



WOMEN'S COLLEGE HOSPITAL
Association of Volunteers

The Ankh

A NEWSLETTER FROM THE ASSOCIATION OF VOLUNTEERS

CALENDAR OF EVENTS:

Come Early, Stay Late

11:30 AM to 1:30 PM

October 19, 20,21 and
October 24, 25, 2011
Volunteer Lounge

Theatre Night

The Test

Berkeley Street Theatre
Monday, Nov. 14, 2011
Reception to follow

November

General Meeting

Thursday, Nov. 17, 2011
10 AM Brunch, Boardroom

Jewellery Sale

Tuesday, Nov. 22, 2011
10 AM to 2 PM
Front Lobby, WCH

Holiday Craft and Bake Sale

Wed., Dec. 14, 2011
10 AM to 2 PM
Front Lobby, WCH

Big Book Sales

Last Tuesday of the month
10 AM to 2 PM
Front Lobby, WCH



WOMEN'S COLLEGE HOSPITAL
Health care for women | REVOLUTIONIZED

THEATRE NITE AT THE BERKELEY 26 Berkeley Street, Toronto Monday, November 14 at 8:00 PM

"It is claimed that almost 40,000 of the children born in Germany every year are not actually genetically related to their supposed fathers--a figure that has presumably changed little over the decades. It is merely the possibility of biological certainty that, thanks to genetic testing, has almost become a consumer good. But something that provides questionable entertainment over and over again in the media can prove highly poisonous in the private lives of ordinary people. [In *The Test*], a man is plagued by doubts. He forces himself through the dubious procedure of collecting genetic material and after two tortuous weeks of waiting, he has it in black and white. The child is not his..." (*Hartmann and Stauffacher*). "*The Test* is really an issues play disguised as a comedy"... (*Suddeutsche Zeitung*)

The Test is a one-act play written by Lukas Barfuss and the English language version premieres at the Berkeley Street Theatre. In this performance, two of Canada's favourite actors are reunited: Eric Peterson, (*Street Legal, Billy Bishop Goes to War, Corner Gas*) and Sonja Smits, (*Street Legal, Traders*).

On Theatre Nite, a reception in the lobby follows the performance and features food and wine from Urban Source Catering who is "pleased to support the volunteers at Women's College Hospital for their party at the Berkeley Theatre on November 14th." Please join us for this event as we work to fulfill our pledge to the building of our much-anticipated new ambulatory care hospital. There are still excellent seats available.

Deadline for orders is Oct. 16th. Tickets are \$75 per person, available in the Ankh Gift Shop **OR** you may send an order to Joan Hill c/o the Association of Volunteers, 76 Grenville St. Toronto M5S 1B2 or drop it off at volunteer office or front information desk. (See insert for order form)

BRING YOUR FRIENDS, FAMILY AND SIGNIFICANT OTHERS... we would love to meet them!

CO-PRESIDENTS' REPORT

New!! at the Association of Volunteers

New members, 21 of you, and 4 summer youth returning! Welcome! We hope you will enjoy working with our interesting and talented volunteers. Feel free to ask us, or any member if you wish more information about the Association activities. Please attend the information sessions, and come-early-stay-late get-togethers at which you will meet members who volunteer on the same day as you do. We hope that you will also attend our general meetings. The next one is Thursday, November 17th at 10:00 AM Brunch - plus an interesting program geared to WCH volunteers.

New in the spring: Silent auction suggested and organized by a fairly new member, Betty Cullen. Betty, with her helpers, has run two silent auctions, and the third will be on display in October - a beautiful, handknit, cosy (adult) sweater.

New this summer: A database of all members, their placement, awards etc., entered by Davilon Wallace another quite new member. Davilon will also be handling our new CardSwap program.

New in the ANKH shop: Greeting cards along with lots of appealing new merchandise. The cards, a fundraiser for the Association, will be in the Ankh the last week of September. There are two scenes to choose from in packages of 10 for \$8 or singly at \$2.

New craft group: quilting lessons every Friday morning in the Work Room with Helen Bowler.

We are looking forward to an interesting and busy fall and winter with all of you.

Darleen Bogart & Caroline Grose
Co-Presidents

WELCOME NEW MEMBERS!

