2012 Year in Review
Volunteer Resources
Burnaby Hospital

Stories Tell it All!

Stories paint pictures, and immediately allow us to relate to an experience. Below are several short vignettes that illustrate the reach and impact of volunteers at Burnaby Hospital.

“Once, a visitor from the US was so pleased with my “customer service” that she bought me a cookie from Tim Hortons and totally gushed about how pleased she was with my efforts to help her and her family through what was clearly a very difficult morning for them.”

“[Volunteer] helped translate for an elderly lady who was finding it really hard to communicate...she was so grateful she gave him an apple! He tried refusing it but she wouldn’t take no for an answer. I think [he] made a difference in that lady’s life today!”

“[Volunteer] most likely underplayed her own role throughout the night’s events though ... she was the one who ... provided the lady the help she needed to move from location to location as well as getting her a taxi home.”

“I introduced myself...he was quite enthusiastic....I had him take turns with me selecting songs for us to sing. We got along so well that he was quite eager for me to critique his vocal skills too! So there I was being a bit of a vocal coach as well!”

“Many repeatedly said that it was the most wonderful music they have heard...one lady hummed along almost every piece I played.”

Auxiliary Instrumental in Significant Financial Gift

A financial gift to Burnaby Hospital this year honoured Nurse Essex and the work of the Auxiliary. John Essex, the great nephew of Anne Francis Grinden (Essex), who was very involved during the early years and formation of the Burnaby Hospital Auxiliary, has created an educational endowment for Palliative Care staff and nurses. It was his wish to honour the Auxiliary’s mission of betterment of patient care and comfort in recognition of his Great Aunt’s contribution.

2012 Hours Award Recipients

500 Hours
Lucy Caser, Jordan Cheng, Kirsten (Kiki) Eisenkraft, Jean Holding, Sandy Huth, Susanna Ko, Jennifer Li, Nicole Lum, Louise McPhee, Troy Miranda, Beverley Norgren, Phil Reporter, Pamela Sproule, Jessica Tom, Josee Tremblay, Frankie Wakahayashi, Lisa Wang

1,000 Hours
Elaine DeRoche, Elsie Friesen, Liz Lapointe, Delina McCoy, Bea Weal

2,000 Hours
Rose Briggs, Margaret Groenhof, Noella Martel, Gary Nofield, Barbara Saunders, Helga Schumacher, John Speckman, Surinder Uppal, Mary Zahar

3,000 Hours
Florence Benassi

4,000 Hours
Joan Duncan, Shirley Hill, Jai Ishri, Sally-Jean Isinger, Pat North, Lee Torrance, Irene Yuen

5,000 Hours
Armando Belmonte

6,000 Hours
Reine Hitchon

7,000 Hours
Molly Wright

11,000 Hours
Eleanor MacQueen
Recognizing our Volunteers

For Volunteer Week April 16 – 21, 2012 we sent out a “Staff Challenge” inviting staff members to enter a contest to thank volunteers in their program areas in unique ways. Our staff members responded very creatively! The prize went to Administration who wore t-shirts they’d painted themselves bearing the message: “4 our BH Volunteers”. Honorable Mention went to two departments: Emergency made hand-designed name badges for each volunteer and created a wall display with pictures of volunteers and thank you messages; and Occupational Therapy made a plaster “thumbs-up” cast to present to their volunteer.

Volunteers were also invited to the Awards Tea where a wall of pictures recognized each volunteer receiving an Hours Award this year.

Each volunteer received a Burnaby Hospital Volunteer umbrella as a thank you for their service. And of course, there were treats in the lounge every day of Volunteer Week for our dedicated volunteers.

September 8th saw many volunteers celebrating at a Recognition Picnic at Confederation Park where grilled hamburgers and hotdogs, and Tim Horton’s coffee and timbits were enjoyed by all, along with the comraderie of fellow volunteers.

Star Volunteers

Kehar Aujla was our star Ambassador of 2012 winning three prestigious awards for volunteering. He was voted as one of Canada’s Top 25 Immigrants; was on Canada’s Annual “Zoomer” List; and was honoured with Burnaby’s Citizen of the Year “Kushiro Cup” on May 4th, recognizing his extensive volunteer work for Burnaby Hospital, Volunteer Grandparents, Burnaby Village Museum and Burnaby Seniors Outreach, not to mention his local Sikh Temple. He’s on the move – not just in our hallways – but throughout our community.

