

131st Annual General Meeting of the

Cambridge Memorial Hospital Volunteer Association



Report for the Year Ending March 31st, 2022

Thursday, June 9, 2022

3:00pm

Via Zoom

Cambridge Memorial Hospital Volunteer Association

Annual General Meeting

Thursday, June 9, 2022, 3 p.m.

AGENDA

- | | |
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| 1. Welcome & President's Report | Kathy Walsh |
| 2. Minutes 2021 AGM | Elizabeth Jeans |
| 3. Greetings | |
| (a) President and CEO | Patrick Gaskin |
| (b) CMH Foundation | Lisa Short |
| 4. Finance Director's Report | Heather Smith |
| 5. Auditor's Report | KPMG-Kim Haley |
| 6. Guest Speaker - Joshua Rhab (WRPS) | |
| (a) introduced by | Annette Vaughn |
| (b) Thanks | Rick de Graaf |
| 7. Diversity and Inclusion Director's Report | Zarnab Altaf |
| 8. Business Director's Report | Yvonne Kaine |
| 9. Patient Services Report | Nonie McQuaid |
| 10. Volunteer Services Report | Linda Rodrigues |
| 11. Volunteer Recognition | Brandy Insley and Alex Allen |
| 12. Presentation of the Board and Closing Remarks | Kathy Walsh |



CMHVA ANNUAL GENERAL MEETING

JUNE 9, 2022, 3 PM

PRESIDENT'S REPORT

Greetings fellow volunteers! Once again, we gather virtually to review our accomplishments over the last year and set goals for the future. As more volunteers return to their duties, we are hopeful that we may gather in person soon. I thank you for your tenacity in supporting your association.

First and foremost, I would like to commend the members of the Board. Despite the restrictions within which we have found ourselves we continue to be extremely busy working on managerial and communication tasks.

There will be a number of changes to the Board this year. Two longstanding directors are stepping down from their positions. Heather Smith has a long history with the organization. She is to be commended for her dedication and commitment to the position of Finance Director. Nonie McQuaid has served five years on the Board as Patient Services Director. She has brought to the table many different ideas and provided opportunities for self-esteem building.

Both Heather and Nonie will be missed as they exemplify the meaning of true commitment. Both Heather and Nonie will continue working on committees of the association - Heather on the Business Committee and Nonie on the Patient Services Committee.

At the end of the AGM, the Board of the CMHVA will present four Directors Elect to the membership: Rick DeGraaf, Tevin Heath, Carol Jones and Mark Squire. They will be presented to the membership as candidates for the CMHVA Board.

Thanks

Liz Jeans, Secretary for keeping comprehensive records of the Association

Heather Smith, Finance Director for monitoring the CMHVA budget. She has been diligent in her pursuit of available funding due to the financial constraints that have been in place as a result of the pandemic.

Nonie McQuaid, Patient Services Director has creatively continued her mission to keep the lines of communication open with the volunteers

Zarnab Altaf, Diversity and Inclusion Director has been busy working on the Diversity, Equity and Inclusion Survey and setting up a Calendar of Events for the membership.

Yvonne Kaine, Business Director, has generated many creative ideas to supplement the loss of income we have sustained due to lockdowns. Kudos to the Managers **Tammy Devereaux, Sue Brown, and Linda Blackmore** for their efforts.

Elaine Habicher, CMH Board designate is a great support to the team. She has concentrated her efforts working on governance and nominations. She has been informative and helpful.

Gloria Coppes, our Office Administrator for her steadfast work on our behalf.

Janet Simms Baldwin for chairing the Governance Committee. We appreciate her input.

We value our work with the CMH staff (**Patrick Gaskin**) and the CMHF staff (**Lisa Short**). We appreciate the continued support of **Linda Rodrigues and Alex Allen**. They inspire us with their enthusiasm.

As you read the Directors' reports in this booklet you will see that your board has been extremely active given restricted circumstances. Members of the committees have been working hard to ensure documentation, contracts and policies and procedures are kept up to date.

Most importantly applause to all volunteers. All of you have contributed to success of the organization. All have been missed. We look forward to the time of complete reopening with great anticipation. Let us hope that soon this will be a reality.

It can never be said often enough...thank you, thank you, thank you.