Lupita Aguilar - Ankh Gift Shop
Isabel Beato - Ankh Gift Shop
Ifrah Butt - Breast Imaging Waiting Room
Charlotte Chiu - Breast Centre
Marelieza Cruz - Urgent Care Centre
Nazneen Dorabshaw - Main Info Desk
Maria Espino - After Cancer Treatment Transition
Zaid Faraj - Mohs Dermatology
Shivani Kasee - Dermatology
Maria Kendall - Urgent Care Centre
Aileen Li - Mohs Dermatology
Peter Pasrolero - Medical Education
Pooja Patel - Dermatology
Ruihan Piao - Surgical Clinics, Dermatology
Anne Quianzon - Dermatology Laser
Gilda Ruscillo - Ankh Gift Shop
Rosa Serafini - Women's Cardiac Rehab Initiative
Danielle Smith - Urgent Care Centre
Zina Solomun - Urgent Care Centre
Stephanie Stefaniuk - Surgical Waiting Room
Adriana Stoesser - Breast Centre
Marrison Stranks - Mohs Dermatology
Laamia Subha - Urgent Care Centre
Samantha Trelle - After Cancer Treatment Transition
Ziwei Wu - Ankh Gift Shop

Come Early, Stay Late

This event provides a way for members to meet other volunteers and executive board members over the lunch hour in the volunteer lounge.

Come Early before your afternoon shift or **Stay Late** after your morning shift. Snacks and beverages and pleasant conversation provided.

Here are the dates: Wednesday, Oct. 19; Thursday, Oct. 20; Friday Oct. 21; Monday Oct. 24; Tuesday, Oct. 25

Time: 11:30 AM to 1:30 PM.

SEPTEMBER GENERAL MEETING REPORT

The September General lunch meeting was held on September 17, 2011. Darleen introduced Jane Pepino, the new WCH Board Chair. Jane said that the hospital was back on its feet after becoming independent in 2005. She spoke of exciting times ahead as WCH would take its place as the pre-eminent leader in ambulatory care with a focus on women's health. Dr Paula Rochon, VP, WCRI thanked the volunteers for their donation which supported the Student Training Program; 26 students worked with 11 faculty mentors on research projects through the summer.

Our featured guest speaker was Marilyn Emery, WCH President & CEO. Since 2007, Marilyn has been guiding WCH in innovative and exciting changes. Marilyn mentioned several new services that have opened in WCH such as the Complex Care Clinic, in collaboration with University of Toronto, which enables complex medical, chronic conditions to be treated in one place. Also new is the Virtual Ward, first of its kind in North America, which allows patients to remain in their own homes thus reducing costs and increasing efficiency. Many new doctors of various disciplines who have been added to the staff will make a strong contribution to our hospital. Slides were shown of the interior of the new building. Lois Hindmarsh, who thanked Marilyn, said, "When you turn the key to the door of your new office, you will be living your dream."

Angela Robertson, showed off the Pink Donation Box, her personal mission. The transparent smash-proof cube is supported by a white laminate base on wheels so that it can be locked away in the evenings and also has a loop chain for securing it during the day. It sports the Association Logo on all sides and a key-locked door at the back. This Pink Box is to replace the isolette that was removed from the lobby because it was deemed inappropriate, as we no longer have obstetrics in the hospital. Angela's goal is to get it ready by next week or latest by the end of the month. The meeting was well attended.

NEXT GENERAL MEETING, 10 AM Brunch on Thursday, November 17, 2011
Boardroom, Second Floor, East Wing
Guest Speaker Joc Palm speaks on Friends of Women's College Hospital



Jane Pepino,
WCH Board Chair



Marilyn Emery, WCH
President & CEO



Dr. Paula Rochon,
VP, WCRI

SILENT AUCTION NEWS

The silent auction, put forward as a fund raiser for the hospital, is still in its infancy. The Future Ventures Committee is working on how best to advertise the items for auction as well as determining which types of items will generate interest. To date, we have raised \$540 from selling a large framed, limited edition print and gift certificates for a restaurant dinner. Bidders can make a bid by dropping a card with their name and their bid in the designated box in the Ankh gift shop. A list informs each potential bidder of the amount of the previous bid. All items have a reserve bid.

The next item for auction, available in October, is a hand knit cable sweater, size 38, crafted with \$100 worth of wool. This will be displayed in a window of the gift shop.

Betty Cullen, Silent Auction Coordinator

HOST A PARTY FOR WOMEN'S

You'd like to help raise money for Women's but you just don't have time for a long term commitment. How about throwing a party for your friends (for a fee) and making Women's College Hospital the beneficiary?

