

Volunteer Link Summer 08



Caring Canadian Governor General's Award

Congratulations to Margaret Cooper and Elaine Simpson with the announcement that they will be receiving the Governor General's Caring Canadian Award by Her Excellency the Right Honourable Michaëlle Jean, Governor General of Canada in a presentation ceremony later this year. Both Margaret and Elaine have been volunteering for Toronto Rehab for 64 years.

Supervisor of Volunteers Award 2008

The Supervisor of Volunteers Award 2007 has been awarded to Stacey Levine, ABI Rehab Therapist. The person who nominated Stacey for the award stated, "Stacey is generous in providing tips on how to handle certain situations and I find that these social cues can even be applied outside of a hospital setting... Quick to defuse any problems that may arise, Stacy addresses issues with much poise and professionalism."

On duty, Stacey creates a warm, inclusive environment, encouraging others around her to find their independence. She listens to patients and volunteers and this is an asset to her role as supervisor. Stacey is a great mentor."

The award emphasizes the importance of the staff partnership in developing successful volunteer contributions within Toronto Rehab.



Garden Party

Peggy Nash, Member of Parliament attended the Complex Continuing Care Centre's 134th Patient & Family Garden Party hosted by the Volunteer Association. "Thank you for inviting me to this wonderful celebration. Let's recognize the hard-working volunteers who give so much of their time and energy to enrich the lives of others here at the Bickle Centre. We should also recognize the families who are here today and we are glad that they are part of this celebration. I want to pay tribute to the residents here who are an important part of our community. Today is your party. I know you enjoyed the line dancing and BBQ. I want to wish you a terrific day and I look forward to working with you as your Member of Parliament throughout the year."

Peggy Nash

PAVR-O Conference 2008 – “Building through Inspired Leadership”

From May 6-8 2008, Toronto Rehab Volunteer Resources Consultants, Karen Sacke and Lynda Watson attended the 2008 PAVR-O Conference. “PAVR-O” stands for Professional Administrators of Volunteer Resources – Ontario.

The recurring theme during the conference was “where volunteerism is today and its future.” Volunteer Resources Consultants at Toronto Rehab are focused on staying current with trends in volunteerism in order to ensure that we continue to have a strong team of engaged volunteers.

There were three key messages that were learned in the various workshops that the consultants attended:

1. Managers of volunteers have to be aware of emerging trends that affect volunteer engagement (e.g. the shrinking pool of available volunteers; short term and episodic volunteering, etc.) and incorporate this knowledge into our operations and strategic planning. We have to find more creative ways to reach out and engage our citizens — e.g. through virtual volunteering, corporate volunteering, etc.

2. Since youth are currently the most active demographic volunteering at this point in time, there is a need to focus on their preferences as a group while planning recruitment, screening and placement development initiatives. Certainly we must ensure we keep current with changing technology in order to reach out more effectively to youth.

3. Many of our volunteers come from professional groups (i.e. upcoming/post-secondary students, currently employed, or past/retired professionals). These individuals are well-educated and motivated, and would like to have hands-on meaningful volunteer experiences. We must enable these volunteers to contribute fully to enhance services and build organizational capacity.

The PAVR-O Conference provides an excellent forum for keeping abreast of changes in volunteerism. Volunteer resources staff participate in order to stay current with trends which will assist them in maintaining a strong team of volunteers, thus in turn, having the human resources Toronto Rehab needs to provide high quality service to our patients, their families and staff.

Number of volunteers and hours donated 2007-2008

	Bickle	Hillcrest	Lyndhurst	Rumsey Cardiac	Rumsey Neuro	University	Total
Total # of Volunteers:	161	19	131	42	7	101	461
Total # of hours:	11,153	339	7,331	2,855	360	5,565	27,603

Notice: Inaugural Dorothy Aldridge Education Day for Volunteers

Last December Toronto Rehab volunteers were asked to complete a standardized volunteer opinion survey. One of the most notable outcomes from the survey was our volunteers’ request to have more educational opportunities available. Volunteer Resources then asked for more information from volunteers about which learning topics most interested them and would be of assistance with their volunteering. The majority of respondents indicated they would like more information on patients’ injuries, health and emotions.

In response to the survey and identified topics of interest, volunteer resources is developing its first

education workshop. This workshop entitled, “A Day in the Life of a Patient” will focus on 3 objectives:

1. To develop an awareness of the physical challenges patients face and to build an empathetic understanding/sensitivity with regard to these challenges.
2. To develop an understanding of the emotions associated with patients’ experiences (e.g. loss, grief, anger, depression) and gain the tools to cope with these emotions effectively when encountered during volunteer interaction.

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Specialty Skilled Volunteers

Volunteers who have specialized skills provide added benefits to the Toronto Rehab patients' experience. Specialized skills are those 'hidden' talents that do not fit the mainstream type of positions for which volunteer resources usually recruits. Usually when a specialized skill program is developed, it is either because the volunteer resources consultant is aware that



Ann & Will Sutherland in the Neuro program



Jean Hill makes custom OT devices for patients in the Spinal Cord program

particular volunteer possesses a particular skill, or a current volunteer (or potential applicant) approaches volunteer resources with a specific idea/service they would like to provide to our patient population.