Respectfully submitted,

KATHY WALSH

PRESIDENT, CMHVA

CMH VOLUNTEER ASSOCIATION

DRAFT MINUTES OF THE ANNUAL GENERAL MEETING

JUNE 10, 2021 VIA ZOOM

1. **WELCOME** - The **President Kathy Walsh** called the meeting to order at 4:11 p.m.
 1. In her opening remarks, Kathy noted that less than a year had passed since the last AGM.
 2. She took a moment to acknowledge and reflect on the loss of life of the Muslim family in London, Ontario, and the discovery of the remains of 215 children found in a mass grave at the former Residential School in Kamloops, BC.
 3. Kathy recited the Territorial Acknowledgement of our Land.
 4. Kathy further reflected that the CMHVA was founded in 1891 and has been active for 130 years. She hoped we can soon celebrate in person and extended her congratulations to the Board members for operating under the unusual circumstances.
2. **MINUTES 2020 AGM** – The draft Minutes of the AGM held on September 24, 2020 were circulated prior to the meeting and were presented at the meeting by Elizabeth Jeans, Secretary Elect. Motion by Janet Simms-Baldwin that the minutes be accepted, seconded by Heather Smith and carried.
3. **GREETINGS**
 - (a) **President and CEO – Patrick Gaskin**
 - In his opening remarks, Patrick Gaskin reviewed the Land/Territorial Acknowledgement and noted that one of the truths of the Anishinaabe people is **respect**. As we reflect on the events in London and Kamloops, we must consider the ongoing value of respect.
 - **Hospital Update** – Patrick misses seeing the volunteers in the hospital in person and is looking forward to Fall when hopefully everyone is back.
 - **Covid Ongoing Priorities** – Access to PPE supplies; vaccination to ensure safety of staff and the community; continue to expand beds. Vaccinations started in September at four vaccination centers. In December, took over ownership of Cambridge Country Manor to ensure safety. Ownership was returned in March. Since wave 3 commenced, more than twenty GTA patients had received care at CMH in both medicine and ICU.
 - **Patient Experience** – The virtual visiting program has been set up to facilitate at least 200 virtual communications each week.
 - **Priorities** – Trying to accelerate access to care for patients. Keep staff and physicians safe and engaged. CMH has been recognized as one of the top 500 employers in Canada.

- **2021/22 Work Ahead** – Patrick advised that the Phase 3 work continues within the hospital. The new kitchen is opening in July. He also referred to the renewal of the digital health strategy. He further reflected on the courage, healing, and gratitude of patients.
- **Questions and Answers** – Patrick answered questions from Heather regarding directives about visitation; Nancy wondered when volunteers would be returning in person; Rosemary asked whether volunteers need to be fully vaccinated before returning to the hospital.
- Kathy thanked Patrick for his input, knowledge, and sense of humour.

(b) **CMH Foundation – Lisa Short**

- Lisa represents the Foundation, and in her opening comments, stated she was not surprised that Linda has a plan!
- What is next for our Foundation? Lisa mentioned that many of the Board members may remember meeting as a tri-board group a few years ago. In January, 2021 the Foundation announced the completion of WeCare. She confirmed the overwhelming support over the Christmas period for the Trees of Caring. She also made reference to a large contribution from a family in the community and stated that the Volunteer Association played a huge part in the campaign, and she is looking forward to what is next. Lisa reviewed the financial goals for the Foundation in partnership with the Volunteer Association as well as investments in the hospital and advised of the amounts raised over the last several years which had been donated to the hospital to be applied to the capital development project, education, and equipment.

4. **DIVERSITY AND INCLUSION DIRECTOR’S REPORT – Zarnab Altaf**

Zarnab’s written report was circulated prior to the AGM and included in the Booklet. In her opening remarks, Zarnab reflected on the tragic events in London and Kamloops which reinforces the critical need to learn, understand and accept every faith culture. CMHVA respects, honours and values diversity and inclusion and its goals. She then reviewed the Policies and Procedures, Diversity Calendar and DEI Survey for Volunteers, all as set out in her report. Zarnab then introduced our guest speaker, Mari Iromoto, Senior Director Strategy, Performance, and Chief Information Officer.

5. **GUEST SPEAKER – Mari Iromoto**

In her opening remarks, Mari advised she has celebrated two years at CMH overseeing the DEI plan. She mentioned that she is not an expert and is learning along with everyone else. She confirmed that the staff and physicians survey was sent out last year. Below is a pdf of the contents of her report.



**DEI Progress
Update to CMHVA -**

At the conclusion of her presentation, Mari invited questions. Zarnab asked if Mari could tell volunteers how to access CCDI material. Mari advised that the materials are offered to anyone who has a CMH e-

mail address. Craig Inker commented that the plans resonated with him. He advised he comes from the business world and felt the plan integrates well not only within the hospital, but also in the community. Janet Simms-Baldwin asked if there is any committee involved with or reaching out to other associations, e.g., Coalition of Muslim Women. Mari was not aware of anything formally right now. Nonie McQuaid thanked Mari for what has been an incredible journey.

