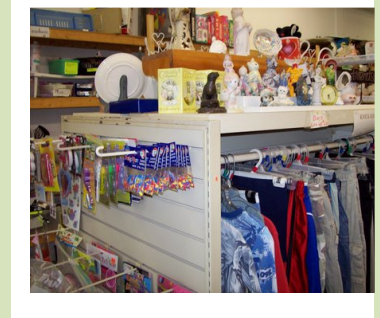
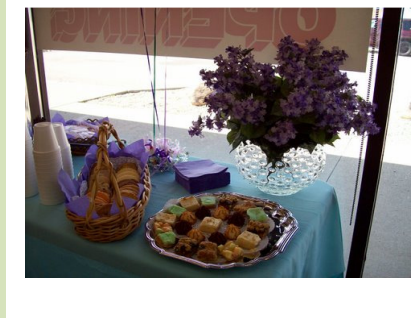




Volume 8

Issue No. 2



We've changed the name of the Opportunity Shops to ***new to you***

We have spent the past several months looking at the messaging of our Opportunity Shops and what the community knows about them. We were surprised to learn several things including: many people in our community did not know what an Opportunity Shop was and that they were not aware that the funds we raise through the donations we receive were given to Groves Memorial Community Hospital.

After careful consideration and with the expert guidance of Jackie Ranahan of Mach One Communications we decided to change the name of our Opportunity Shops to New to You. Jackie generously donated her time and talents to designing the new signage that will be installed at both of our stores sometime in July. Thank you to Jackie for her time and expertise.

We are excited about the changes and hope they make a difference in letting the community know who we are and that we support our local hospital. This will hopefully help increase our donations and sales.

Arthur *New To You* has a New Look!

During the past few months several of our dedicated volunteers and staff have been busy at the Arthur *New To You* store! The store was shut down for 12 days to complete some minor renovations and store re-organization. The store now has a fresh new look and new pricing. A Grand Re-Opening was held on Tuesday, June 7, with coffee, treats and discount offers. The staff and volunteers have had many positive comments regarding the stores' new look.

A special thank you to all the volunteers from the Arthur and the Fergus *New To You* stores, the Board of Directors and **Al Cooper** for all their hard work to make the store look fantastic! We couldn't have done it without you. As well, a big thank you to **Sherry Cooper** who temporarily left as Assistant Manager from the Fergus *New To You* to tackle this huge task. Sherry provided leadership and many extra hours to getting the store to look great. If you haven't dropped into the Arthur store since we re-opened we would invite you to stop by. As well, you can meet our new Manager, **Cheryl Reeve** and the wonderful volunteers.

The store hours are Tuesday through Friday 10:00 am to 4:30 pm and Saturday 10:00 am to 1:00 pm. The store is closed Sunday and Monday

Sherry Cooper and Pauline Rasmussen

=====

zehrs Please bring your grocery tapes to the Gift Shop. Many dollars are contributed by Zehrs to GHVA when we submit the tapes. These dollars go into our fundraising for the hospital. If you shop at L & M Elora – their tapes are also accepted.



On, Thursday, June 30th, GMCH recognized the many years of service given to the hospital and community by **Dr. Barbara Clunes**. After many years of

dedicated service she is now taking a well deserved time out for herself. Dr. Clunes served in the area of internal medicine from May 1985 to the present (2011). As shown by the many staff, patients, volunteers and community members who showed their gratitude by attending the retirement reception, you know that she is a wonderful and caring physician and individual.

=====

GIFT SHOP

The summer season in the gift shop continues to offer more great items:

- Have you seen our new selection of cotton/acrylic lounge pants - great new colours.
- Do you have a special occasion and need a "special" card - come in and see our great selection of handmade cards -made individually by one of our own volunteers - Judy Swift. Beautiful job!
- Look forward to our "midsummer sale" on different items in the gift shop - to be held at the end of July

Come in and say hi. **Sharyn Banks**

=====

SUMMER—FALL MEETINGS

September 19	Board Meeting
October 17	Board Meeting
November 21	Board Meeting
December 19	Board Meeting

**Meetings & Pot Luck Lunch – Coordinators
September 12 — December 5**

Pauline Rasmussen, Manager, GHVA Volunteer Services
Volunteer Office – 519-843-5331, Ext. 3206
Email: grovesvolunteer@gmch.fergus.net

Printed by Fergus Printing, Fergus, Ont.
519-843-2550

CONNECTIONS

Editor — **Helen Clark**
Email: HelenrivaC@hotmail.com
Tel: 519-787-0315

“The Prez Sez” — Rob Gilbert



I want to share with our readers some comments that were made at a recent volunteer symposium sponsored by the City of Waterloo by Janice Ouellette who is the City of Kitchener’s facilitator of volunteer resources and community engagement. This is what she had to say about what we do:

“A lot of people think of volunteers as free labour, but there is more to volunteering than saving money. We couldn’t get along without their personal care and support. They are here because they want to be, not for pay.”

