

Volunteer Link Summer 07

Volunteer Shows Initiative

When she became aware of a need, Emelia Murphy turned to her neighbours to form a “close-knit” group to help patients at the Queen Elizabeth Centre.

Emelia took action when she became aware that lap blankets, which for a number of years had been given to patients, were no longer available.

Emelia approached Volunteer Resources in March to determine a plan to restore the donations of lap blankets. With the support of Volunteer Resources, she took the initiative to find donations and knitters.

With a small initial budget to purchase wool and a well-placed poster for volunteers in her apartment building, Emelia’s plan started to come together. The response to her poster was heart-warming with a number of her fellow residents volunteering to knit the blankets.

Emelia has since secured additional donations of wool and knitters’ time and in less than three months these “close-knit” volunteers have made 27 blankets, all of which have already been distributed to the patients.

As one family member put it “The blankets are good for outings in the community to cover their legs and some wear them around their shoulders. They also look nice on their beds as they are very colourful. It is wonderful that the volunteers do this for the patients.”

Special thanks to the residents continued on back page



➤ Chris Okeahialam, Project Leader, Hand Hygiene, gives instructions on the use of personal gel dispensers to volunteer Tia Chaisson. She now wears this personal gel dispenser around her neck whenever she is volunteering with patients so she can practice good hand hygiene habits quickly and easily.

Project Promotes “Point of Care” Hand Hygiene Practice

Just clean your hands.

That’s the driving message behind a provincial hand hygiene pilot project aimed at reducing the risk of hospital acquired infections among healthcare workers. Two units in the Complex Continuing Care Program at Queen Elizabeth Centre are participating in the project which was launched in March. Toronto Rehab is one of only 10 hospitals in the province to be chosen to participate in this pilot.

Sponsored by the Ministry of Health and Long-Term Care, the project focuses on education and communication to create a greater understanding of the role of hand hygiene. The introduction of point-of-care hand sanitizers at each bedside in the participating units also helps to make it more convenient for

staff and volunteers to use hand sanitizers as part of everyday practice.

Volunteers are involved with this project on the Palliative Care Unit where each volunteer has been trained on proper hand washing and equipped with a personal gel pack to facilitate hand hygiene. These personal gel packs are a small dispenser that can conveniently be worn around the neck or attached to a pocket. All volunteers are given information at orientation about proper hand washing and educated about the risks around the spread of infection.

Patients and families are key participants in the pilot. All have been educated about the project and have been asked to remind healthcare continued on page 2

132nd Annual Garden Party



A beautiful, bright sunny day created the perfect backdrop for the 132nd Annual Garden Party — the 50's Rock 'n' Roll Garden Party — at the Queen Elizabeth Centre.

Patients, families, volunteers and staff attended the party which included a barbeque held in collaboration with the Complex Continuing Care Family Council. Volunteers prepared, cooked and served up all of the delicious barbeque favorites including hamburgers, corn, cake and ice cream.

To get the rock'n'roll party started there was an entertaining performance

by Marty and the Memories. This musical entertainment was so lively and the beat so contagious, that it enticed volunteers and other guests to dance on the grass! In addition to the music, the event included a clown, face painting and other fun activities to help create the party atmosphere. Many patients and family members participated in at least part of the day's festivities.

The success of this event, and the wonderful environment it created at QEC was summed up best by patient Jimmy McDonald, "The volunteers

worked well together and did a supreme job with the Garden Party. Both the food and entertainment were fabulous and created an overall wonderful event."

Mark Rochon, President and CEO, Karima Velji, VP of Patient Care & Chief Nursing Executive and Lynda McColl, Executive Director, Complex Continuing Care attended the event.

Andrea Vecera and Audrey Pankhurst led this volunteer-driven event with the help of about 25 volunteers.

-Christina Halladay

Patient safety is in staff and volunteer hands

continued from front page

workers to wash their hands before any patient care.

To evaluate the success of the pilot, surveys were undertaken at the start of the pilot with results being used as

a baseline of compliance. These initial results will be evaluated against post-pilot survey results to determine any increase in hand hygiene compliance.

If you would like more information

about hand hygiene or the pilot project visit the website at www.justcleanyourhands.ca.

-Lucy McIntosh

Number of volunteers and hours donated 2006-2007

	HC	LC	QEC	RCC	RCN	UC	TOTAL
Total # of Volunteers:	14	129	154	38	6	75	416
Total # of Hours:	418	6,402	9,484	1,586	570	4,745	23,205

Volunteer Resources introduces ABI Unit Support Volunteer Position at UC

This summer Volunteer Resources will be rolling out a new, exciting volunteer position in the Neuro Rehab Program at University Centre. Modeled on the Spinal Cord Rehab Unit Support Volunteer Placement pilot, we are introducing the Acquired Brain Injury (ABI) Unit Support position. The ABI position is specially designed to meet the needs of the ABI patient population. Following the ABI roll-out, we hope to initiate the placement on all units across Toronto Rehab.

The ABI Unit Support position will give volunteers a variety of tasks and responsibilities that will support patients, families and staff.

Responsibilities of the new position will include: diversional activities, socialization, administrative support, and admissions/discharge support.

The goal is to improve the patient experience by making their hospital stay as welcoming and supportive as possible. Patients will be able to ask volunteers for assistance with the “little things” allowing nurses to focus their attention on the delivery of care. To help educate staff and support volunteers, a “Supporting Your Volunteer Program” presentation is currently being rolled out to ABI staff. In addition, a Volunteer Team Leader has been recruited and will assist

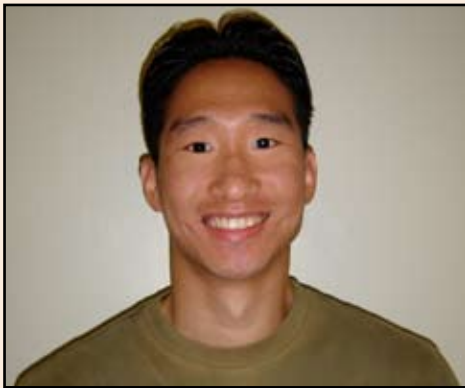
with implementing the ABI pilot project.