6. FINANCE DIRECTOR'S REPORT – Heather Smith

Heather's pre-audited report for the Fiscal Year April 1, 2020 – March 31, 2021 was circulated prior to the AGM and included in the Booklet. Following a review of her report, Rosemary Cook moved that the pre-audited report be accepted, seconded by Carol Jones and carried. Heather was commended for her efforts.

7. PRESIDENT'S REPORT – Kathy Walsh

Kathy's report was circulated prior to the AGM and included in the Booklet. Kathy thanked Linda, Jamie and Alex for their continued support.

8. BUSINESS DIRECTOR'S REPORT – Yvonne Kaine

Yvonne's report was circulated prior to the AGM and included in the Booklet. She provided updates to each of the businesses:

- (a) Tim Hortons – Recently we were advised that CMH is currently in the top 3% of non-traditional restaurants and eligible for a Platinum Award, to be awarded in December. If successful, the restaurant will receive a plaque and each team member will receive a prize of \$100.00.
- (b) Red Poppy Gift Shop – The inventory has been switched out and spring and summer articles are on display. The Gift Shop is ready to open and just waiting for the green light.
- (c) The Recovery Room Thrift Shop – Considered a non-essential retailer. The Recovery Room Thrift Shop will reopen on Monday, June 14, 2021 from 10:00 – 4:00 and looking to open on Saturdays from 10:00 – 1:00 provided there are volunteers.

Thanks to Tammy Devereaux, Linda Blackmore and Susan Brown.

- (d) Yvonne thanked the Business Committee of Wendy Goodhew, Brigitte Zolnai and Heather Smith, and looks forward to all volunteers returning to the hospital.

9. PATIENT SERVICES DIRECTOR – Nora (Nonie) McQuaid

Nonie's written report was circulated prior to the AGM and included in the Booklet. Nonie highlighted three groups who have been working during the pandemic: Spiritual Care personnel who have come in as needed; volunteers at the Recovery Room; the CMHVA Board. She also referenced the CMH volunteers at the Pinebush Vaccination Centre. Nonie invited volunteers to send her their experiences, to be shared in an upcoming e-Cast. In closing, Nonie thanked the members of the Board, Linda Rodrigues, Jamie Radoja and Alexandra Allen, and her committee members Catherine Robinson and Nisarg Radadia.

10. VOLUNTEER SERVICES REPORT – Linda Rodrigues

Linda's written report was circulated prior to the AGM and included in the Booklet. Linda's report included congratulations to Jamie and Paul as they welcomed the arrival of their son Nathan Andrew. Linda was happy to introduce Alex Allen officially and outlined her credentials, as set out in her report. She encouraged all volunteers to get vaccinated and to be flexible in their roles when returning to the hospital, and confident that safety is at the forefront.

11. VOLUNTEER RECOGNITION – Alexandra Allen

Alex's written report was circulated prior to the AGM and included in the Booklet. The report included awards for years served from 1 year up to and including 40 years, Certificates of Merit for volunteers with greater than 15 years service, a list of retiring volunteers and In Memory of three volunteers who passed during 2020/21.

Alex commented that it was nice to meet the volunteers in person at the Pinebush Vaccination Centre. She indicated a diversity e-mail has been set up at the hospital – diversity@cmh.com.

12. COMMITTEE REPORTS

- (a) **Governance Committee – Janet Simms-Baldwin.** Janet's written report was circulated prior to the AGM and included in the Booklet.
- (b) **Nominations – Kathleen Walsh.** Kathy's written report was circulated prior to the AGM and included in the Booklet. Kathy recognized the following: Elaine Habicher, CMH Board Designate, who is a great support to our Board; good luck to Wendy Goodhew and Ted Cheesmond in their future endeavours; Gloria Coppes, Office Manager; committee members and volunteers.

13. PRESENTATION OF THE BOARD AND CLOSING REMARKS – Kathy Walsh

Kathy presented the new Board for 2021/22:

Kathleen Walsh	-	President
Heather Smith	-	Finance Director
Elizabeth Jeans	-	Secretary
Yvonne Kaine	-	Business Director
Nonie McQuaid	-	Patient Services Director
Zarnab Altaf	-	Diversity and Inclusion Director

Motion to accept the Board by Gloria Coppes, seconded by Linda Blackmore and carried.

Following thanks to Kathy from Janet Simms-Baldwin and Elaine Habicher, the motion to adjourn was made by Janet Simms-Baldwin, seconded by Rosemary Cook and carried. Accordingly, the meeting was adjourned at 5:53 p.m.



Finance Director's Report

Fiscal Year: April 1, 2021 – March 31, 2022 (pre-audit)

It is with pleasure that I provide the CMHVA membership with the year-end financial report (pre-audit).

