

Multi-generations challenge volunteers

For the first time, Toronto Rehab is seeing four generations of people working and volunteering side by side. However, despite spanning over such a broad age range, the overall number of volunteers is decreasing.

As the core group of volunteers ages and leaves, there are fewer people filling these roles. This is attributable to a lower population, according to Linda Duxbury, a professor at Carleton University who delivered a speech about multi-generational differences entitled *You, Me and Them: Recruitment and Retention-Generational Difference in Work Values*. The speech was a highlight at the Professional Administrators of Volunteer Resources conference in Ottawa in May.

Such a broad spectrum of volunteers coupled with a decreasing volunteer pool means that everyone at Toronto Rehab needs to work together to create an environment that is attractive and friendly to all potential volunteers while, at the same time, appealing to everyone's interests, says Debbie Talbot, Manager, Volunteer Resources.

To learn how we can work with all generations, we must first understand what a generation is and what each cohort values, says Debbie.

Generations are marked by turning points that shape common attitudes within a certain group.

Veterans are hard-working, loyal to employers, deferent to authority, traditional and self sacrificing, according

to Linda. They are also the largest group of volunteers right now. This generation, which is influenced by World War II and the Great Depression, volunteers out of loyalty and duty.

Baby Boomers are more liberal, focusing on non-conformity, experimentation, and optimism. They place importance in status and expect respect and sacrifice from employees, says Linda. This generation volunteers for the opportunity and expects to have a role in designing their own work.

Generation X tends to be more cynical and focuses on immediate gratification, dedication to personal achievement, and job security, according to Linda. They want autonomy and creativity in their volunteer assignments. This generation volunteers to make a difference.

Generation Y, or millennials, values a good work-life balance, networking, a continuous development of their skills, and being globally connected. They tend to be entrepreneurial and street smart. They look for a connection to the cause when choosing volunteer assignments.

As a volunteer, understanding the unique background and quirks that make up the different generational groups you work with can help enhance your experience. Step up with an open mind, a willingness to learn, and we will help you enjoy a rewarding volunteering experience.

Information included in this article has been used with permission of Linda Duxbury.

Getting too social with social media

You've heard it on the news or read it on the web — a disgruntled employee sounds off about work on Facebook and the boss gets wind of it. Next thing you know, the disgruntled employee is unceremoniously fired faster than you can say "tweet."

Social media websites like Facebook, MySpace and Twitter have become a common mode of communication for many people. These online resources provide plenty of opportunity to stay connected and get up-to-the-minute news. But it's important to be aware that the information found in these types of websites is in the public domain — even if the information is marked private.

Volunteers are reminded that Toronto Rehab's Confidentiality Agreement prohibits the release of private information on public domains like websites. This means any information about or photos of patients, families, staff and other volunteers must not be posted on the web.

Volunteers should be aware that educational institutions, potential employers, and even agencies looking for volunteers often check these websites to see whether there is any information posted about a candidate that is inappropriate.

Remember: *protect your privacy and be diligent about what you and your friends post online.*

Garden Party 2009



Nancy Xia and June O'Donnell, volunteers, at the E.W. Bickle Centre man the raffle table at the 135th Annual Garden Party held June 20. The Toronto Rehab Volunteer Assosocation raffled off prizes to all participants at the gathering. Gloomy weather moved the outdoor party indoors, but the festive atmosphere remained with live music and entertainment at one of Bickle Centre's oldest yearly traditions.



The Toronto Rehab Volunteer Association hosted its 135th annual Garden Party at the E. W. Bickle Centre on June 20. Despite the gloomy weather, the indoor party maintained a lively atmosphere with a New Orleans Jazz theme. The Dixie Five Band played toe-tapping tunes while Jelly Bean, the clown, kept the young and young at heart entertained with balloon art and face painting. The Patient Family Council/volunteer team cooked up a tasty barbecue of hamburgers and corn, followed by ice cream and cake. The Garden Party is a long-standing tradition that gives patients and their families a chance to socialize, have fun, and participate in a fun social event. Thanks to the Garden Party volunteer committee and the 30 volunteers that came out to make it a great day!

The new kid in town

Debbie Talbot, *Manager, Volunteer Resources*



Manager, Volunteer Resources,
Debbie Talbot

The new Manager, Volunteer Resources has arrived at Toronto Rehab. Debbie Talbot has joined the Toronto Rehab Volunteer Resources team and she is thrilled to be here.

Debbie's background includes 10 years with Markham Stouffville Hospital where she helped lead a team of 500 volunteers in providing innovative programs and services to patients, families and staff. She was instrumental in creating a summer student volunteer program complete with its own student council. This focus allowed the program to grow from 50 to 220 students and incorporated social, fundraising and educational opportunities for students.

