

Volunteer Services to Hotel Dieu Hospital Site

Volunteer Legacy 2015 - 2024

VOLUNTEERS MAKE A DIFFERENCE

The beauty and dedication of our amazing Volunteers.

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KHSC Volunteer Services to Hotel Dieu Hospital Site

Volunteer Legacy 2015 - 2024



VOLUNTEERS MAKE A DIFFERENCE

The beauty and dedication of our amazing Volunteers.



Venerable Jeanne Mance



YOU MAKE THE WORLD A BETTER PLACE



2023 – 2024 Volunteer Executive and Board

Executive:

President	Beth Cade
Past President	Joanne Bombard
Vice-President	Vacant
Secretary	Pam Catry/Sage Waters

Board:

Moderator	Sr. Annette Valade
Member at Large	Terry Pennock
Member at Large	Lorraine Kenney
Public Relations	Sr. Marilyn Larocque
Membership Convenor	Anne Hutcheson
Fundraising Convenor	Vacant
Brockview Café	Vacant
Governance	Vacant



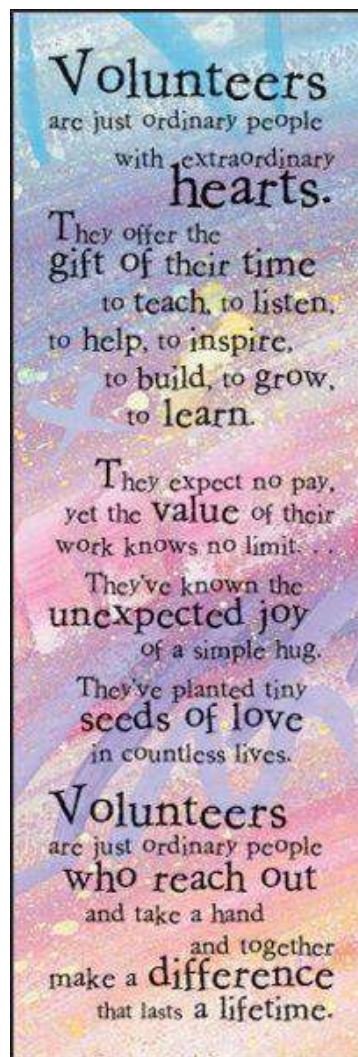
HDH Volunteers

Our History 2015 - 2024

Volunteer Experiences

Congratulations

Thank You





HISTORY

1845 – 2024: Caring for body, mind & spirit at our HDH site



Founded in 1845 by the Religious Hospitallers of Saint Joseph

Celebrating 175 years

Kingston Health Sciences Centre
Centre des sciences de la santé de Kingston




5th Anniversary of the KHSC in 2022



Tree Planting Ceremony and Plaque April 1st , 2017



OUR HISTORY - 2015 - 2024

2015 – 110 Years

Over the past 110 years, Volunteer Services has made a difference to the many patients and staff at Hotel Dieu Hospital. A special newsletter was made for the 110th anniversary of Volunteer Services and several celebrations were held for volunteers. In addition, a new initiative offered donations of \$110 to Program Managers to purchase small items for their areas.

Work was initiated on drafting a Memorandum of Understanding (MOU) to clarify the relationship between the Hospital and Volunteer Services. Job descriptions for all Executive and Board positions were reviewed. A working group assisted in redesigning the intake, orientation and on-the-job training process for new volunteers.

It was a good year for the Brockview Café and the Brock Boutique. Summer students were welcomed into the Boutique and covered shifts during the summer.

Through a grant offered by the Federal Government and the support of Volunteer Services, the Elements of Health Care Program for youth was offered again this summer.

Six volunteers received Years of Service pins from the Ministry of Citizenship and Immigration and 23 volunteers were recognized for years of service at Hotel Dieu Hospital.

2016 - 111 Years

Several donations were made this year and we completed our \$50,000 pledge to University Hospitals Kingston Foundation. Planning was initiated for a Theatre Fundraiser for December. Volunteer Services hosted the South East Region Hospital Auxiliaries Association Ontario (HAAO) Presidents Meeting and initiated planning to host the South East Region HAAO Spring Conference. Work continued on the Memorandum of Understanding.

Six volunteers received the Years of Service pins from the Ministry of Citizenship and Immigration and three volunteers were awarded Local Life Member.

2017-112 years

Our donation of \$68,000 to the Low Vision Rehab Clinic completed our \$100,000 Pledge over the past two years.