The Red Poppy Gift Shop – Due to Public Health Restrictions, the store's operations were greatly affected. The store was sporadically open to staff and visitors. Profit before amortization was \$4,967. The store fully re-opened Mar 7, 2022.

Tim Hortons – For more than 11 months, coffee shop operations were restricted to hospital staff only. Loss before amortization was \$49,820. The store re-opened to patients and visitors on Mar 8, 2022.

The Recovery Room – Notwithstanding intermittent Provincial restrictions to retail activities, the store realized a profit of \$20,201.

A total of \$135,199 was received from the Canada Emergency Wage Subsidy program.

A total of \$7,574 was received from the Canada Emergency Rent Subsidy program.

A total of \$47,989 was received from the Tourism & Hospitality Recovery program.

\$20,000 was received from the Ontario Small Business Support Grant program.

As no funds are available to contribute toward the \$1,500,000 pledge to the CMH Foundation Capital Expansion Fund, balance outstanding remains at \$789,795. Repayment schedule will be revisited.

Respectfully Submitted

Heather Smith

CMHVA Finance Director



DIVERSITY AND INCLUSION REPORT

BY: ZARNAB ALTAF

(DIRECTOR OF DIVERSITY AND INCLUSION CMHVA)

DEI CALENDAR: The DEI calendar is displayed outside the volunteer lounge. Every month the display is changed with various famous events and celebrations highlighted. The calendar on the right is for all of you to write down all the events, important dates, festivals that you celebrate, and we will log them in the next month's display. It is a celebration of our diversity and CMHVA is proud to represent and acknowledge it. DEI SURVEY RESULT ANALYSIS: First, I would like to thank all for taking part in the DEI survey. There was a total participation of 87 out of just under 100 active volunteers at that time. This is a great response rate (87%). The DEI committee has analyzed the results and at this AGM I would present you the survey results and the analyses we have deduced from them. This analysis is helping us formulate our post-survey action plan which will be discussed as we go through the slides.

Presentation https://1drv.ms/p/s!AkW2DUYpo_4LchpUfh5OvMI8_7c?e=Ac6ybl

Respectfully Submitted

Zarnab Altaf

Director of Diversity and Inclusion

Business Director's Report – Cambridge Memorial Hospital Volunteer Association Annual General Meeting – June 9, 2022

This year seems like déjà-vu, as very little has changed since this time last year: business levels are still far below normal, customer traffic levels are still highly restricted, and our volunteers and business unit staff remain dedicated and cheerful in spite of it all! We are so grateful for all of their contributions.

Revenue Businesses

Tim Hortons sales numbers have inched up to just 3% below YTD 2021, still operating at approximately 36% of pre-COVID monthly revenue levels. While this is very disappointing for the dedicated TH Team, who have kept the restaurant open throughout COVID, they continue to operate an exceptionally efficient store delivering quality customer service to all who stop by. Our restaurant was recognized in January for its efficiency, winning a Platinum Award for 2021.... One of just 19 in their category of 646 non-traditional restaurants to receive this coveted recognition! Our restaurant manager Tammy Devereaux received a Cambridge WOW Award from the Chamber of Commerce and was celebrated with a plaque presented by Chamber representatives, along with chocolates and flowers, of course. Tammy and a guest will be attending a special dinner with other WOW Award winners later in June. An outstanding job by our amazing Tim Hortons Team, during challenging times ... THANK YOU all!

The Red Poppy Gift Shop reopened in March, after having been closed since December 24. Traffic continues to be restricted to only staff and those individuals who are at the hospital for a procedure or are visiting a patient. With the numerous pre-Holiday sales, featuring a different offering every day, revenues were fairly good. Since re-opening, the Shop has been given a Spring facelift, and fresh merchandise has made it to the retail floor. Inventory levels and storage remain an issue; however, customers continue to compliment us on the quality of merchandise and the shopping environment. These compliments are a credit to Gift Shop Manager Linda Blackmore and the hard-working team of Shop Volunteers. THANK YOU for delivering excellent and helpful service to all our customers!

The Recovery Room thrift shop was open for almost all of the COVID shutdown periods, operating within the strict pandemic guidelines and those imposed on local retailers. Business remained steady throughout the last year, and donations are once again coming in fast and furious. The Recovery Room participated in a Thrift Crawl during the month of December – spear-headed by a local woman grateful for the availability of quality clothing at very reasonable prices. Our thrift shop was also featured in a local blogger's focus on local thrift shops as part of her video series *Amazing Cambridge!* Thank you to Recovery Room Manager Susan Brown and her team of volunteers for continuing to offer their customers great bargains when shopping opportunities were not abundant. You are all AMAZING!

