



WOMEN'S COLLEGE HOSPITAL
Association of Volunteers

The Ankh

A NEWSLETTER FROM THE ASSOCIATION OF VOLUNTEERS

CALENDAR OF EVENTS:

February General Meeting

Wednesday Feb. 15, 2012
5:00 PM
Boardroom, 2nd floor East

Come Early, Stay Late

11:30 AM to 1:30 PM
March 22,23,26,27,28
Volunteer Lounge

HAO Spring Conference

Wednesday, Apr. 18, 2012
St John's Rehabilitation
Hospital

AGM Dinner

Monday, Apr. 23, 2012
Reception: 5:30 PM
Dinner: 6:00 PM
Latvian Canadian Cultural
Centre

Gigantic Jewellery Sale

Thursday, May 24, 2012
10 AM to 2 PM
Front Lobby, WCH

Walk in the Park

Sunday, May 27, 2012
10:00 AM

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**



Charles L. Burton lays the cornerstone of Burton Hall in 1953

REMEMBRANCES OF BURTON HALL

The Association has a long history with Burton Hall and so do I. I was present at the opening ceremony and Burton Hall was home base for us.

The Superintendent (President) of the hospital, Dorothy Macham, lived in an apartment on the first floor of Burton Hall where the lab was most recently. I had many dinners in that lovely green apartment. "Dotty" was an excellent cook and even had a barbecue on the small patio outside her back door, now part of the parking lot.

The members of the Association and its forerunners (Hospital Auxiliary and Junior/Evening Auxiliary) held their meetings in Burton Hall and used the kitchen on the basement level to produce some tasty meals and sale items. There was a room where the weekly craft group met to knit and create wonderful items for our sales. At Christmas the room was particularly busy as members assembled the layettes for those families who needed them, created the tray favours and wrapped gifts that we had collected for patients who would be in the hospital on Christmas morning. For several years during the transition from nurses' residence to medical building, the Association's archives were stored in the west elevator. We held many fundraisers in Burton Hall: in the downstairs recreation hall and in the elegant first floor living room

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CO-PRESIDENTS' REPORT

2012 is here! The new hospital building is half as tall as it is going to be, Family Practice has settled into 77 Grenville, Specimen Collection is where we go for a blood test ("lab" was so simple!), and the Refugee Clinic has been established. Changes continue and the Association is keeping pace with them. We are looking at new fundraising events and new education sessions. We have instituted a donation box at our general membership meetings to encourage all members to attend, and to help offset the cost of the food rather than set a specific charge.

Thanks to **Carolyn Bosley** for answering our plea for an archivist, to **Bea Chan** for chairing the Awards Committee, and to **Leonie Wizzard-Foster** who agreed to complete the vacated term of vice-president. We are fortunate to have such willing members.

December 14th was a very busy day, featuring the Craft and Bake Sale, silent auction table, and the drawing of the winners of the raffle by **Marilyn Emery**, President and CEO. We added \$6,000 towards our fundraising goals. Special thanks to **Joan Hill, Ann Rice, Angus Macdonald**, and **Betty Cullen** for taking charge of the events.

Congratulations to **Jill Sword** and all those who make the Ankh Gift Shop "the" place to shop, for increasing the sales figures in December considerably and for a successful post-Christmas sale. **Remember to shop Ankh first!**

Security has become a problem. With the help of the hospital staff and **Sarah Lord**, Coordinator Volunteer Resources, we have new policies in place for handling cash and for gift shop security.

The next membership meeting is on Wednesday, February 15th. Come for dinner and hear **Dr. Paula Harvey** speak about her work with the heart. Two important items that need your approval are the 2012-2013 budget and election of members of the Executive Board. It will be an early evening starting at 5 PM. We hope to see all of you there!

Caroline Grose and Darleen Bogart, Co-presidents

WELCOME NEW MEMBERS!