Changes to the By- Laws of the KHSC Volunteer Services to Hotel Dieu Hospital Site, Kingston, ON, were presented and passed as proposed at the April 24th, 2017, General Meeting.

Our name change associated with the hospital amalgamation was proposed and passed at the June 19th, 2017, General Meeting. In addition, we filed and received approval of our name change from CRA.

We hosted the Hospital Auxiliaries Association of Ontario (HAAO) Spring Conference. A Student Coordinator was hired. Our Memorandum of Understanding was completed. Work was done on our website and on the Executive and Board Job Descriptions.

Three Volunteers received their HAAO Provincial Life Membership and nine Volunteers received their Years of Service pins from the Ministry of Citizenship and Immigration.

2018 - 113 years

This past fiscal year several donations were made to programs and for equipment for the KHSC HDH Site. Fundraising activities this year included a successful Theatre Night, Easter Bake Sale and Christmas Bake Sale.

Work continued and was ensured that the corporation's name change was duly registered. With some corrections as well as changes to the Bylaws required as a result of department and roles changes which took place with the recent creation of Kingston Health Sciences Centre, the Executive and Board of Directors took the opportunity to review and update the Bylaws to reflect current practices.

Revisions were made to the volunteer intake process to include information sessions and online learning modules for orientation. A volunteer recruitment task force was established comprised of volunteers from both sites, the Volunteer Coordinator and Manager.

There were eight Volunteer recipients of the Ontario Volunteer Services Award.

With the support of Volunteer Services to HDH Site and a grant obtained through Service Canada, a very focused volunteer program for high school students was offered in the summer which included hiring our Summer Student Co-Ordinator.

2019 - 114 years

This past fiscal year we were able to provide several donations for equipment and to departments for the HDH Site. In addition, we provided a sponsorship to Student Art Gallery to print their annual magazine and a Student Bursary was provided to two recipients. Fundraising activities included a successful Theatre Night and Christmas and Easter Bake Sales.

Volunteer Services to HDH representatives attended the final Hospital Auxiliaries Association of Ontario (HAAO) Annual Meeting before its dissolution in January 2019.

The corporation's Bylaws were updated and approved on April 8th, 2019, to reflect its corporate name as registered with the government.

Two representatives from Volunteer Services HDH Site participated on the recently established Spiritual Health Benevolent Fund Working Group.

There were four Volunteers nominated to receive the Provincial Life Membership and six Volunteers who were nominated and received the Ministry of Citizenship and Immigration Award for their years of volunteer service.

2020 – 115 Years

There were many ups and downs related to the COVID-19 pandemic that made operations challenging for us this year. Communication has been vital with our volunteers due to this time of isolation. Donations were less than previous years because of the reduced net profit for the Brock Boutique and Brockview Café due to the dramatic impact of the COVID-19 pandemic. The Brock Boutique was closed March 16th, 2020, and stayed closed for the remainder of the year.

The KHSC Volunteer Services to Hotel Dieu Hospital Site website was updated. Revisions were also made to the By-Laws.

This year the Volunteer of Distinction award was renamed the Sister Amable Bourbonnière award who was elected to be the Superior of the new foundation in Kingston in 1845 of Hotel Dieu Hospital. We celebrated the 175th Anniversary of the arrival of the Religious Hospitallers of St. Joseph and the founding of the Hotel Dieu Hospital. Several volunteers were recognized this year for their years of volunteer service. The Student Volunteer Education Bursary was awarded to 4 worthy recipients this year.

2021 – 116 Years

Another year passed with no relief from COVID-19 issues. All meetings continued to be conducted by Zoom. This year Volunteer Services to HDH put all donations on hold due to COVID. The only fundraising this year was a Christmas flower sale with a local florist.

The By-Law Committee completed several revisions to the By-Laws this fiscal year.

The Brock Boutique, which closed in 2020, remained closed through the fiscal year due to the ongoing COVID-19 pandemic.

Many volunteers indicated that they would remain on leave due to the COVID-19 pandemic.

Twenty-three volunteers did continue to volunteer and contributed 2481 hours for the period September 1st, 2020 to August 31st, 2021. Volunteers continued to make reminder calls to patients for Clinic appointments.

2022 – 117 Years

The COVID-19 crisis continued to challenge us and those we serve. We continued meetings by ZOOM and brought vital communication necessary for our volunteers. There was great concern as we moved into the 2022-2023 fiscal year about our ability to continue as an organization. There were a number of changes to our By-Laws over the past year. Several amendments were made and passed.