Fundraising Initiatives

The 2021 **Angels of Caring** campaign was quite successful once again, despite several banks deciding not to participate this year due to COVID. While we didn't sell as many Angels as in 2020

(749 vs.1114), the re-introduction of the 7" Angel boosted sales numbers to \$4,696 vs \$5,975 in 2020. We hope to return to normal participation levels for the 2022 campaign.

The **Business Committee** executed a successful fundraiser at the Cambridge Fall Fair in September, generating \$2,000 for the hospital. I'd like to thank committee members, Wendy Goodhew and Heather Smith for their creativity and diligence in organizing this fundraiser.

We continue to receive inquiries about our **Vendor Program** and we hope to reintroduce the program in the near future, as it represents a meaningful revenue stream for the Volunteer Association and the hospital.

Thank You to all Volunteers and CMH Staff for your continued support of our revenue businesses!

Respectfully submitted,
Yvonne Kaine – CMHVA Business Director

PATIENT SERVICES REPORT

JUNE 9TH, 2022.

Good afternoon volunteers, special guests, board members and volunteer services staff.

Serving as your representative on the CMHVA board has been both an honour and an incredible learning curve. The education I received as I toured the areas where CMH had volunteers was an ongoing eye opener. Just as I felt that I had a handle on things, the entire mosaic changed when the pandemic hit the world!

Not to allow a pandemic to interfere, volunteering at CMH underwent a complete transformation! We began working from home, making phone calls, rallying to show our support of hospital staff and outsourcing ourselves.

We have been able to run a limited number of events via Zoom such as Trivia Night and our annual general meetings. Oh, but how I am looking forward to in person events resuming!

Then finally the magic of 2/22/22 happened and volunteers began to return. Each time new volunteers entered the hospital, there were mini reunions everywhere with lots of positive energy and huge smiles (underneath their masks of course).

I would like to extend my thanks to two groups of unsung heroes: the members of the CMHVA board who were there to lend me their support as I tried to show the volunteers how much we, as a board, appreciated their efforts with events such as food and drink and a chance to mingle for all shifts for a week. I would also like to acknowledge the support of Linda, Alex and Jamie when I needed help, answers or ideas while carrying out my role as Patient Services Director.

Respectfully submitted

Nonie McQuaid

Patient Services Director.

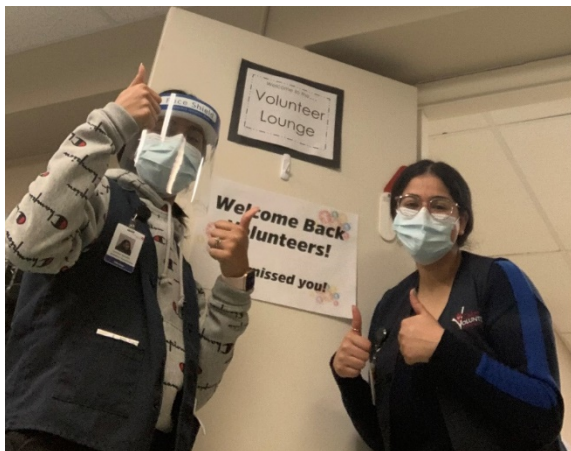
AGM Report Volunteer Resources June 2022

Adaptability, Resilience and Pivot – just a few of the key words of the past year! As we attend our third year of a virtual CHMVA-AGM, we now have a sense of normalcy about it. We are so very grateful and full of joy this year in being able to share that we now have over 100 volunteers on-site, and at the Recovery Room providing exceptional care and support to our patients, visitors, staff and medical professionals. Active programs include Patient Registration, Gift Shop, Ambassador, Diagnostic Imaging, Surgical Day Care, Medical Day Care, Therapy Dogs, and HELP (Hospital Elder Life Program). The majority of our volunteers continue to be in the Ambassador program providing warm welcomes and helpful directions.



In September 2021 our regional hospitals, under the recommendation of the Ontario government, mandated that all staff and volunteers in hospitals must provide proof of two COVID19 vaccinations. All on-site CMH volunteers were compliant with this policy and have provided proof of vaccination. This enabled us to continue with our volunteer programs without interruption. The adaptability was most appreciated.

Once we were able to re-integrate our current volunteers, we turned our sights on recruiting new volunteers. The energy and commitment of our new volunteers represented a desire to give back to healthcare, especially in light of the past couple of years. We have pivoted to on-line (Zoom) orientation sessions and everyone has been so accommodating. Since volunteers started returning last fall, we have welcomed more than twenty new volunteers.



