

The Newsletter from Volunteer Resources

Issue 19

April 2021

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Happy National Volunteer Week!

The Value of One, The Power of Many is the theme chosen by Volunteer Canada for 2021. It reflects on the awe-inspiring acts of kindness by millions of Canadians this past year, and the magic that happens when we work together towards a common purpose.

Although volunteering has not occurred in its normal fashion these last 12 months, at Lakeridge Health, this same commitment has been present in so many other ways. From the many heartwarming individual efforts, to the multitude of generous donations from local businesses, it's clear that COVID-19 has not impacted the spirit of philanthropy in our community.

Having said this, we understand how challenging it has been for many of you to be away from the volunteering that is so important to you, and the impact the pandemic has had on your incredible fundraising efforts. This year, during National Volunteer Week, we not only celebrate those who have stepped up to help others, but also recognize those who have stepped back from volunteering to protect themselves and others.

Your sacrifices have helped to protect the Lakeridge Health system, as well as our community. We know we can count on you to jump back into action when it is safe and appropriate to do so. We have already seen evidence of this in the dedicated volunteers who are supporting the vaccination clinics, as well as those who have returned in the patient surveyor and pilot hospitality roles.

COVID-19 has clearly changed our world and the way we provide care. However, one thing that will never change at Lakeridge Health is the importance of our volunteers as part of how we deliver an exceptional patient experience.

As we look to the year ahead, the hope is for a more stable future armed with improved knowledge about the virus and a fulsome vaccination rollout that will allow us to bring more of our volunteer team back.

Until then, as always, stay safe and healthy.

Cynthia Davis
President and CEO

Dr. Tony Stone
Chief of Staff

Pandemic Fatigue – What is it?

Pandemic Fatigue:

A feeling of tiredness resulting from the changes to our daily lives brought on by the pandemic¹

- It is normal to feel this way
- The danger of pandemic fatigue is a tendency to lapse in our vigilance.



As we navigate the third wave of the pandemic, it is extremely important that we continue to be vigilant and adhere to safety measures including:

- Physical distancing: staying 2 metres/6 feet away from others
- Wearing a mask properly
- Washing hands thoroughly and often
- Staying home if feeling unwell; self-isolate as required; get tested with any symptoms and get vaccinated as soon as possible in your area.

¹Source: Wellington-Dufferin-Guelph Public

Thanks to M. Newans for sharing this gem that made both Vicki and Nancy laugh!

Wait, wait... you're telling me...



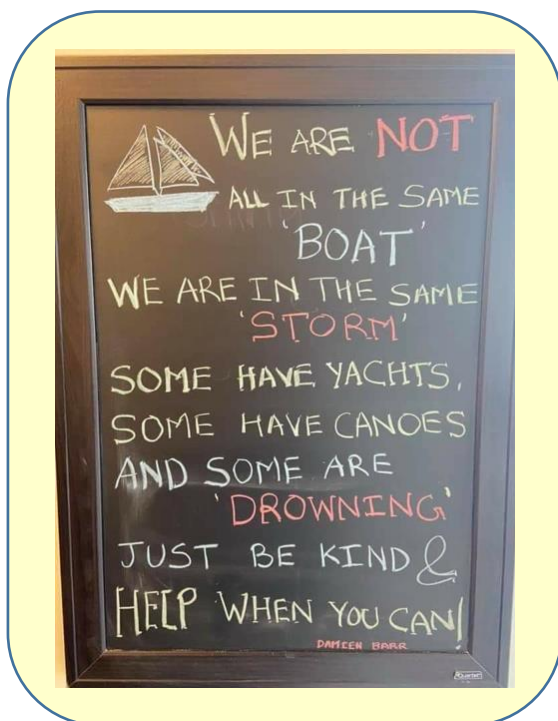
If I pee in the yard, I get a TREAT?

Spiritual Care Reflection

Hope – some days it can be difficult to find, but it is there. When we tell someone “don’t give up, keep going,” we are sharing our hope with them. Sometimes it is only when we tell others that we can hear it for ourselves. Hope is planting a seed knowing there will be beautiful flowers and vegetables in only a few weeks. Hope is planning for a future without Covid. Continued hope is my wish for you.

