centre Welch Allyn Monitors for \$200,000. They will announce the new capital equipment they will support at the AGM.

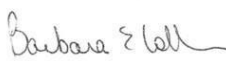
Many of you have dedicated yourselves to our hospital for years, sometimes even decades. We want to extend a heartfelt congratulations and cheer to all 18 volunteers receiving Service Awards, ranging from 5 – 30 years of service.

We know that all volunteers are an integral part of our hospital community. Every day, you uphold our values of compassion, professionalism and respect. You demonstrate excellent customer service, interpersonal and communication skills. You make a difference everyday.

Thank you again for your generosity in time and effort to make Humber a great hospital for all who enter our doors.

With warmest regards,


Michael Iacovelli
Chair, Board of Directors


Barbara E. Collins
President and CEO

SEPTEMBER 26, 27 AND 28

3 DAY SHOE SALE

WOMEN'S • MEN'S • KID'S

FEATURING

ecco **MILLER** SHOES Clarks **MK** MICHAEL KORS

AND MANY MORE BRANDS!

Humber River Hospital
1235 Wilson Avenue
North York, ON
M3M 0B2

LEVEL 3 - AUDITORIUM

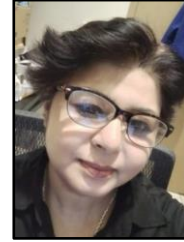
DAY	HOURS
Monday, September 26	7:00 AM - 6:00 PM
Tuesday, September 27	7:00 AM - 6:00 PM
Wednesday, September 28	7:00 AM - 12:00 PM

DEBIT & CASH ONLY
VOLUNTEER ASSOCIATION

The Shoe Sale is coming back at the end of September. We will need help unloading the truck on Sunday, September 25 and for all three days of the sale. Watch for sign-up sheets in Volunteer Service and the volunteer room on level 1.

News from Tim Hortons

Congratulations to Nibedita Paul on her promotion to Tim Hortons Manager which was effective as of August 1. Nibedita (Nibi) has over 16 years of Tim Hortons experience. She has been with us as Assistant Manager since 2017.



HRH President's Forums

Our hospital President and CEO Barb Collins has presented several President's Forums since she took office at the end of June 2016. Staff, physicians, and volunteers are invited to attend. These one-hour forums are full of information about what is going on at Humber River Hospital and they always start with "good news stories", usually notes or emails from grateful patients or their families. At this time, the forums are virtual only via Zoom. Very few forums have been presented in the past few months. (Pauline Kishimoto, Public Relations)

August 4

Barb began with compliments received: one patient wrote to commend the staff in medical imaging, including the clerk who registered her; a family member wrote a thank you to a social worker who offered emotional support to her mother while she was a patient in ICU.

HRH has been recognized as one of Canada's Best Employers for diversity by Forbes. We are second among all Canadian hospitals after Mt. Sinai.

We are likely at the end of COVID Wave 7. All Ontario hospitals are facing challenges including volumes in Emergency Departments, staffing issues because of COVID exposures, patients waiting too long to be discharged, surgical wait lists much longer than usual, and other pandemic pressures. The discharge issues could be resolved if more Alternate Levels of Care beds were freed up. There may be about 3500 unused potential beds across the province.

HRH is doing about 97% of normal summer surgeries. There are some hospitals that are doing better. However, only 18% of patients are waiting longer than usual for surgery at HRH which is better than most other hospitals.

The COVID positivity rate across the province is 15%. There are 1440 COVID patients in hospital. Wastewater signals show that the COVID levels in Toronto have levelled off.

Barb spoke about the situation at HRH. We are still admitting 2 or 3 new COVID patients each day. There are currently 44 staff members off work because they have contacted or been exposed to COVID but that number was much higher in mid July. Staffing issues are also worse because of leaves including holiday, emergency, bereavement, etc. They are carefully tracking full and part time nursing vacancies. Fortunately, there are 125 nursing graduates completing their program at HRH and it is hoped that many of them will want to be hired.

Besides focussing on recruitment, Barb asked staff to submit ideas to improve staff retention.

A fourth COVID vaccine dose is now available to anyone 18 years old or older. This booster is to be administered 5 months after the first booster or 3 months after COVID recovery. There is the potential of a newOMICRON specific vaccine being available in the fall.

Every three years, the hospital goes through the Strategic Planning process. This cycle started in April 2022 and will take one year to complete. The first steps included asking for input from staff, physicians, and volunteers and from the community in the hospital's catchment area. NANOS surveyed about 2000 residents in our catchment area and the results showed a much higher awareness of HRH than in 2019. Most people surveyed were most aware that HRH had an Emergency Department and offered Diagnostic Imaging. There was a high degree of satisfaction for the services people received.

The Mainstream is a publication of the Humber River Hospital Volunteer Association

Executive Board: Mirella Quattrin, *President*; Pauline Kishimoto, *Past President*; Doreen Bocking, *Vice President*; Jane Mueller, *Executive Secretary*; Marianne Iozzo, *Executive Treasurer*; Fidel Di Caro, Liz Pedzinski, Wendy Kaltainen, Karen McNamara-Mucha, *Members-at-Large*.

Committees: Erane Bocking, *Constitution and By-Laws*; Marianne Iozzo, *Finance*; Patricia Sawchuk, *Fundraising*; Joyce Conway, *Membership: vacant, Nominating*; Pauline Kishimoto, *Gift Shop and Public Relations*; Rita Sanford, *Advisor to the Executive Board*.

Newsletter Editorial Committee: Pauline Kishimoto, Mirella Quattrin, Louisa Ceci, Rita Sanford.