Here's how it works: you decide on a date and time and what sort of gathering it will be. For example it can be a gourmet dinner, a tea, a bridge party, wine and cheese evening--any event that you'd like to share with friends. Invite people and suggest a donation: for a dinner, \$50 per person, or a tea at \$20 per person. This gives people an idea of how much to contribute. This can be great fun! You get to spend time with people you have been meaning to see for ages, and the Volunteer Association is closer to its pledged goal for the new building. Brochures and other printed materials are available from the office to share with your guests and let them know how their contribution will help WCH.

Just let the Volunteer Office know when you plan to hold your FUNdraiser and we'll be in touch.

Susan McLeod, Member-at-Large

Focus on CALLERS

Sixteen dedicated members are "callers" who faithfully call to remind members of General Meetings and upcoming events. They are especially interested in reaching our new members, and keeping in touch with members who are no longer active in the hospital. They report back with the number coming to the event in question so that there will be enough food – and so that we don't have to waste money on no-shows. The next time a caller leaves a message about an upcoming event, would you please return the call to confirm your attendance (or absence) either by 'phone or, if it is more convenient, email me: rbbrett2004@yahoo.com Callers also pass on any changes in circumstances, such as illness, address change etc., of the members to an executive member. Many thanks to "CALLERS", the work you do for the association is appreciated.

Ruby Brett, Communications Coordinator.

UPCOMING EVENTS

Seasonal Greeting Cards

The Ankh gift shop is excited to announce that seasonal greeting cards are available for the entire holiday season. The greeting cards are sold in sets of 8 for \$10 or you may purchase individual cards for \$2 each. Be sure to stop in to take a look and place your order. The message inside each card is "Greetings". You have the option of picking from two beautiful images. The first is of a pair of penguins in the Antarctic and the other image is a scenic shot of Port Severn during the winter. A big thank you goes out to Ralph Grose for donating the spectacular images. If you are not able to come in to the Ankh gift shop, you may place your order over the phone 416-323-6181 and we will get your greeting cards to you asap.

Contacts:

Rod Balgobin (rpbalgobin@yahoo.ca) or
Jill Sword (jillsword@rogers.com)



OUR 2ND JEWELLERY SALE

Tuesday, Nov. 22nd, 10 AM to 2 PM, Front Lobby

PLUS a special table from the Gift Shop, featuring newly available HOLIDAY FOOD ITEMS AND GREETING CARDS

The wonderful response for donations of unwanted jewellery this spring gave us more than we could possibly sell in one go. This sale will feature a wide range of costume jewellery, ideal for gift giving.

The Ankh Gift Shop will be featuring a table with light and dark fruitcakes in various sizes, some in gift boxes, tins of shortbread, sliced fudge, Christmas puddings and beer nuts. We suggest that you wait for this sale instead of buying these items elsewhere. Many charities have used these companies; the quality is excellent and the prices are great. This year our very own Holiday greeting cards will be available as well. Do not miss this sale!!

Volunteers are needed to staff this event and sign-up sheets will go up in October. We need your help! We are not asking for any donations, just sales help and attendance and your support.

Joan Hill, Special Events Coordinator

HOLIDAY CRAFT AND BAKE SALE
Wednesday December 14th, 10 AM to 2 PM, Front lobby

Ann Rice is once again heading up the craft table and encourages you to participate by stocking up her table with donations of handicrafts such as knitted goods, sewn items, Christmas novelties, stocking stuffers, children's wear. Our customers love handmade items!

We need lots and lots of bakers and baking as this is a very popular sale. Last year we could have sold more shortbread cookies, mince meat tarts, squares, butter tarts, cakes, cupcakes, pies, fruit loaves, scones, muffins, bread, biscotti, fudge, peanut brittle, nuts and bolts, and even tasty appetizers. There is also demand for food from other cultures as the hospital is a diverse community. In the summer newsletter, I called on you to put aside some of your preserves for the sale—we love your marmalades, pickles, and jams. We will once again be offering Angela Muto's wonderful Italian cooking and Linda Gaibisel's yummy Bacon Buns.

Preserves and crafts may be brought to the workroom or volunteer office starting December 4th. Baking can be brought to the workroom on Monday December 13th or early on the morning of the 14th. As many people have food allergies, especially to nuts, or are intolerant to gluten and lactose, we ask that you list ingredients to avoid any health problems.

We will need volunteers for Monday Dec. 12th and Tuesday Dec. 13th to help package and price and on Dec. 14th to sell our goodies. A sign up sheet will be put up in the volunteer lounge towards the end of November. Many hands make light work! Please call me if you have any suggestions.