Sahar Alamgir, Association Quilting Group
 Shiva Barati, Breast Imaging
 Angie Brijpaul, Book Group
 Maria Di Fonzo, UCC
 Angela Ford, ACTT
 Saima Islam, WCRI (Research)
 Shantie Khemraj, UCC
 Aili Kuutan, Ankh Gift Shop
 Dana Luchsinger, Osteoporosis
 Natasha Naraidoo, Pharmacy
 Jola Mecani, Main Information Desk
 Shirley Platt, ACTT
 Catalina Santos, Wound Care
 Elham Safarpour, ACTT
 Jonalyn Soliman, Centre for Headache
 Hanna Solomon, UCC
 Roshan Tabatabaei, Ankh Gift Shop
 Kathryn Tippell, Health Science Library
 Lucia Villa, Mohs Dermatology
 Eniana (Eni) Vrenozaj, ACTT

Congratulations, Raffle Winners!!

1. Leafs Hockey Tickets: Joyce McInte
2. Cedar Planter: Linda Swift
3. Handmade Afghan: Glenn Moreau
4. Sony Headphones: Marciana Mangosan
5. Cuisinart Smart Stick: Monica Campbell
6. Vivitar Binoculars: Victoria Harris

Many thanks to all prize donors, supporters and tickets sellers including Ruby Brett, Connie Harris, Heather MacGregor, Angela Muto, Orly Porat, Elizabeth Scorey and Davilon Wallace.

The Fall General Meeting was held on Nov 17, 2011.

Guest speaker, Jocelyn Palm gave an informative and humorous talk on the Friends of WCH. This group was formed in 1989 to protest the merger of Women's with Toronto General Hospital. The protest and the group were successful and WCH remained independent until 1998 when the Harris administration forced a merger of Women's and Sunnybrook. The Friends once again lobbied and protested but to no avail. For each protest, campaign buttons were created—which Jocelyn brought to display (inside her jacket).

In 2004, during another protest, Dalton McGuinty and George Smitherman promised to save Women's if they were elected. Independence came in 2005 but with a price: the obstetrics unit would be moved to Sunnybrook. And the rest is history....



Jocelyn Palm

NEXT GENERAL MEETING: 5:00 PM Dinner on Wednesday, February 15, 2012
Boardroom, Second Floor, East Wing

Guest Speaker is Dr. Paula Harvey, Director, Cardiac Research Program at WCH
There is no set charge for dinner; a donation of \$20 or more with your name will get you a tax receipt. Everyone attending gets a raffle ticket for a chance to win the door prize

BITS AND BYTES

Capital Campaign: \$1 million pledge update: Every cent helps! Please think of ways you can contribute as we start to raise the last \$200,000. A donation of \$20 or more gets an official receipt for income tax purposes and gets credited towards out pledge. (Donations to the Foundation will get you receipts as well, but the Association will not get credited with it).

Lobby Fund-raising: There are two constants in the lobby that help the Association raise funds. The book cart is regularly stocked with appealing titles and has raised about \$9,000 this year. The “pink cube”, our new receptacle for donations, has replaced the isolette. Look for its new signage and better placement next month.

Travel Fund: The travel fund provides repayment of parking expenses for those volunteers who need to drive to the hospital for their volunteer commitments. We are grateful to many members who have contributed to sustain the fund.

Book Sales: Elizabeth Scorey thanks all donors of and buyers of books and the Book Group who work so hard all year.

HAO Spring Conference takes place on Wednesday, April 18, 2012 at St John's Rehabilitation Hospital, 285 Cummer Avenue, North York. There will be round table discussions and lunch. Guest speaker Magda Rigo of the Markham Stouffville Hospital will talk about “Managing Change Effectively”. Our members are encouraged to attend; the association pays the registration fee.

UPCOMING EVENTS



Now Accepting
Gift Card
~~Cash Donations~~



(Donations \$10 and above are eligible for a tax receipt)

Donate Your Gift Cards Today
 at the Gift Shop, Volunteer Office & Donation Box in
 Women's College Hospital




CARDSWAP PROJECT

The Association of Volunteers, in partnership with Women's College Hospital Foundation, is starting a fundraising initiative in February. Now you can donate your unused and unwanted retail/restaurant gift cards. In exchange, you receive a tax receipt for up to 90% of the card's value, and the hospital inches closer to their fundraising goal. Cards under \$10 can be deposited in the pink cube in the lobby.