Peace,

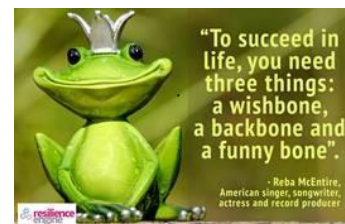
Margaret Johnston-Jones



hope

If you only carry one thing throughout your entire life, let it be hope. Let it be hope that better things are always ahead. Let it be hope that you can get through even the toughest of times. Let it be hope that you are stronger than any challenge that comes your way. Let it be hope that you are exactly where you are meant to be right now, and that you are on the path to where you are meant to be... Because during these times, hope will be the very thing that carries you through.

- Nikki Banas



Lina's Recipes – from Lina Reid, Patient Experience Consultant
Roasted Corn and Asparagus Salad
- Serves 2
Ingredients:

1 cup frozen or canned corn kernels, if canned, rinse thoroughly. If frozen, no need to thaw
1 tsp paprika
1 tbsp + 1 tsp extra-virgin olive oil
½ bunch (approx. 12) asparagus spears
2/3 cup cucumber, sliced into thin rounds
½ cup cherry tomatoes, halved
1 green onion, trimmed and sliced
3 cups spring mix lettuce
Salt and pepper

Dressing

½ cup extra virgin olive oil
3 tbsp apple cider vinegar
1 tbsp fresh lemon juice
1 tsp Dijon mustard – smooth or grainy is fine
½ tsp maple syrup or honey
½ tsp salt
¼ tsp black pepper

Note: extra dressing can be saved in the fridge for up to one week.

Method:

- 1) Preheat oven to 375F, place corn on a lined baking sheet, spread out to a single layer. Drizzle with olive oil and sprinkle with paprika. Place in oven and roast for 15-20 minutes until the kernels start to get golden brown. Remove and let cool slightly.
- 2) Trim asparagus, place on a lined baking sheet, separate from the corn. Drizzle with olive oil and sprinkle with a pinch of salt and pepper. Place in same 375F oven and roast for 14 minutes. Remove from oven and cool slightly. Cut the stalks in half.
- 3) Place the spring mix lettuce into your serving bowl and sprinkle the corn and the green onion over the top. Spread the asparagus, cherry tomatoes and cucumber slices nicely on the salad.
- 4) Make the dressing: in a bowl, bottle with a lid or mason jar with lid, add all of the dressing ingredients. Whisk or shake the dressing until all of the ingredients are combined and the mustard has emulsified.
- 5) Drizzle lightly over the salad using as much or as little as you like, toss right before serving.

Memo to Share:

Leadership changes impacting our program

At Lakeridge Health, we are fortunate to have a talented team of people who have the ability and dedication to take on new responsibilities to support our organization's success.



Kirsten Burgomaster will assume additional responsibilities as Interim Vice President, People and Corporate Strategy at Lakeridge Health, as well as continue as Interim, Regional Vice President, Central East Regional Cancer Program. Kirsten will assume this role while Karen Clark is away on a leave of absence. During this time, Patti Marchand will assume responsibility as Regional Director, Central East Regional Cancer Program, and Director of Genetics for Lakeridge Health on an interim basis.

As lead for the portfolio, Kirsten will be accountable for all aspects of the People team, which includes Human Resources, Patient Experience, Volunteer Resources, and the Spiritual Care Team. She will also continue her focus, along with Co-chair Dr. Placide Rubabaza, and the Inclusion, Diversity and Equity Committee, on accelerating the creation of an inclusive, diverse and equitable environment at Lakeridge Health that better reflects the communities we serve.

Kirsten is a respected, experienced health care leader, with over 10 years of service at Lakeridge Health, where her leadership has contributed and elevated the Central East Regional Cancer Program and Durham Regional Cancer Centre into a provincial leader in cancer care. Her unwavering commitment to excellence, collaborative approach to decision making, and genuine passion for helping people achieve their best, make her well suited for this important role.