In past years, we have called our members but this year, we are appealing to you through this newsletter. We need all our volunteers (new ones too) to get involved. Together we will be able to make this a special sale. Thank you.

Joan Hill, Special Events Coordinator

HELP WANTED: ARCHIVIST; FLEXIBLE HOURS

The Archivist maintains all historical records of the Association of Volunteers, Women's College Hospital and collects current medial material related to Association Members and Association activities. This includes maintaining copies of minutes of all meetings, copies of newsletters, lists of awards information and recipients, list of members and executive boards and supplying material from the archives on request from the Executive Board. (The archives are up to date and this is a maintenance task only).

If interested, please contact Sarah Lord in the volunteer office: phone 416-323-6180, or email sarah.lord@wchospital.ca

Update from Volunteer Resources

New Starts, New Roles, and Farewells

We have had a busy fall so far! We held a group orientation session for a total of 16 new volunteers who started in the first two weeks of September. An additional four summer youth volunteers decided to stay on as full year volunteers. Between May and August we had nine volunteer resigns. We have a new role for four of our continuing volunteers helping implement the Ontario Health Survey in the Osteoporosis waiting room four days a week.

Patient Interaction Learning Sessions

Throughout September we hosted the second annual Patient Interaction Volunteer Learning Session series. New volunteers were strongly encouraged to attend but all volunteers were welcome. Over 35 volunteers attended one of the 5 sessions offered. Big thanks to several experienced volunteers who spoke at the sessions about their experiences and strategies for working with patients. Gillian Judkins from Patient Relations and Charmaine Shaw and Monique Crichlow from Health Information shared their knowledge about Patient Relations and Patient Privacy. The next Volunteer Learning Sessions will take place in November.

PAVR-O Survey

This fall we will be participating in a Volunteer Opinion Survey that is being administered by the Professional Association of Volunteer Resources of Ontario. The survey provides an opportunity to get feedback from our volunteers, as well as to see how our program is doing compared to other hospital volunteer programs. We hope all active volunteers will participate in the survey. It's a great chance to offer feedback about our volunteer program.

Sarah Lord, Coordinator, Volunteer Resources

Summer Youth Volunteer Program 2011

August concluded another successful summer for the Summer Youth Volunteer Program. Of the ninety-nine students attending the Summer Youth Volunteer Information Session, seventy-six were brought on board. WCH departments were incredibly supportive and forty different departments took on Summer Youth Volunteers. In July, a Summer Youth Fundraising Team raised \$1200 for the Capital Campaign. It is estimated that the summer youth contributed a total of 3125 hours over the two month period-- what a tremendous gift to the hospital!

A big thank you goes to all the regular volunteers for supporting the youth this summer. The summer youth gave a tremendous amount of positive feedback and most stated that what they enjoyed most were the volunteers they met and worked with. I also want to thank the volunteers for supporting me as the Summer Youth Volunteer Coordinator-- I could not have done without your guidance, enthusiasm and wisdom. I feel privileged to have worked with this wonderful group of dedicated, talented and caring people. I wish you all the best in the future and I know you will continue to help and inspire others.

With appreciation, Elise Hannan, Summer Youth Volunteer Coordinator



Elise Hannan and Summer Youth Volunteers

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Email address for newsletter: darleen.bogart@wchospital.ca

Link for online edition: <http://www.womenscollegehospital.ca/about/association-volunteers.html>

Contributors: Rod Balglobin, Darleen Bogart, Ruby Brett, Betty Cullen, Caroline Grose, Joan Hill, Aban Karkaria, Sarah Lord, Sue McLeod, Elizabeth Scorey

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ASSOCIATION OF VOLUNTEERS WOMEN'S COLLEGE HOSPITAL

**ORDER FORM
THEATRE NITE AT THE BERKELEY
26 Berkeley Street, Toronto**

Featuring Eric Peterson and Sonja Smits in "The Test"

Monday, November 14th, 2011, 8 PM

\$75.00 per person includes a wine and cheese reception after the performance

NAME: _____ volunteer staff friend of
WCH (please circle)

Department: _____ ext. # _____ Home Phone:

Accessibility needs (4 wheelchair spots available)

of tickets @\$75.00: _____ Total: \$_____ (please enclose cheque with order)
Dated: _____

Tickets will be distributed after Thanksgiving
This is a 240 seat theatre with great sightlines and acoustics

Please hand order form and cheque in to Main Info Desk or mail to Joan Hill,
Association of Volunteers
Women's College Hospital, 76 Grenville St. Toronto ON M5S 1B2