Rima Noormohamed starred in a Hand Massage training video which can be used for training future volunteers in this program.

Our “plant doctors”, The Burnaby Garden Club, Lindsey Dawes and Doris Marks continued to keep our Patio Garden plants and inside hospital plants healthy and happy. We saw many of these neglected plants bounce back to life due to their tender care and expertise.

Growing Future Leaders

The Youth Volunteer Council (YVC) continued their successful events this year. Their 6th annual Healthcare Career Symposium on March 16th pulled another record crowd. This year they profiled professionals in the fields of Optometry, Social Work, Nursing, Medical Imaging, Paramedics, Physiotherapy and Occupational Therapy.

On May 26th they offered volunteers an opportunity to attend a First Aid class allowing them to certify in First Aid. They organized artwork for schools for our Christmas season, and decorated the hospital on December 1st to help patients and staff get into the Christmas spirit.
Supporting BH

Volunteers support Burnaby Hospital in many ways other than their regular volunteer jobs. This year ten of our volunteers supported the Rhythm of Life Run on Sept. 9th, organized by the Burnaby Hospital Foundation. Many of the volunteers had attended the Volunteer Picnic just the day before! Seven volunteers helped with the foundation’s Christmas fundraiser at Brentwood Mall.

Hearts on the Mend volunteers held their annual lunch on November 9th, celebrating 545 visits over the past year. These volunteers provide peer visits to patients in our Cardiac unit.

Our Patient & Family Education DVD Library was inaugurated this year thanks to Auxiliary funding. We were able to purchase and catalogue nine new health-related videos for our DVD library, available to patients for viewing.

Wayfinding adds up to great client service! We know our wayfinders are always on the move! But we wanted to have the numbers so that we can brag about all the work they do! So we instituted a tracking system to track the actual numbers of people that they assist at the front entrance. In November and December alone they assisted 3,683 people. That works out to more than 600 people each day, and more than one person per minute! But numbers don’t tell the whole story. We received numerous thank-you’s by letter, phone and in person, with special thanks for the help people had received from our Wayfinders. (Read some of their comments on the last page of this publication.)

Auxiliary & Lottery Booth Donations

Once again volunteer efforts have paid off in financial gains for Burnaby Hospital. The Auxiliary to Burnaby Hospital donated over $128,000 to Burnaby Hospital making it possible to purchase a Bladder scanner (pictured to the left), mattresses, beds, billights for Maternity, rapid infuser pumps and a blanket warmer. In addition the Auxiliary also funded the Social Work Transportation fund, the Patient Resource Clothing Depot, and provided funds for the TCU Garden.

The Lottery Booth, staffed by seven dedicated volunteers, donated $11,000 to the Burnaby Hospital Foundation.

Goodbye to Programs

The Transitional Care Unit closed in November leading to the displacement of more than 35 volunteers who were gradually transferred to other programs.

We said a sad good-bye to our Haircare program that has been operating at Burnaby Hospital for many, many years. This program has brought joy and comfort to many patients, but due to infection control regulations, a changing patient population, and the health concerns of our haircare volunteers, we called it a day and put the hairpins and scissors away. TCU staff had flowers to thank the hair care team as they ended their service on this unit.
Volunteers Count: Adding up the Stats

- 420 Active volunteers in 2012
- 46,860 volunteer hours contributed in 2012, including
- 18,000 hours contributed by Auxiliary volunteers
- 216,000 Wayfinding enquiries/assists
- 314 volunteer applications received
- 160 new volunteers interviewed
- 142 new volunteers trained and placed in volunteer positions
- 129 volunteers attended specialized training sessions
- 137 pet visits by volunteers
- 1,870 volunteer visits to patients
- Volunteer Value Calculation for 2012: $734,894.00
- Volunteer FTE Equivalent Calculation: 37

Comments

From our Staff members....

“One of the porters saw us returning wheelchairs and was very grateful!”

From our Volunteers....

“It was honestly the best orientation I’ve attended and I’d like to thank you for this great start to my experience at Burnaby Hospital.”

“I believe my experience at Burnaby Hospital helped me grow as an individual and I’ve been able to apply what I learned as a volunteer to my new responsibilities.”

From our Patients & their Families....

“I had to visit BH Emergency...there was a young volunteer there ...she was doing an outstanding job during an extremely busy night.”

“You guys have really great service by taking us to the places we need to get to!”