



Burnaby Hospital

FRASER HEALTH

Volunteer Resources

2010 Year in Review



Volunteer for the Health of It!



Volunteers Making it Happen!

2010 Volunteer Resources Year in Review

“Making it happen” summarizes the volunteer contribution at Burnaby Hospital over the past year. We’ve launched many new programs, and enjoyed continued support from our long-term partners, the Auxiliary, and community groups like Burnaby Hospice, plus the active involvement of our student and community volunteers. The 2010 Year End Review is a synopsis of some of the exciting “happenings” of 2010.

New Programs

Patient & Family Education Centre

The brand new Patient & Family Education Centre on the Hospital’s 1st Floor opened in December and is completely staffed by volunteers. This Centre creates a welcoming atmosphere for patients and their families to access health-related information, use state-of-the-art computers with internet access, and view health-related DVDs in a private viewing area. Thirty new volunteers were oriented and trained to provide service to the public in this beautiful new space.

Bedside Arts Program in TCU

An enthusiastic volunteer, Jessica Fan, came up with the idea of a bedside arts program for patients in TCU. Under her expert guidance she and three other volunteers organized weekly arts activities which they took to the bedside to bring stimulation to patients on TCU.



Child-minding in Mental Health Out-patient Unit

A new program was established in Mental Health providing child-minding for parents attending out-patient programs in Mental health. Three experienced volunteers provided these services so that the parents could attend a series of weekly classes.

Physio Education Packages

Volunteer Phyllis Parsons took on the valuable role of collating packages for patients coming in for hip and knee surgeries in the new Optimization Clinic. These packages provide pre-surgery information to help patients prepare for, and heal faster after, their surgery.

New & Enhanced Training Programs

In large part due to the contribution of many different volunteers, we were able to update our Wayfinders and Emergency Volunteer Training Programs this year, thus providing volunteers with better preparation for their roles in these areas. Two volunteers, Phil Reporter and Rima Noormohamed, became movie stars – starring in a short video that was designed for our new One to One Volunteer Visitor Training program.

Evaluating our Work

Volunteer Taman Kapoor used her considerable administrative experience to shadow Volunteer Resources staff and create a manual of office procedures to be used in the Volunteer Resources Office. This detailed information provides a guideline to be used when needed to identify the steps taken to perform all the office's day-to-day functions. A mammoth job! And a resource that will be well utilized!

Auxiliary Contributions

The Auxiliary to Burnaby Hospital has provided immeasurable support to Burnaby Hospital throughout their 50+ years of service. They contributed approximately \$65,000 in 2010, providing \$2,400 to the Social Services Emergency Fund for patients, \$45,000 for ceiling lifts, \$9,000 for a biliblanket for the Neonatal Intensive Care Unit, \$5,000 for electro-therapy machines, \$2,468 to stock the Patient Resource Depot, and \$2,000 in miscellaneous contributions. This year a local business owner, Vida Vojkovic, donated exclusive sweater garments which the Auxiliary was able to sell as part of their fundraising efforts this year.



In addition the Auxiliary also supplied many niceties for patients, including oranges and candies at Christmas time; gifts to the Christmas and New Year's baby; Bingo prizes for the Transitional Care Unit; and refreshments for patient education sessions for Hip & Knee replacements.

Always at the ready to provide for patient comfort, the Auxiliary is an integral part of volunteer contributions at Burnaby Hospital.

Future Leaders....our Student Volunteers

Meeting the Train Challenge

The Youth Volunteer Council (YVC) established a stronger partnership with the Burnaby Hospital Foundation this year, and helped out at several events including the Rhythm of Life Run, the annual Golf Tournament and the first ever Metropolis Train Challenge. YVC volunteers helped advertise to the public the opportunity to ride the Metropolis Train and at the same time contribute financially to Burnaby Hospital. They also did face painting and provided information to the public about Burnaby Hospital. As a result of their help the Foundation won the \$10,000 award from metropolis for the day.

Providing Learning Opportunities for Volunteers

The YVC established the new Doctrine & Dessert series inviting student volunteers to come and socialize, meet each other, and at the same time learn a new skill that would enhance their volunteer contribution. The kickoff event had them brushing up on their communication skills and seriously concentrating on the intricacies of origami, an artistic skill that could be used while visiting patients at the bedside.



The YVC's annual Healthcare Career Symposium was held in March with presentations from many staff members about their careers in healthcare. It was attended by over 50 guests.

Creating Smiles at our Volunteer Appreciation Picnic

The YVC organized and led interactive games and races at the annual Volunteer Appreciation Picnic held September 12th at Confederation Park in Burnaby. Spoon & Egg relay races, water balloons and gunny sack races created a fun and relaxed atmosphere for volunteers and guests of all ages.

Partnering with the Community....

We benefited again this year from strong partnerships with local organizations. The Burnaby Hospice continued to provide volunteer training and coordination of volunteers in our Palliative Care Unit. Many new hospice volunteers receive specialized training from



Burnaby Hospice and ongoing support from the Hospice Coordinator, Jeri-lyn Munro.

The Healthy Heart and FITT program also continue to support our volunteer efforts with the Hearts on the Mend Program which involves

individual volunteers who have experienced cardiac interventions themselves as peer mentors to cardiac patients. These volunteers help to alleviate fear, and communicate the message that life can still be good and healthy after a cardiac incident.

Members of the Burnaby Rhododendron & Garden Society continued to provide loving care to the plants on our TCU Balcony garden throughout the spring, summer and early Fall. They also donated enough funds to replace plants and further enhance this beautiful space used by patients, with assistance from volunteers in our Patio Time Program, throughout the summer.

Another Burnaby Garden Club spent two days repotting all the plants throughout the hospital that had outgrown their homes. New pots were purchased, along with soil and spades, and these volunteers came in and went to work. Volunteer Lindsey Dawes has taken on the role of caring for these plants in her weekly rounds to water, fertilize and provide them with plenty of TLC.


Volunteers in the News...

News coverage of our volunteers is always welcome as it helps spread the message about the tremendous contribution that volunteers make. This year our Auxiliary was featured, with Reine Hitchen pictured alongside an article titled "Giving is in her Nature" which truly reflected the tremendous service that Reine and other volunteers provide.



Shirley Hill was honoured as one of Burnaby Hospital's Local Heros for her work in the Gift Shop, Cancer Center and other volunteer organizations. And since that event, she's added another role – volunteering in the Patient & Family Education Centre!

The human touch...



Volunteer Ron Kolody was featured in one of the Christmas news editions for his role as our Santa Claus on Christmas morning. He and his daughter Lara, along with Pauline Joyce, a long-time Christmas volunteer and past employee at Burnaby Hospital, did the rounds once again this year on Christmas morning providing oranges, candy canes and Christmas cheer to patients and staff who had to spend that day in hospital.

Volunteers Count: A Look at the Stats

- 400 Active volunteers
- 42,000 volunteer hours contributed in 2010
- 22,000 volunteer hours contributed by auxiliary members in 2010
- 3,050 information, directional & parking enquiries handled by Wayfinders over a 9-week period in November & December
- 232 volunteer applications received
- 153 interviews conducted with potential volunteers
- 114 volunteers attended the Volunteer Orientation
- 96 new volunteers placed in volunteer positions
- 93 volunteers attended specialized training sessions for Patio Time, Volunteer Visiting, Emergency, Wayfinding, PFEC and SuperHost

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