She went on to comment:

“Volunteers have much to gain. It helps them to stay healthy, avoid depression, increase self-esteem and confidence and expand social relationships and boosts social skills.”

I don’t know if many of us have ever really thought about what we have to gain from volunteering at Groves, but I certainly will from now on, and I hope you do, too.

I would like to congratulate our fund-raising committee and all of our hard working volunteers at the thrift shops, the coffee and gift shop, TV rentals and the grocery tape coordinators for their efforts. GHVA recently provided \$85,000.00 for the purchase of a new anaesthetic machine for the day surgery unit at Groves. In addition, we donated \$75,000.00 to the Groves Hospital Foundation to help them successfully wrap up their CT Suite campaign. Watch for the Foundation’s new “Get Real Campaign” which will focus on providing up to date medical devices and technology for the “real” physicians who minister to the well being of patients at Groves.

I would be remiss if I didn’t thank our 120 in-hospital volunteers who generously donate their time throughout the facility in order to make our patients stay as pleasant and comfortable as possible.

Keep an eye out for new signs at the Fergus and Arthur Opportunity Shops which are being re-branded as

“New to You” Shops. See details elsewhere in this issue of the newsletter.

Christmas seems as though it is a long way away (only 173 days and counting), but it will be here before we know it. This year, GHVA is planning to hold a Christmas luncheon for ALL volunteers to be held on November 14th, in conjunction with our annual general meeting. Please mark your calendar.

I know that all of our volunteers will continue to give their time, whether in or out of the hospital during the summer months. I hope that you will manage to squeeze in some happy and safe holiday time in between. See you in the fall.

=====

ACCREDITATION - GMCH

Groves Memorial Community Hospital will once again participate in an Accreditation Canada Assessment this year. Accreditation Canada provides national and international health care organizations with an external peer review process to assess and improve the services they provide to their patients and clients based on standards of excellence. These comprehensive health services standards ensure a thorough assessment of all aspects of an organization’s operations and services.

Accreditation Canada Surveyors have confirmed the following dates and sites for the on-site assessments:

GMCH September 18-20, 2011

During the on-site visit, Surveyors will observe and assess all areas of the hospital such as infection prevention and control, leadership and management, medication management, patient care etc. By identifying strengths as well as opportunities for improvement, Accreditation Canada will help us to ensure that we are providing high-quality services. As a Volunteer you may be asked a question by one of the Surveyors, so feel free to tell them about the invaluable support that each of you contribute every day to our patient experience and fundraising for the Hospital and so much more that we can be proud of.

We appreciate all of the hard work and cooperation of all of our staff, physicians and volunteers throughout the process and look forward to a very successful accreditation survey.

Fundraising in Review

June 1st 2010 to May 31st 2011

It has been another successful fiscal year.
 Congratulations to all Coordinators, Managers, Assistants and Volunteers in each fundraising program area for their hard work and dedication.

Thank you to our community for supporting our fundraising ventures.

Fundraising Report

Business	Year to Date	% against Last Year
Arthur Op Shop	\$64,598.85	+19
Fergus Op Shop	\$304,381.83	+4
Gift Shop	\$42,978.00	+5
T.V. Rental	\$23,936.66	+9
(Above figures are gross and do not reflect any expenses deducted.)		
Christmas in the Lobby	\$1,560.97	+18%

Draw Ticket Event	Amount
HAAO Conference Sept 2010	\$137.00
Christmas Draw December 2010	\$340.00
Spring has Sprung May 2011	\$300.00

Grocery Tapes

We are lucky to be able to participate in this program provided by Loblaws Corp and L&M Shops.
 Total raised \$2,057.37.
 Please continue to donate these tapes at the following locations:
 new to you shops, hospital lobby and gift shop. Thank you.

Donations

On behalf of all Volunteers the following donations were presented by the GHVA Board to the Foundation during this past fiscal year.