Once all volunteers are recruited we will conduct unit support orientations to prepare volunteers for the new role on the unit.

We are pleased to acknowledge Craig Miller, Rehab Therapist on the ABI unit who will provide staff support for the Unit Support volunteers and Team Leader, however we are also implementing strategies to ensure that they become a self-managing team to alleviate additional work for staff.

-Lynda Watson

Volunteer Profile: Jake Yoon



How long have you been with Toronto Rehab?

I was a volunteer with Toronto Rehab for the last 9 months. I stopped volunteering in May because of a time conflict with my summer job at the University of Toronto. I miss volunteering with physical therapists at Toronto Rehab.

What did you do at Toronto Rehab?

I volunteered as a physical therapist's assistant for inpatients with acquired brain injuries in the Neuro Rehabilitation Program. My main role was to assist my supervisor, Angie Andreoli, whose job it was to assess and treat patients during their therapeutic activities.

What was a typical day for you at Toronto Rehab?

On a typical day, I worked with three inpatients who had sustained brain

injuries, spending an hour with each of them. My supervisor and I worked to improve their mobility, coordination, flexibility, and strength by having them perform tiring but essential therapeutic activities in the gym. I worked with the same patients for about a month before I was matched with new patients.

What was the best part about your volunteer work?

The best part of my experience was working with many amazing people, one of whom was my inspiring and considerate supervisor Angie. Every time I worked with her, she not only inspired me with her work ethic and intelligence, but she also taught me many valuable people skills. In addition, working with patients and contributing my energy in their rehabilitation programs was an unforgettable and rewarding experience.

Tell us a bit about yourself.

I came to Canada from Korea about eight years ago at the age of 16 and had to adapt to a new culture by facing many challenges, such as a language barrier and occasional social isolation. To cope with the stresses caused by these challenges, I focused on my interests — primarily sports and fitness. Of all the sports I've tried, swimming

is the one that means the most to me. I started when I was four-years-old, and since then, swimming has been part of my life. Of all the medals I received, I am most proud of the gold medal I won at the Toronto high school finals in the 100-metre butterfly. I am also very much interested in fitness. I have been helping many people with resistance training and have been promoting active living.

I acquired my Bachelor of Science degree in physiology in 2006 at the University of Toronto, which is where I will be continuing my education at the Master's level this coming September in rehabilitation science.

Any hobbies/interests?

In addition to my passion for fitness, my hobbies include rollerblading, reading novels, cooking, and trying new foods at various restaurants in the city. I love trying new food!

What is something most people don't know about you?

I love animals! Although I don't have any pets at the moment, I used to have many pets: a dog, turtles, fish, birds, a frog, chickens, quails, lizards, and more. And, no, I did not live on a farm.

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Next Issue November 2007

Annual Volunteer Recognition Dinner –

Thursday, October 18, 2007

Theme: *Team Spirit*

Siegfried's Dining Room – George Brown College

Lap Blankets Important to Patients

continued from front page

who either donated wool or made lap blankets:

Agnes Blakeman, Barbara Blakemore, Lucille Creighton, Jena Hunwicks, Betty Massey, June Maxwade.

And of course, Emelia, who has made so many blankets herself, brings them to the hospital and then distributes them to the patients. She says “I enjoy doing this, especially giving them out to the patients as they seem very appreciative.”

We would like to thank volunteer, Margret Blair, who helped to secure a very large donation of wool and to Patty Manduck for her assistance in delivering the boxes of wool.

-Lucy McIntosh



➤ Emelia Murphy is seen presenting a new lap blanket to a very appreciative Le Tran.

Welcome to our New Volunteers:

Charlemagne Albornoz
(UC)

Hiroki Arayama (LC)

Tracy Aznar (UC)

Dennis Brans (UC)

Tia Chaisson (QEC)

Himadri Chaudhary
(UC)

Rob Consentino (QEC)

Maya De Zoysa (RC)

Phoebe Gao (UC)

Lyudmila Gavryushova
(UC)

Omar Hassouna (LC)

Michael Hoang (UC)

Barbara Hou (UC)

Julie Hwang (UC)

Beatrice Ingabaire (LC)

Susan Iori (LC)

Jonathan Juandi (LC)

Artyom Korenevsky (LC)

Shawn Lacombe (RC)

Percy Lao (LC)

Lucinda Ling (RC)

Gladys Mabborang
(QEC)

Kun Wing Mak (UC)

Alexander McIsaac (LC)

Alexandra Mendoza (LC)

Louis Muliadi (LC)

Sadhana Nutalapati (UC)
Shirlee Nykyforchyn
(QEC)

Aileen Ortiz QEC)

Sean Park (LC)

Nicole Pilon (LC)

Chantal Pinard (HC)

Eric Quan (LC)

Celina Rodin (QEC)

Kathy Rounopoulos (UC)

Lisa Shiff (LC)

Shanthan Sithravadivel
(QEC)

Chris Song (RC)

Hans Sutandie (LC)

Ankeeta Tatkase (LC)

George Tsakopoulos
(QEC)

Jessica Vernon (QEC)

Shyla Vijendran (LC)

Petra Widyaratne (LC)

Andy Wong (LC)

Christopher Yao (LC)

Ari Zelunka (LC)