We were happy to assist with the rollout and analysis of the Volunteer Diversity Survey in the fall. There were 87 respondents and overall respondents provided very positive feedback, speaking to a sense of inclusion and belonging amongst our volunteers. *"Everything is open, honest and shared"*

"I feel the hospital and its staff are very appreciative of the work the volunteers do and they go out of their way to recognize and

value our contributions."

Everything seemed to be progressing normally until December 21st, 2021, when volunteering on-site at CMH was suspended. The only exception to was the Red Poppy Gift Shop volunteers who continued to operate the shop until it closed on December 24th. We are most grateful for their dedication and assisting in last minute holiday shopping. The decision to suspend on-site hospital volunteering was made in light of growing concern around the contagiousness of the Omicron variant and in coordination with our other regional hospitals. The Recovery Room thrift shop was able to continue operations under retail restrictions from the Ontario Government.



this



During that challenging holiday season, our resilient CMH Volunteers pivoted, and many provided support at the Regional Vaccination Clinics over the holidays and during the winter. A note from Trevor Eaton, Supervisor at the Pinebush Clinic highlighted: *“Wanted to thank all your volunteers for the incredible help you, and they have been for our clinic. We have supported over 320,000 vaccinations and this could not have been achieved in such a positive manner without all of your support.”*

The Capital Redevelopment Plan continues in full swing and over the past year we saw many renovations to the SDC and DI units. Our volunteers were incredible in adapting to new processes and layout changes as they assisted patients and staff in navigating new procedures. As an example, to support the layout changes in Diagnostic Imaging, a total of 54 volunteers attended two Wayfinding Information Sessions via Zoom to ensure they knowledgeable, able and ready to help. Volunteers were very engaged and interactive during these sessions. It was lovely to see volunteers' full faces!

To continue the learning and support of our volunteers, the CMH Occupational Therapist Sonya has begun to offer weekly Wheelchair Training Safety lessons to returning volunteers. These training sessions are open to all volunteers, with an emphasis for all Ambassador volunteers to complete this training. It has been very well received with volunteers becoming more confident in proper



wheelchair use, and ensuring higher safety standards for our patients.



This past April we were delighted to be able to celebrate National Volunteer Week. A special focus was paid to our volunteers at the **Recovery Room** under the caring leadership of Sue Brown. Together they have been able to keep the store open except for those early uncertain days of COVID, providing a much needed core service to our community. The Recovery Room team is small, mighty and incredibly dedicated to their cause.

Last year at this time we were welcoming Alex Allen to the role of Volunteer Coordinator, and here we are a year later, thanking Alex for her leadership and commitment. We wish her all the very best as she transitions back to Hospice Waterloo Region in the role of Community Relations Manager. Alex shared this note:

Dear Volunteers, it has been an absolute pleasure working with you all at CMH. Your commitment, caring dedication to the hospital, its patients and visitors is apparent every day. You are all part of the amazing experience at CMH and I am proud to have been a part fantastic program. As a resident of Cambridge, I hope our paths will cross again! All the best, Alex

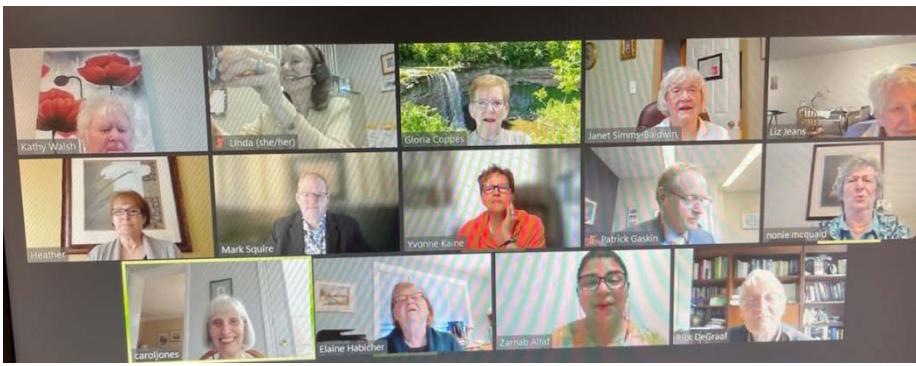


and
patient
of this
that

Recruitment plans are underway for a replacement, and we are very grateful to Brandy Insley for agreeing to provide interim support. Brandy has worked closely with Alex over the past year and we will all work together to ensure a seamless, or at least a fairly seamless transition. We thank you in advance for your patience, and please don't hesitate to reach out or send a kind reminder if we do get behind on anything!

Of course, we are grateful to the Board for their on-going support and guidance, especially Kathy Walsh as President. We will be sad to see some of the members stepping down from their role on the Board, and we are ever grateful that many will continue on volunteering within the hospital – these are smiles we do not want to miss. We have had the chance to meet the new Board members and we know the CMHVA and Volunteer Services are in very good hands.