Debbie's next stop was Lakeridge Health Corporation where she spent six years as the Director of Volunteer Resources. Debbie had the opportunity to lead a corporate program across multiple sites and through some tough times. This would prove to be an invaluable experience. She broke barriers for palliative patients by partnering with Hospice Durham for a seamless support service for patients and families and worked alongside a long-standing hospital auxiliary.

When the opportunity to teach elementary school presented itself, Debbie jumped at it. She taught Grade 3 for a few years and then branched out into corporate training and account management for an organizational health and wellness company.

Then, it happened. The opportunity to join the Toronto Rehab team came about. It was the chance to return to health care — a sector that is near and dear to Debbie's heart. She likens it with a chance to "come home."

Debbie holds a Bachelor of Education from Trent University and a Bachelor of Arts in Psychology from York University. She is a certified Ontario teacher and she earned a certificate in Volunteer Resource Management from Humber College.

Debbie resides in the suburbs with her husband of 20 years, Darryl, and two teenage boys, Brendan and Connor. Debbie and her family love to travel, ski, snowboard, bike, camp, work out and relax.

We are very excited to have Debbie on the Volunteer Resources team to provide excellence in volunteer resource management.

Welcome Debbie!

Congratulations to Ontario Volunteer Award Recipients

On June 18, the Government of Ontario, through the Ministry of Citizenship and Immigration, recognized outstanding volunteers for their long term commitment to an organization with a ceremony at the Arcadian Court. The volunteers were awarded for years of service ranging from 5 to 50 years, with youth awards recognizing two or more years of service. We are pleased to announce that six volunteers were honoured for their work and commitment at the Bickle Centre. They include:

Joe Brunetti	5 years
Jayne Antonides	30 years
Theresa Antonides	30 years
Dick Brooks	30 years
Lois Brooks	30 years
Rhonda Dixon	50 years

Congratulations on your outstanding achievement and many thanks for your continuous support!

Current volunteer opportunities

Volunteer opportunities are available regularly at all of Toronto Rehab's sites. For details on current volunteer opportunities, please go to www.torontorehab.com/volunteers/opportunities.htm This list is updated regularly.



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Toronto Rehabilitation Institute
*A University of Toronto
Teaching and Research Hospital*

Welcome to our new volunteers:

Patrick Amaral (BC)	James Kim (HC)	Penelope Radley (UC)
Sarah-Lyn Amaral (LC)	Samantha Kim (BC)	Gene Ramos (UC)
Puneet Arora (RC)	Stephanie Kim (BC)	Melody Saari (BC)
Alla Arshakyan (LC)	Kailani King (UC)	Sujani Sivanantharajah (HC)
Mitra Ansari (LC)	Daniel Kwan (BC)	Jennifer Somers (UC)
Kalyani Bhooni (BC)	Janice Lee (LC)	Terry Sprigg (RC)
Matt Biggar (RC)	Natalie Leung (UC)	Sharmila Srinithiananthasing (RC)
Adina Bodolan (HC)	Christine Loh (BC)	Marjorie Stewart (RC)
Dan Bowers (HC)	Samantha Lopez (BC)	Lauren Swaine + Charlie (Canine Volunteer) (BC)
Raymund Brum (RC)	Jonathan Lui (BC)	Thilanka Udumullage (LC)
Sophia Cao (UC)	Wenky Ma (RC)	Alex Teixeira (UC)
Kevin Cheng (RC)	Jade Mance (LC)	Tulip Thai (UC)
Angel Chuang (RC)	Kathleen McGeagh (BC)	Nawal Tolba (UC)
Marcia Coimbra (BC)	Jane McLellan (BC)	Daniel Vena (UC)
Eva Csanyi (LC)	Grant McQueen (UC)	Rachel Vong (UC)
Pritika Deepak (HC)	Caroline Mei (UC)	Sonia Vovan (LC)
Leslie Devlen (UC)	Tyler Milton (HC/UC)	Jacqueline Wong (BC)
Wendy Dobson (HC)	Nidi Modhi (LC)	Liana Wong (HC)
David Duong (RC)	Nirosha Murugan (LC)	Peter Wu (LC)
Pegah Esmaeilzadeh (LC)	Apurva Natu (LC)	Zheng Xi (UC)
Heather Falikowski (UC)	Ramja Neethirajah (BC)	Billy Xian (BC)
Diane Freeman (RC)	Gina Oades (BC)	Hong Hong Xie (LC)
Rachel Ford (HC)	Gloria Or (HC)	Irene Yeung (HC)
Sarah Foster (UC)	Elena Orlova (HC)	Shindujan Yogaratnam (LC)
Maria Gayevski (LC)	Tsultrim Palmo (BC)	
Jalal Halabi (LC)	Dan-Que Pham (BC)	
Sita Hayes (HC)	Pirathapan Parmeswaran (LC)	
Rebecca Hicks (BC)	Rene Perida (HC)	
Kayla Hummel (LC)	Serena Purdy (UC)	
Anahid Javidpour (UC)		

Volunteer Resources Mission Statement:

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

Choose Volunteers.