Three new Convenor positions were created to split off some of the Vice Presidents responsibilities. Succession planning to the role of Treasurer in the form of the Brockview Café Convenor was introduced. Unfortunately, this did not result in a full Board and we continued to have vacant Board positions. The role of Membership Convenor was voted on and accepted.

Fundraising efforts continued to be hampered by COVID-19. There was no active fundraising done in this fiscal year. The pandemic continued to keep the Brockview Café revenue low and the Brock Boutique remained closed for an indefinite period. Despite our lack of revenue we were able to make two major donations this year.

Fourteen volunteers were honoured for their years of service.

Five volunteers were nominated for the Ontario Volunteer Services Awards.

2023 – 118 Years

On October 23, 2023, we held the last Annual General Meeting (AGM) of Volunteer Services to Hotel Dieu Hospital. Our organization has been unable to overcome the ravages of the pandemic. This AGM marks the last actions of our membership as we voted to say farewell to Volunteer Services to Hotel Dieu Hospital. We can look back with great pride at the tremendous work this organization has carried out over the past 118 years.

2024 - 119 Years

January 26, 2024, we transferred ownership of the Brockview Café to Compass Canada. Our agreement with Compass ensured that all employees kept their jobs.

We are now in the process of dissolving. The bills must be paid and outstanding invoices collected.

When all monies are accounted for, we will be gifting our assets to the University Hospitals Kingston Foundation (UHKF). That gift will go, in entirety, to buying equipment for Hotel Dieu Hospital. Even after dissolution, our organisation will continue to benefit the hospital we served in for so many years.

Terry Pennock



The Brockview Café

The Brockview Café is part of Volunteer Services to Hotel Dieu Hospital and is located on the first floor of Hotel Dieu Hospital. Whether you are grabbing a quick cup of coffee or dropping in for lunch you are greeted by smiling faces and hard working staff. The Café is under the Management of Bill Gourdier who has years of experience. Many patients who come to Clinic appointments take advantage of the delicious food before heading home or before their appointment. The staff at Hotel Dieu and patients always enjoy the Thanksgiving Dinner or Christmas Turkey Dinner at a reasonable price and it is sold out in no time. Money raised here helps buy equipment for the hospital.

The Brock Boutique

The Brock Boutique was located on the main floor of Hotel Dieu Hospital and was under Volunteer Services to Hotel Dieu. The Boutique offered a wide selection of gifts for both young and old. There was a huge variety of jewellery along with purses to suit the occasion. At Christmas time the Boutique had a large selection of decorations to choose from. If you were in a hurry and forgot your comb or accessories, you could find it at the Boutique. Cheater glasses were a big item for many of the staff who forgot theirs. The staff at Hotel Dieu were often found shopping for last minute gifts in the Boutique. Much of the equipment at the Hotel Dieu was paid for by money raised in the Boutique.

Bake Sales

Each year the volunteers of Hotel Dieu Hospital held a bake sale which proved to be a great fund raiser for the hospital. The bake sale offered many delicious homemade cakes, cookies, sweets, homemade fudge made by Sister Annette Valade, a long time volunteer. Many of the ladies working the bake sale were current volunteers who came early and set everything up. Patients coming in for clinic appointments took advantage of the bake sale. The bake sale was a big hit for the staff also. The volunteers are proud to say that all money raised goes directly back to the hospital.

Anne Hutcheson





The Closing of the Brock Boutique

Unlocking the Brock Boutique, a.k.a. the Gift Shop, in early December of last year felt like stepping back in time. The shop had been shuttered since mid-March of 2020 when the pandemic necessitated the reconfiguration of the lobby area to create safe entry/testing points for staff and patients, and to maintain the social distancing directives. Inside were fashions almost three years old, shelves stocked with items to welcome the spring season along with end of winter sale merchandise, as well as all the wonderful stock that customers enjoyed. When we stepped inside memories of happy days working there became almost overwhelming the wee shop was almost always a happy place. Who came into the gift shop? Numerous shoppers browsing (and often buying) while waiting for a family member or friend they had driven to appointments; staff members checking in to see if their chosen treasure was still there – or even better- on sale; parents bringing their little ones for that special treat to encourage or reward good behaviour at a clinic; the medical staff member buying penny candy every Friday to share with his colleagues and paying with exact change; eye clinic patients having forgotten sunglasses; people from all walks of life just wanting to chat for a few minutes.....these were the special people who spent time and money in our shop.