We are
the future
during



excited to explore what
brings. As I have
mentioned previously,
times of change, we

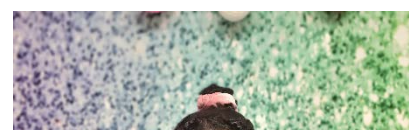
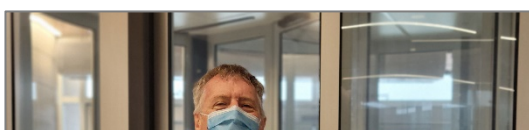
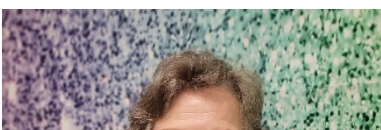
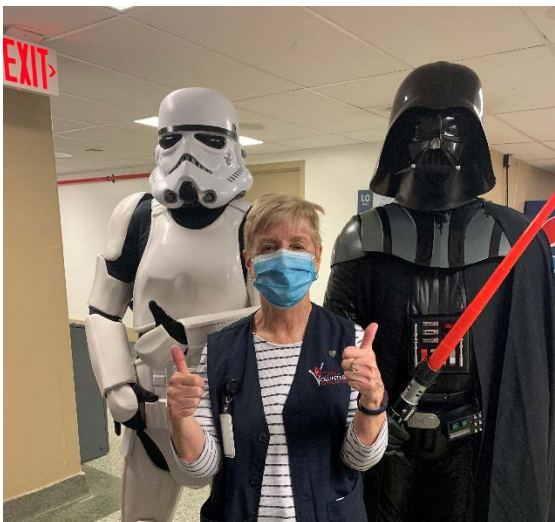
need to hang onto those things that do not change.... the Values of CMH/CHMVA: Caring, Collaboration, Accountability, Innovation and Respect. These are our cornerstones and they will always see us through; *our values and the incredible dedication and support of our Volunteers.*

Keep Well, Stay Safe, Be Kind and continue to refer your friends and family to volunteer!

Respectfully Submitted,

Jamie, Alex, Brandy and Linda

P.S.....we had to add a few extra photos – just for fun. Thank you for always engaging in our events. Your energy and fun is always contagious!



AGM Report
Volunteer Recognition
June 2022

30 Years

Evelyn Gordon

20 Years

Pat Derochie

15 Years

Vickie Robinson, Judith Basham, Stephen Weber, Karen Kovats, May Ryan, Nancy Bendus, Cheryl Purdon, Carmen Bettencourt

10 Years

Nancy Taylor, Lesley Bansen, Mary Elloway, Linda Bechtel, Louise Post, Greg Bendus, Coby Mock, Sheena Quigg

5 Years

Stephen Berryman, David Brown, Sandra Cheesmond, Suzanne Cline-Armstrong, Elizabeth Cudney, Mohammad Darr, Joseph Devasia, Maureen Grant, Robin Hacon, Nancy Hewat, Sherriza Khan, Stephen Limmer, Bev Montague, Margaret Oliver, Carol Palmer, Prashant Patel, Greg Phillips, Jane Reid, Wendy Schmuck, Jonathan Stairs, Julie Veber, Marjorie Webb, Elaine Weinstein, Dawn Wylie, Mary-Ellen Yeardley, Cameron Laidlaw

Certificates of Merit

With greater than 15 years of CMHVA service, the following volunteers are being recognized for their outstanding contributions to the growth and goals of the Volunteer Association.

May Ryan
Nancy Bendus

Certificates of Appreciation

With over 200 hours of service during our last fiscal year, the following volunteers are being recognized for their exceptional contribution to the Volunteer Association.

Linda Blackmore
Maureen Grant
Peter Battrick
Yvonne Kaine
Susan Garlick
Betty Buck
Murray Garlick
Carol Jones
Nonie McQuaid
Heather Smith
Kathy Walsh
Don Howard
Lisa Klaassen

