

the inner circle

NEWSLETTER

the voice of HHSVA volunteers

2020-Winter

Making a Difference

Program Profile: Guiding People Services (GPS) Urgent Care Centre



Above: Urgent Care Centre GPS volunteers Alexia Metcalf and Charlie Purich

service, volunteers were requested to help with the patient experience at this busy location.

GPS volunteers enjoy being part of the patient journey by providing a warm welcome, way-finding and ensuring patients are in the correct waiting areas, answering parking questions, and

conducting patient experience surveys to document their feedback on care received.

Security Guard, Vesna Ahtchiev commented, "Having a volunteer presence at the facility is truly valuable.

Our patients are greeted with a smile and supported during their visit. We love our volunteers and appreciate their efforts."

Charlie Purich, a GPS volunteer, has been overwhelmed with how positive his experience has been so far. "This is an incredible facility and staff. Being able to engage with patients has been very rewarding. I'm very grateful to have this role."

If you are interested in being a GPS volunteer at the UCC or any hospital location, please contact your Coordinator for more information. New applicants may apply on line at www.hamiltonhealthsciences.ca/volunteer

Guiding People Services (GPS) volunteers are a welcome new addition to the Urgent Care Centre at 690 Main Street West. With over 100 pre-op patients per day and the numerous patients arriving for urgent care

2019 HHSVA Scholarships



Congratulations to the recipients of annual HHSVA scholarships. The following students received \$1,000 to use towards their education:

- Amanda Dunn, Volunteer
- Alexis Gallant, Volunteer
- Karah General, HHSVA staff
- Ainsley Johnstone, Volunteer
- Arjuna Maharaj, Volunteer
- Calvin Tran, Volunteer

Best of luck with your studies!

Ontario Service Awards



Congratulations to the recipients of the Ontario Volunteer Service Awards presented at Michaelangelos in November. See page two for the list of award recipients.

Message from the Manager of Volunteer Resources



2019 was a year of exceptional change in Volunteer Resources. We bid farewell to our long-time friends and colleagues, Liz Deluca,

Coordinator at the Juravinski Hospital and Manager of Volunteer Resources, Lorraine McGrattan, who both retired after many years of service. We welcomed Katie Ferguson to her role as Coordinator at the Hamilton General Hospital. Katie brings a wealth of knowledge from her work experience at St. Joseph's Hospital and Canadian Blood Services and has quickly established herself as a great addition to our team. In December, Kim Dungavel, our dedicated Program

Secretary for the past 9 years, was promoted to the position of Coordinator at the Juravinski Hospital and Cancer Centre. Kim has been an amazing resource and support to Volunteer Resources and we are pleased to see her continuing on in her new role.

Other highlights include:

Congratulations to **Morgan Richardson**, Coordinator at St. Peter's and **Leanne Parsons**, Coordinator at Juravinski as they achieved their Certified Volunteer Resource Manager (CVRM) designation in May. Celebrations took place for former volunteer **Marion Fair** who turned 100 this year and received the Sovereign's Medal for volunteer service. We also celebrated with many HHS volunteers who received awards for service milestones in 2019. Congratulations to HHS for receiving the highest level of Accreditation this year and thank you to our volunteers

who welcomed and assisted the accreditors in navigating our sites.

I feel so fortunate to work in Volunteer Resources where we have the opportunity to share in the extraordinary efforts of so many dedicated volunteers and I am very proud to be serving in my new role as Manager. I would like to thank our staff and volunteers, Director, Nancy Wylie, and Executive Director of the Volunteer Association, Tina Cooper, for their very warm welcome and support during these transitions.

As we begin 2020, we look forward to growing as a team, developing new partnerships and striving to provide a great experience for our volunteers, and the patients and families at HHS.