We have a few of these highly skilled individuals at Toronto Rehab:

Tax Return Service - Spinal Cord Program

Tim Gordon, an advisor with The Investor's Group has been completing tax returns for patients, free of charge, since 1995. Tim contacted Toronto Rehab to volunteer and when the volunteer resources learned he had tax return experience, she recruited him for that purpose.

Tai Chi Classes - Rumsey Neuro, Multiple Sclerosis Program

The Rumsey Neuro program is fortunate to have two Tai Chi instructors, Will and Ann Sutherland who have been instructing patients in Tai Chi for over five years. Ann Sutherland is a retired physiotherapist and was acquainted professionally with Jo-Anne Howe, Physiotherapy

Clinical Educator, Rumsey Neuro. When Ann and Will approached Jo-Anne to find out how they could teach Tai Chi to Toronto Rehab's patient population, Jo-Anne was thrilled to place them in the Neuro, Multiple Sclerosis program. Jo-Anne says that Ann and Will's instruction has been going so well, they are going to expand to a mixed patient population for stroke, acquired brain injury and multiple sclerosis.

Sewing Specialist - Spinal Cord Program

When Occupational Therapy identified a need to have someone sew custom-made OT devices for the Spinal Cord patients, one of the Volunteer Resources Consultants approached Jean Hill, who had been volunteering in many capacities at Toronto Rehab since 1976. Jean had extensive sewing experience and was happy to take on this opportunity.

Volunteer Resources is always looking for unique opportunities to assist patients. If you have a hidden skill/talent/hobby that you would like to share with us, please contact your consultant and let her know!

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3. To facilitate an opportunity for volunteers to share their experiences (i.e. situation action taken, results/response) and to learn from each other.

By giving volunteers an opportunity to "walk in patients' shoes" they will be able to interact more successfully with patients and participate in improving the patients' quality of life.

The Education Workshop has been scheduled for Tuesday, August 19, 6:00-8:30 p.m. at 200 Elizabeth Street (Toronto General Hospital: East of University Ave. and South of College St.). A light dinner will be provided. Please confirm attendance by August 4, 2008 by leaving a message at 416-597-3422 ext.2586.

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Notice: E.W. Bickle Centre Name Change

A significant historical event occurred on April 10th, 2008 at Toronto Rehab's Complex Continuing Care Program as the Queen Elizabeth Centre became the E.W. Bickle Centre for Complex Continuing Care.

This change was made to honor the legacy of a family who has committed their lives to supporting patients in CCC and reflecting a new era of excellence in complex continuing care at Toronto Rehab. Edward Bickle dedicated 30 years to supporting the patients of the Queen Elizabeth Centre as a member of its Board of Directors. He was known for visiting every Christmas morning with his family and distributing gifts.

His daughter, Judith (Billie) Wilder remembers those visits and carried on the family tradition of philanthropy and volunteer support through her involvement on the Queen Elizabeth Hospital's Board of Directors in the 70's. Her leadership at that time was

instrumental during the reconstruction of the Dunn Ave site and during the purchase of and renovation of the Old Mount Sinai Hospital at 550 University which is now Toronto Rehab's University Centre.

Last October, Billie continued the family legacy of caring with a \$5 million gift to the Toronto Rehab Foundation's fundraising campaign, *Everything Humanly Possible*, representing the largest single monetary gift ever received by the hospital.

In the 1940's Mr. Bickle was instrumental in having the facility's name changed from the Toronto Hospital for the Incurables to the Queen Elizabeth Hospital acknowledging the institutes progress in rehabilitating people, who, at the time were thought to be incurable. Now his daughter is once again honoring the legacy with a name change to once again reflect a new era of excellence in complex continuing care.

Welcome to our New Volunteers:

Prathap Addageethala
(UC)

Tania Aguirre (RC)

Beletu Assefa (BC)

Lance Attwood (BC)

Maryam Badakhshi (LC)

Kelly Campbell (LC)

Ted Carrette (RC)

Tom Cheng (LC)

Ruxandra Colibasanu (UC)

Mildred Degollacion (RC)

Leonides Dela Cruz (BC)

Anayln Deslate (BC)

Gwen Duncan (BC)

Fidelia Famiyeh (RC)

Iris Fok (LC)

Josh Goldstein (LC)

Jennifer Gonzalez-Vasquez
(UC)

Shirley Huang (UC)

Nikita Komarov (BC)

Rhianna Keon (RC)

Ida Kircanski (LC)

Fiona Kong (LC)

Derrick Kwok (LC)

Bonnie Lee (UC)

Cora-Lee Louis (BC)

Muhammad Luqman (LC)

Christine Muzychyshyn
(RC)

Christine Nguyen (LC)

Marites, Ochoco (BC)

John Oghene (LC)

Lorne Opler (LC)

Vivian Parthenis (LC)

Dwayne Rebello (LC)

Csilla Reszegi (BC)

Lindsay Salo (LC)

Hannah Shannon (LC)

Shahin Shafiei (LC)

Andrea Shin (RC)

Ashley Shoesanker (BC)

Erin Silverstein (RC)

Jennifer Tran (LC)

Ersin Turkcan (BC)

Neesha Vadera (UC)

Surabhi Venkatesh (LC)

Hope Warga (UC)

Hazel-Ann Williams (BC)

Linda Zelicki (UC)

Volunteer Resources Mission Statement:

To promote meaningful volunteerism through real teams, important work and common goals. Choose Volunteers.