**Recognition of Annual Hours of Service
Volunteers with 100 or more Hours of Service**

April 1, 2021– March 31, 2022

Name	Hours	Name	Hours
Linda Blackmore	399	Elizabeth Jeans	153
Maureen Grant	320	May Craig	148
Peter Battrick	294	Jane Reid	147
Yvonne Kaine	283	Debbie Dion	140
Susan Garlick	280	May Ryan	138
Betty Buck	266	Sheena Quigg	134
Murray Garlick	263	Marion White	130
Carol Jones	248	Brenda Brennan	130
Heather Smith	247	Phil Meighan	128
Nonie McQuaid	231+	Wendi Goodhew	123
Kathy Walsh	225	Greg Bendus	123
Don Howard	216	Zoe Paraskevopoulos	120
Lisa Klaassen	212	Danielle Drmay	118
Nonie McQuaid	199	Gloria Coppes	115
Jane Barfoot	193	Craig Inker	114
Joan Linton	192	Harriette Bociurko	113
Judy Taylor	190	Linda Howard	112
Dave Mossey	181	Mary Ellen Yeardeley	111
Judy Boudreau	167	Anne Marie Ruthen	111
Nancy Bendus	161	Gladys Schmidt	107
Betty Hetherington	157	Karen Kroezen	103
Chuck Snider	154		

HONOUR ROLL FOR 2022

30 Years

Evelyn Gordon

20 Years

Pat Derochie

15 Years

Vickie Robinson, Judith Basham, Stephen Weber, Karen Kovats, May Ryan, Nancy Bendus, Cheryl Purdon, Carmen Bettencourt

VISION

To provide exceptional healthcare through exceptional people

MISSION

CMH Volunteer Association is committed to providing exceptional service in a caring environment to patients, family, visitors, staff and our community

VALUES

Caring

Respect

Innovation

Collaboration

Accountability

Retiring and Alumni Volunteers

Name	Retirement Date	Lifetime Hours	Roles
Sharon Livingstone	April 2021	655	Emergency Department, Administration
Louise Nobbs	April 2021	737	HELP, ICU and Pinebush Vaccination Clinic
Lloyd Oakey	May 2021	216	Spiritual Care
Ana Prior	June 2021	773	Gift Shop
Al LaCroix	July 2021	449	Spiritual Care and Patient Registration
Therese Lagace	July 2021	337	Patient Registration and Medical Day Care
Cheryl Dolson	July 2021	112	Info Desk
Joan Fairley	July 2021	2306	Emergency Department and Medical Day Care
Kathy Lalonde	July 2021	918	HELP and Ambassador
Eleanor Furlong	July 2021	704	Spiritual Care
Ruth Kroft	August 2021	2313	Info Desk and Ambassador
Gerald Dykema	August 2021	2000	Spiritual Care
Jaskaran Atwal	August 2021	148	Emergency Department
Yolanda Axbey	November 2021	357	HELP
Carmel Gowing	November 2021	356	HELP
Tracey Irving	December 2021	311	St. John's Therapy Dog
Faye Wheaton	February 2022	760	Patient Registration and HELP
Bob Bakker	February 2022	3490	Medical Day Care

In Memory...



Ray Martin passed on Saturday July 10th, 2021 in his 86th year. Ray volunteered mainly with the HELPP Lottery. Ray and his wife Billie were also much involved in the organizing of the annual Remembrance Day services at CMH. We have recorded over 3700 hours of volunteer hours for Ray.



Roger Whetham passed on Wednesday July 28th, 2021. Roger was a caring gentleman who was very involved with his community. Over more than four years with the HELPP Lottery, Roger served over 500 hours for CMH.



Barbara Carlton passed on August 9th, 2021 at the age of 86. Barbara was, perhaps, the City of Cambridge's greatest ambassador. She loved its history, neighbourhoods, and people. She volunteered at the CMHVA Recovery Room thrift shop for nearly 15 years and gave over 1000 hours of service to the hospital.



Marjorie Oldfield passed away at home on Wednesday November 17th, 2021 in her 92nd year. Marjorie was raised in Preston and always referred to herself as a Preston girl despite living most of her life in Galt. She was a devoted volunteer at the Cambridge Memorial Hospital for 52 years, helping in the Gift Shop and other committees. Marjorie gave over 2400 hours of service to the hospital.



Bernadette DiCarlo passed away on February 4th, 2022 with family by her side. Bernadette was a long-time resident of Hespeler and lived in the same home for 63 years. Bernadette volunteered for more than ten years at Cambridge Memorial Hospital, giving nearly 2000 hours of volunteer time in the Ambassador role.



Doreen Russell passed away on Monday February 14th, 2022 in her 86th year. Doreen was a volunteer at Cambridge Memorial Hospital for twenty years, providing an amazing 3263 hours of service throughout the hospital. Doreen was an essential volunteer in the ICU, ER, HELP, and Diagnostic Imaging departments. She also helped with various projects. Doreen loved helping others in any way she could and offering a smile or a laugh. She was always willing to help mentor new volunteers with kindness and patience.



Nadia Jervis passed away on February 14th, 2022. Nadia was a volunteer with CMH for nine years and provided nearly 2000 hours of service. She mainly helped in the Surgical Day Care program, and also helped in Diagnostic Imaging and special projects