Nancy Hayes
Manager
Volunteer Resources

HHS LONG SERVICE AWARDS

Congratulations to the volunteer recipients of the HHS Long Service Awards - September 2019

25 Years

- David Armstrong, JCC
- Merle Brown, McMaster
- Mollie MacLeod, St. Peter's
- Ann Suhadolc, St. Peter's
- Alan Starkes, McMaster
- Pauline Trahan, General

30 Years

- Joyce Judd, McMaster
- Kathy Lawrence, St. Peter's
- Linda Moore, McMaster
- Bernice Weber, St. Peter's
- Betty Wodchuck, St. Peter's



Ontario

ONTARIO VOLUNTEER SERVICE AWARDS

Congratulations to the recipients of the Ontario Volunteer Service Awards - November 2019

Doris Ippolito , St. Peter's	40 years	Pat Tarbutt , General	10 years
Ann Suhadolc , St. Peter's	25 years	Alida VanVliet , MUMC	10 years
Pauline Trahan , General	25 years	Joan Walker , Juravinski	10 years
Norma Chapman , McMaster	20 years	Anne Wettlaufer , MUMC	10 years
Madeline Cook , St. Peter's	20 years	Ermalinda Da Silva , MUMC	5 years
Marie Neath , St. Peter's	20 years	Ellen MacPhie , MUMC	5 years
Arlene Simpson , General	20 years	Carol Ouellet , St. Peter's	5 years
Bruce Chisholm , General	15 years	Esther Robert , MUMC	5 years
Janet Coles , MUMC	15 years	Derek Stouth , MUMC	5 years
Mable Ward , MUMC	15 years	Ashley Adile , McMaster	Youth
Mark Warrick , St. Peter's	15 years	Abraham Alayche , Juravinski	Youth
Mary Galka , Juravinski	10 years	Tessa Dickison , McMaster	Youth
Jaqui Krija , Juravinski	10 years	Marina Ivanova , McMaster	Youth
Ken McKnight , Juravinski	10 years	Brandon Lo , McMaster	Youth
Barb Nixon , Juravinski	10 years	Nethmi Rajapakse , Juravinski	Youth
D'Arcy Regan , Juravinski	10 years	Alyssa Song , Juravinski	Youth
Nicole Riley , General	10 years	Shipra Taneja , McMaster	Youth

Hamilton Health Sciences Volunteer Profiles



Amanda Dunn

Amanda started as a Co-op Student at the Juravinski in the summer of 2018. Since then, she has become a very valuable part of our student program. She has been one of our

student trainers since the fall of 2018 and has dedicated 597 hours so far. This summer, Amanda trained and supervised Co-op students dedicating countless hours to ensure they were supported. She is very knowledgeable and able to not only train students in areas such as the ICU, OR Waiting Room or Book Cart roles, but has also helped to create training tools for various placements. Amanda is now pursuing a career in the health care field and is attending university. She continues to volunteer when she can and is still helping train new volunteers. Thank you, Amanda!



Barry Grant

After seven years in the British Special Services and 35 years at Westinghouse, Barry Grant began volunteering in McMaster's Post Anaesthetic Care Unit (PACU) waiting room back

in 2003. Over the past 16 years, Barry has contributed 4,283 hours. At the PACU, he helps to field questions from parents and family members, and ensures they are kept updated about their child post-surgery. His attentive nature and genuine kindness brings comfort to countless families during this anxious time. Many parents contact the hospital with accolades for Barry's calm presence during their patient experience, "Barry is the kindest and most lovely person I have ever encountered!!" Thank you, Barry, for touching the lives of so many!



Annie Jiang

Annie volunteers as a convenor and Give Shop retail volunteer at St. Peter's Hospital. She is one of the first faces that will greet you as you arrive here at St. Peter's. In the

Give Shop, Annie's warm and friendly nature helps her customers feel welcome. She has a wide range of product knowledge and patients very much appreciate how helpful she is when they need a hand. In her role as convenor, Annie is a great ambassador for Volunteer Resources. She leads by example and sets the tone for a positive volunteer experience as she provides orientation training to new volunteers. In addition to these roles, Annie also serves as a 'Virtual Volunteer' and is on the St. Peter's Advisor Connect. We are forever grateful for her ongoing contributions and willingness to help. Thank you, Annie!



Ken McKnight

Ken has been helping patients, family members and visitors find their way at the Juravinski Cancer Centre (JCC) since March 2008. He volunteers two

mornings a week and has contributed 3,968 volunteer hours to date. Ken greets everyone that comes into the JCC with a warm welcome and helps guide them to wherever they need to go. Ken's friendly and supportive personality helps alleviate some of the stress that patients and their families feel when coming to the JCC. Many patients have commented on how much they appreciated Ken's help and how supported they felt by him. Ken recently started in an additional new role, providing orientation tours to new volunteers. He is a natural for the role and makes the experience fun and interesting. Thank you, Ken, for your commitment and dedication!