CT Scan Anniversary	\$36,500.00
OR Anaesthesia Machine	\$85,000.00
CT Scan Suite	\$75,477.00
OR Equipment	\$ 300.00
Total:	\$197,277.00

TEAM WORK
Individually we are special
Together we are spectacular!!!



Christmas in the Lobby

OK I know; we are just getting into summer and here I am writing about our fundraiser "Christmas in the Lobby"!!!

Since this year's event date is changed by one week, due to Remembrance Day, it is necessary to get the word out to our community.

So mark your calendar for **Friday November 18th** for this annual event.

We will have our ever popular loonie and toonie table, nearly new items and delicious home baked seasonal goodies!!!
 This year we are requesting donations of sewed craft items such as: aprons, shoe bags, wine bags, decorative pillows, cloth books for toddlers, dolls, crib quilts, place mats etc.
 Please drop off any donations to the hospital gift shop. Thank you for your support.

Our Christmas Draw will also start during this event and continue with tickets being available in the Gift Shop until December 21st the day of the draw.

Pass this information around and we are looking forward to seeing everyone on November 18th.

Carol Kirby
 Director of Fundraising.



Pauline Rasmussen
Manager, Volunteer Services

From the Volunteer Office

Happy Summer Everyone! This is my favorite time of year and I hope everyone will take some time to relax and enjoy the weather. The volunteer office has been busy over the past several months with many new volunteers joining our team. Please help me to welcome the newest GHVA members. They are:

Greg Colley-	CT Scan	Jackie Macuikiewicz-	CT Scan
Michael Ghent-	Fergus New To You Store	Marilyn MacQuarrie-	Administration Office
Nancy Fletcher-	Fergus New to You Store		Historical Records
Walker Hoffman-	Emergency	Megan McConnell-	Emergency
Ted Ironside-	Patient Visitor Assistant	Vojsava Muho-	Emergency
Jo Ann Holland-	Breast Screening	Debbie Pelkie-	To be determined
Claire Hutton-	To be determined	Naomi Scott-	Patient Visitor Asst.
Victoria Lomax-	Patient Visitor Assistant	Margaret Smits-	Sewing
Antoinetta Luca	Asst. to the Director of Fundraising		

Unfortunately, a few of our GHVA members have had to leave. They are: **Bill O'Malley, Helen Foote** and **Elsie Dandy**. Thank you for your dedication over the past several years. We wish you all the best.

This past winter a volunteer survey was completed by many of you. The results you provided were very positive. Any suggestions that you contributed have been noted and we will do our best to address the concerns that were brought forward. Thank you to everyone who took the time to complete the survey. It is my hope to provide every volunteer with a positive experience and a meaningful volunteer position.

We have held three volunteer appreciation draws for a \$10.00 gift certificate which can be used at the Gift shop or one of our New to You stores. The past winners whose names have been randomly drawn are **Mary Ann Hollet** and **Janis Dammeier** both from the Medical floor and **Marlene Tosh** from the Fergus New to You store. Congratulations!

Please mark your calendars for our Christmas Party/AGM, for all volunteers, which will take place in the Aboyne Hall at the Wellington County Museum on Monday November 14, 2011 at 12:00 noon. More details will be provided closer to the date.

Thank you to everyone for their time and talents! This past year we have donated over \$197,000.00 and 31,112 hours. I continue to be amazed by all that you do for Groves Hospital.

Congratulations, we couldn't do it without you.



PLEASE REMEMBER TO WASH YOUR HANDS UPON ENTERING AND LEAVING THE HOSPITAL. THE GERMS HAVEN' T GIVEN UP!

Groves Hospital Volunteer Association CT Suite Campaign is Complete!!!

Groves Hospital Foundation is excited to announce the completion of the \$2.6 million (cash and pledges) CT Plus - Imaging For Our Future Campaign. As you know the CT suite was named in your honour for the generous lead gift of \$500,000 at the start of the campaign. In total GHVA has donated \$611,977. More than 5800 patients have been served in the Groves Hospital Volunteer Association CT Suite. Every volunteer contribution to Groves is valuable to patient care and we thank you sincerely.

Get Real \$504,000 Campaign Launched

At the Foundation’s Annual General Meeting we launched the Get Real Campaign to fund hospital equipment. There is often a misconception that government fully funds healthcare. We know that’s not true. Donations from community members like you allow hospitals to provide the state-of-the-art equipment that doctors and nurses need to treat patients.