SLATE OF NOMINATIONS, 2012-2013 EXECUTIVE BOARD

- Co-Presidents Darleen Bogart and Caroline Grose
- 1st Vice President Leonie Wizzard-Foster
- Secretary Davilon Wallace
- Treasurer Wendy Chou
- Gift Shop Chair Jill Sword
- Communication Angela Muto
- Meetings Coordinator Clarissa Wagner
- Public Relations Coordinator Erin Maloughney
- Membership Coordinator Joan Beard
- Newsletter Editor Bea Chan
- Special Events Liason Bea Chan
- Past President Flora Agnew
- Members-at-large Betty Cullen, Katherine Beadle, Elizabeth Scorey

Come Early, Stay Late Learning Sessions March, 2012

This event provides a way for members to meet other volunteers and executive board members over the lunch hour in the volunteer lounge with some educational content as well.

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

Here are the dates: Thurs. Mar. 22, Fri. Mar. 23, Mon. Mar. 26, Tues. Mar. 27, Wed. Mar. 28

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

UPCOMING EVENTS

Annual General Meeting Dinner

All members are invited to the Association's Annual General Meeting, Dinner and Awards night at the Latvian Canadian Cultural Centre. This event is held in recognition of our volunteer contribution, courtesy of the Board of Directors and Senior Leadership Team of WCH. If you are new to the Association this is a good time to meet other members in a relaxed social setting.

Date: Monday April 23, 2012
Time: Reception at 5:30 PM
 Dinner at 6:00 PM
Place: Latvian Canadian Cultural Centre
 4 Credit Union Drive, Toronto
Dinner: Three course dinner:
 choice of Beef Brisket, Chicken
 Supreme or Grilled Vegetable Tower

If you can provide or require a ride, please contact Ruby Brett.

Our guest speaker will be **Dr. Steven Narod**, MD, FRCP, Director, Familial Breast Cancer Research Unit at Women's College Research Institute. He is a member of the Women's Cancer Survivorship Team and a professor in the Department of Public Health Sciences at the University of Toronto. Dr Narod conducts longitudinal studies of women from families with and without genetic mutations related to breast cancer with a focus on translating our emerging knowledge about hereditary cancer into more effective strategies for prevention and management of breast and ovarian cancer. He is the most cited scientist in the world in the field of breast cancer.

BACK BY POPULAR DEMAND:

THE GIGANTIC JEWELLERY SALE

Thursday, May. 24, 2012
 10 AM to 2 PM

Give us your costume jewellery,
 give us your silver jewellery,
 give us your GOLD jewellery!!
 We welcome all kinds

Contributions are being accepted now.
 Please leave them with Sarah Lord in the
 Volunteer Office.

Third Annual Walk in the Park, 2012

All walkers alert! We have applied for a permit to hold the third annual Walk in the Park and we want you to be part of it. The proposed date is Sunday, May 27th so mark your calendars!

Because of repairs to the Queen's Park pathway, the new venue is **David Balfour Park**. It is just 2 blocks east of Yonge Street and one block south of St. Clair Avenue E., located very close to public transportation. What once was an open reservoir is now a pleasant walk around the covered reservoir. We cannot confirm anything until we get our permit from the city but we are quite sure they will give us one. So book the date, get in shape and keep watching for further announcements.

Flora Agnew

Update from Volunteer Resources

New Starts, New Roles, and Farewells: Since mid-September, 20 new volunteers joined our team. We had 10 resigns during this time. We have a new volunteer role in Gynecology doing reminder calls, stamping charts, and assisting patients to exam rooms, and one in Complex Care Clinic assisting with remainder calls. Warm farewells are extended to Rosemary Hoffman who has resigned after 17 years of service and Heather MacGregor who has moved away.

Patient Interaction Learning Sessions: The fall sessions *The Joy of Gender: Respectful service delivery for transgender populations* on the topic of respectful service delivery for transgender populations were a great success with 35 volunteers in attendance. Facilitator Hershel Russell led the workshops on barriers to care for the transgender community and strategies for supporting people to access care and services at WCH. Feedback from the session was overwhelmingly positive and volunteers were keen to be involved in making Women's more inclusive.

PAVR-O Survey: This fall we participated in a Volunteer Opinion Survey alongside 40 other area hospitals. Over half of our volunteers completed a survey. Look for the results in the next newsletter.