Hamilton Health Sciences
VOLUNTEER RESOURCES

Volunteering Opportunities

Looking to add to your volunteer role or know someone who would like to volunteer?

The following volunteer positions are currently available:

Ambulatory Care Clinic, Juravinski - Volunteers are stationed at the front desk retrieving patient registration papers. Shifts available: 8:00am-12:00pm and 1:00pm-4:00 pm.

Baywest Cafeteria and Corner Café, McMaster - Support the Volunteer Association with providing excellent customer service, maintain cleanliness, and restocking. Shifts available: Monday to Friday, various shifts 8:00am-6:00pm.

Dining Room Attendant, General - Working in the Barton Bean or Courtyard Café, maintain cleanliness and organization of serving and eating areas. Shifts available: Monday - Friday, daytime hours.

Emergency Department, Juravinski - Provide support to the staff, patients and visitors in the Emergency Department. Greeting patients and visitors, prepare paperwork packages, escort family members to and from patient areas and other required tasks.

Endoscopy, Juravinski - To provide direction and support to outpatients referred to the clinic, assist outpatients to reception area, assemble kits, make patient ride pick up calls and other duties as required.

Give Shop Associate, St. Peter's - To provide customer service to customers at the Give Shop including patients, staff and visitors. All profits are donated to enhance patient care at HHS. Shifts available: Saturdays and Sundays, 11:00am-3:00pm.

Guiding People Services (G.P.S) - Welcome all patients, visitors and staff entering the hospital and escort patients and visitors to destinations as needed. Shifts available: Monday to Friday from 8:30am-12:00pm and 12:00pm-4:30pm. at General, Juravinski, Cancer Centre, McMaster and Urgent Care Centre.

Hair Salon, St. Peter's - To escort patients scheduled for hair appointments in the Hair Salon, provide companionship to patients, and supporting the stylist between appointments. Shifts available: Wednesdays 9:00am-2:00pm.

HELPP Ticket Sales, General - To sell HELPP lottery tickets in the main lobby to staff, visitors and patients to raise money in support of patient care. Shifts available: Monday - Friday, daytime hours.



mac kids BOWLATHON
in support of McMaster Children's Hospital Foundation
TUESDAY, FEBRUARY 25, 2020
6:00PM, SPLITSVILLE HAMILTON
REGISTER TODAY
SPACES ARE LIMITED DON'T MISS OUT!
www.hamiltonhealth.ca/2020Bowlathon

Volunteer Profiles .cont.



Rick Provo

Rick is a true Hamilton Health Sciences ambassador. He has dedicated much of his professional and personal life to supporting patients. For more than 12 years, Rick was an electrical supervisor with

HHS; four of which he spent at Hamilton General Hospital (HGH). After retiring in 2011, Rick returned to the General volunteering his time in the Emergency Department and has accumulated over 1,200 hours of service. Rick has formed meaningful relationships with many staff in the department. Fraser Hall, a Social Worker at the HGH, described Rick: "His presence spreads a positive energy around the Emergency Department whenever he is here. He is a calm and reassuring helper to many patients and families waiting anxiously". Thank you, Rick, for being such an outstanding role model and for your many years of service!

Patient Experience Survey, McMaster - To complete patient experience surveys across all clinical locations, in an effort to assess and improve care.

Refreshment Service, Juravinski Cancer Centre
Prepare and serve refreshments to patients in the various clinics and waiting areas. Shifts available: Tuesday afternoon from 12:00-4:30 pm. and Mondays from 8:30am-12:00pm and 2:00pm-4:30 pm.

Symptom Assessment, Juravinski Cancer Centre
Provide comfort, support and information to clients of the Cancer Centre and their families. Greeting patients coming to the clinics and helping them complete their Symptom Assessment Survey. Shifts available: Monday to Friday from 8:30am-12:00pm and 12:30-4:00pm.

Interested in any of these positions? Ask your Coordinator for details.