So we decided to “Get Real” using real local doctors, nurses, staff and patients to talk about how hospitals are funded and that Groves Memorial Community Hospital has a long list of equipment we need to acquire. Groves has a reputation of excellent care. The genuine respect we have for patients doesn’t come from a list. It’s from the heart. Now we need to make sure that our hospital has the latest technology, that we have more than one piece of frequently used equipment and that we replace equipment as it comes to the end of life.



The first priority of the equipment campaign, based on the hospital’s request, is to fund equipment for the Emergency and Operating Rooms. Once again GHVA kicked off the campaign donating \$85,000 for a new anesthesia machine. Our doctors are very appreciative to have this new equipment in the Operating Room. Thank you!

Providing the best equipment to compliment the best care is very serious to us. However, we kept the campaign message fun. We re-created promotional posters from some of our favourite medical TV shows. I hope you enjoy our Get Real Campaign posters featuring local doctors, nurses, staff and patients participated in a poster campaign. The one above is a re-creation of House.

For more information or to make an individual donation to Get Real contact the Foundation at 519-843-2010 ext 3268 or info@grovesfoundation.com.

=====

Humorous Idle Thoughts: What is a free gift? Aren’t all gifts free? — Experience is the thing you have left when everything else is gone. — Is it me, or do buffalo wings taste like chicken? — I had amnesia one – or twice. — Life isn’t tied with a bow, but it’s still a gift. — Frustration is trying to find your glasses without your glasses.

We've changed the name of the Opportunity Shops to *New To You!*

Not only have we changed the name we have also welcomed some new staff to the *New to You* Stores. Over the past few years we have found it difficult to find enough volunteers to sort through the donations we receive outdoors. The volunteers we have volunteering in the Shed position are an amazing group of individuals and we are very thankful for their commitment to this task. This position at times can be unpleasant especially during inclement weather. The GHVA Board of Directors made the decision to hire a part-time General Worker at our Fergus location



As well, we have hired a permanent full-time manager for our Arthur *New to You* store. We are excited to have **Cheryl Reeve** join GHVA. Cheryl has spent the past few years at home with her son and is looking forward to getting back into the retail field. Cheryl has many years of retail management experience and is a very outgoing and cheerful individual. We feel very fortunate.

Pauline Rasmussen
Manager, Volunteer Services

We are thrilled to have **James Whalen** join the GHVA team. James lives in Fergus with his wife and has worked at Wastewise in Georgetown. Wastewise is a community resource centre that sells gently used merchandise to the public along with other services. James is also a Graphic Designer. Please help me to welcome James to the GHVA team.

“Spring has Sprung Draw”

Thank you to everyone who purchased a ticket at our annual draw.

All proceeds, \$300.00, have been donated to the GMCH Foundation to go towards the day surgery anaesthesia machine.

1st Prize Winner: Pat Clark of Alma. Rectangle glass art “Birds of a Feather” by Joan Baker.

2nd Prize Winner: Mary Lisa Kurts of Elora. Oval glass art “Butterflies” by Joan Baker.

Look for our Christmas Draw which will start on November 18th at our annual Christmas in the Lobby!!!

Nurses Appreciation Week May 9th to 15th

Our Nurses at Groves take special care of all patients with gentle hands and caring hearts. To celebrate during this special week our Nurses were able to purchase a coffee and muffin for \$1.50 tax. Each Nurse was encouraged to place their name on a ballot for a chance to win a box of gift ware items, valued at \$78.00, from the Hospital Gift Shop.

Congratulations to Nurse *Sarah Zanella*.

AWARDS



COUNTY OF WELLINGTON VOLUNTEER APPRECIATION AWARD

Norma Seibert, Past President of GHVA was honoured on April 28th, 2011 when she received the County of Wellington Volunteer Appreciation Award.

This was presented by Mayor Ross-Zuj

Norma not only volunteers with GHVA, but is also a Director on the Foundation Board and other local boards.



THE 2011 ONTARIO VOLUNTEER SERVICE AWARDS

The Volunteer Service Awards were presented to recipients on Friday, April 27 in Kitchener. Two GHVA volunteers, were in attendance and received their pins and certificates.

Beryl Ecclestone (40 years)

Catherine Leighton (30 years)

Unable to attend were **Anneke Wymer** (30 years), and **Marguerite Richardson** (30 years) .

Their pins and certificates were personally delivered to them by **Rob Gilbert**, GHVA President



TO GET OLDER IS THE ONLY WAY TO LIVE LONG