Century Awards: Congratulations to the recipients of this once in a lifetime award given out by Women's: B.J. Klassen and the Association of Volunteers. B.J. Klassen was described as "a dedicated volunteer who has strong listening skills and an intrinsic ability to empathize with patients". The Association of Volunteers was commended for being the main fundraiser for the hospital for 65 years before Women's College Foundation was founded. Congratulations to other nominees for this award: Darleen Bogart, Caroline Grose, Orly Porat, Marie Strebel, Jill Sword, and Judy Wells.

Sarah Lord, Coordinator, Volunteer Resources

(Remembrances, continued from page 1)

(the location of the shoe store), which was graced by the portrait of Charles Burton, President and an owner of Simpsons at the time, after whom the building was named.

The Association made plans to open a coffee and gift shop in the basement and had the volunteers ready to operate it only to be told that the hospital food provider's contract included Burton Hall. As a second choice we operated a cart in the foyer stocked with confections, magazines and whatever else we could fit on it. It was hard going to get it across Grosvenor Street some days. We did not repeat the venture the following year and the hospital food provider's coffee shop of self-serve machines was not popular and did not last.

One of the photos on our 95th anniversary poster shows a group of members at a luncheon meeting in the grand living room at Burton Hall. I am in the picture along with my mother-in-law, Edie Bogart, a past chair of the Board who then joined the Association; Ruth Paterson; Joan Vatcher, first Volunteer Coordinator; Tina Lamantia; and Mrs. Fish, the wife of our speaker, Dr. Fish.

I invite other members to share their stories about Burton Hall from its time as a residence to its closing in 2011.

Darleen Bogart



Left: Unveiling of cornerstone and time capsule by Al Stuart and Graham Ross, great-grandsons of Charles Burton on Dec. 9, 2011 **Right:** contents of time capsule from 1953

SPECIAL EVENTS COORDINATOR'S REPORTS

Theatre Nite At The Berkeley on November 14th was a success. The play "The Test" was most interesting and created lots of conversation at intermission and for quite some days afterwards. Urban Source Catering served savoury canapés at the preperformance reception and fruit kebobs and squares at intermission. Theatre Nite brought in over \$6,000! Many thanks to Vicki McVean for her valuable help with catering and to Sarah Lord and Angela Robertson for their help during the event. A huge THANK YOU also goes to **Urban Source Catering** for their delicious offerings.

November Jewellery Sale, November 22nd. Due to the excellent response to our spring and summer jewellery sales, another sale of costume jewellery was held in November in conjunction with the Gift Shop's special food items. This brought in over \$1300. Customer feedback indicated that we should continue to hold this event. The total from all three jewellery sales was almost \$9,000.

Holiday Craft & Bake Sale, Dec. 14th. Four tables, laden with baked goods and preserves and crafts greeted customers at the Holiday Craft and Bake Sale. As usual, Angela Muto's cannelloni and Linda Gaibisel's bacon buns and cinnamon buns sold out in minutes. A silent auction table featured two homemade gingerbread houses and a crockpot. This event brought in over \$2,000. Thank you to all cooks, bakers, crafters, and volunteers that helped out before, during and after the event.

Joan Hill, Special Events Coordinator

Photo Gallery: Thanks to enthusiastic photographers, we have many more photos from our events than we can fit into the newsletter. However, you can view them on the WCH website. Go to: www.womenscollegehospital.ca/associationofvolunteers and click on "Photo Gallery"



Joan Hill, Lois Hindmarsh, bake sale prep



Angela Muto, Sarah Lord, Darleen Bogart, Davilon Wallace at prize table



Meg Turner, Elizabeth Scorey, Lois Hindmarsh, Ruby Brett, Connie Harris with Pink donation cube



Back row: Grace Wilson, Joan Beard, Agnes Berge, Darleen Bogart, Elizabeth Scorey, Judy Wells. Front row: Davilon Wallace, B.J. Klassen, Patricia Kirby at 100th birthday celebration

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Link for online edition: [http:// www.womenscollegehospital.ca/associationofvolunteers](http://www.womenscollegehospital.ca/associationofvolunteers)

Contributors: Flora Agnew, Darleen Bogart, Ruby Brett, Caroline Grose, Joan Hill, Aban Karkaria, Sarah Lord, Elizabeth Scorey

Photos courtesy of: Joan Hill, Sarah Lord, Jocelyn Palm, Miss Margaret Robins Archives Women's College Hospital

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