Reflections on 2020-21 by Helena Finn-Vickers, Manager Volunteer Resources and Spiritual Care

I started out to write a year-in-review document as suggested by senior leaders who asked what this program has done to support our volunteers throughout the pandemic. This, in all honesty, is a topic that has kept me up some nights since the March 15th suspension. How could we possibly do enough to stay connected and encourage everyone affiliated with this program? The answer is we have tried, and of course we could have done more, but in this unique and challenging time I am proud of what we have been able to do. I am asking our displaced volunteers and spiritual care providers to stay connected, to reach out to us if we can help but to always know you are thought of, you are missed and we hope one day to be together again. I do not mean this to be trite in any way – truly unprecedented times and unprecedented change is an ongoing challenge, but by focusing on staying vigilant and remaining hopeful we will come to a time where we see more of you inside our hospitals, doing what you love.

I would like to share some of the things I am very proud of from the past year:

This staff team have stuck together! To Volunteer Resources Coordinators Nancy Tanner and Vicki Adams, Lead Chaplain Margaret Johnston-Jones; Chaplains Ji-Sook Kyun, Duke Oliogu and Tyler Scrivens, and Spiritual Care Assistants Kan Ponnusamy and Deb Chapman and Kerrie Brown, Patient Experience Assistant who supports all of us, I say a heartfelt thank you for the work you keep doing and the caring and encouragement you show to each other and everyone inside and outside our hospitals.

Visitor restrictions impacted our community faith leaders and religious volunteers from supporting patients. The Spiritual Care team has done exemplary work meeting patient needs and have stepped up to also add supporting team members (staff and physicians) to their workload. We started weekly meetings using the Microsoft Teams app (what a tool this has been!) which have been amazing for team and program building – one of the positives for me coming from this pandemic period.

Those of you with email will know we have tried very hard to share messaging with you throughout this period. From March 15 2020 to February 28 2021: 18 e-blasts created by us were forwarded; 2 In Touch newsletters were sent; 25+ messages from Lakeridge Health were forwarded out; IT supported one mass phone message to volunteers last Volunteer Week 5 daily themed e-newsletters went out from Nancy, Vicki

and Kerrie to (hopefully) entertain. Also the leaders of the 5 Auxiliaries (the Lakeridge Health Volunteer Council) participated in 29 phone meetings with Volunteer Resources in order to stay connected (and these calls continue). In June 2020 we asked volunteers to participate in a survey to understand how they were feeling about returning, with over 900 responses received. I acknowledge those without email have not benefited from our efforts and I welcome any ideas on how to improve this engagement.

Time for webinars – oh, the offerings that came our way this past year have been amazing, though I quickly learned that Zoom fatigue is a real thing! I have participated in training opportunities based out of Ireland and Texas that I would never have had access to before.

Between April 1st, 2020 and March 31, 2021, Kerrie Brown created, printed, cut out and delivered to Food Services 70 different meal-tray messages of encouragement to patients from Spiritual Care and Patient Experience - +800 copies per message!!!

We were all overwhelmed by the generosity from the 5 Auxiliary of Lakeridge Health, through the donations to staff of all perishable products from gift shops and cafes, the clothing and personal care items for the patients of Orchard Villa and free TV service for the month of May –all examples of the ongoing generous nature and caring hearts of volunteers.

Developing the plan for the return of any volunteers into our environments is an exciting challenge, even with the stops and starts required as we follow provincial guidelines. We had the opportunity to review and recreate general orientation messages and tools to focus on COVID-19 protocols and are excited as we expand this to (one day) welcome new volunteers into our programs. Thank you to everyone involved in the Bowmanville New to You Shoppe; Port Perry Camille's' Closet; real-time patient surveys; office help including Smile Behind the Mask; Ajax Pickering and Oshawa Hospitality pilot role and those who signed up for the Oshawa Vaccine clinic role.

14 months into this pandemic we continue to consider what the future will look like for our programs but I remain encouraged by the support given to us by Director Kim Lawn and the close links to impactful activities that being part of Patient Experience provides us. Please stay connected, stay vigilant and stay kind!

Thank you all.

Email a Patient.....In 2019-2020 you helped us to deliver **957** messages to our patients. This number rose significantly in 2020 - 2021 due to COVID 19 and in the last year we have managed to deliver **2,668** messages! **Carolyn W**