While we were in the shop last December curious people popped in to ask when it would be open again for business. Reactions were amazingly consistent when we told them that the shop would not re-open. Sadness, surprise, disappointment and disbelief were common sentiments that were repeated often. We heard all the reasons why the shop was so loved and appreciated. “I always find something special here.” “You people have the most amazing stuff.” “Where does your buyer get these lovely things?” “I just love all the knitted baby things.” “I am going on a trip tomorrow and I need” “That pain cream is wonderful so I am buying a jar for each of my staff.” We loved the smiles when we were able to help customers find just what they were looking for!

The closing of Brock Boutique meant that everything needed to be cleared out and redistributed with a little as possible going to landfill. The shop was very well stocked and there was also a huge inventory of items in the stock room. Kids Inclusive and COPC were thrilled when we delivered all the stuffed animals and children’s item to them. A good portion of the stock was sold to Providence Care for their gift shop; clothing items were given to Thrift YGK where monies made go to Almost Home, a local charity. All the glasses went to the Ophthalmology department; religious items were given to a local Catholic parish; items were given to the Nurses Alumni for their reunion celebration. The last items were set out on display in the stock room for two days in April when hospital staff members were invited to ‘take away’ for donations. The generosity of staff was one final recognition of what a special part of HDH the gift shop was.

The end of the gift shop was indeed bittersweet, but its legacy of providing a wonderful service to staff, patients and visitors while raising valuable funds for Hotel Dieu equipment and services will remain a wonderful memory for many, as well as the volunteers who so ably ran it for all those many years.

Lorraine Kenney



2015 AGM New Board of Directors



2015 Volunteers recognized for Years of Service



December 2015 Board Meeting donation to UHKF



Easter Bake Sale 2015



December 2015 Board Meeting



December 2016 Board Meeting donation to Mark Bona, Department of Ophthalmology



December 2016 Board Meeting



2017 AGM, The New Board of Directors



2017 Donation Announcement



2017 Volunteers recognized for Years of Service



2017 AGM cheque presentation to UHKF



Local Life Member recipients with the President of Volunteer Services



Celebrating donations made in 2017



April 2018 Board Meeting donations



Brock Boutique volunteers Lilian and Claudette 2018



April 2018 Board Meeting



Don and Chris on Snack Cart 2018



April 2018 Board Meeting



David Bessant (left) with the 2018-2019 Volunteer Services to HDH site Board of Directors



2022 donations of \$53,914 and \$20,020 to departments at Hotel Dieu Hospital



Beth Cade, President, donating a Flexible Rhino Laryngoscope to Dr Jones, 2022

Celebrating Volunteering Experiences

What it means to me



In the Fall of 2018, I was looking for something meaningful to do that would contribute to the community. I considered a number of different organizations, but volunteering at Hotel Dieu Hospital resonated with me. I had been dealing with a couple of health issues and had been impressed both by the treatment I received there and the warmth of its staff throughout my experience. When I talked with Lynda Laird and Kim Kelly about volunteering, they were both enthusiastic and welcoming. They told me about a variety of roles and it seemed to be a great fit. In my position as an Info Desk Ambassador, I have enjoyed being able to help people. The various people looking for directions at the Info Desk are often nervous about the appointments and procedures ahead of them. I like always being cheerful and helpful to them. If they feel better after having their questions answered, than it makes me feel good, too. I enjoy meeting them all — however briefly — as well as getting to know the ins and outs of Hotel Dieu.

Beth Cade, President, Volunteer Services to Hotel Dieu Hospital

My experience with KHSC Volunteer Services to HDH Site has been very rewarding. My first assignment was in the Brock Boutique which I enjoyed immensely. Then I joined the Board & Executive as a Member at Large, after which I agreed to become Vice President, then moving up to President for two years. Now I am Past President. We did a lot of very valuable work for the hospital fundraising to buy medical equipment.

Joanne Bombard, Past President, Volunteer Services to Hotel Dieu Hospital





Serving on the Board of Directors of HDH Volunteers was not initially a preferred option for increasing my hours at Hotel Dieu. It did not take long for me to realize that I was among a group of people who are incredibly dedicated and passionate about making a difference at the hospital. As a team they tackled a variety of initiatives to engage staff, the public and volunteers in many activities to raise funds for direct patient care at the HDH site. I remain proud to have worked with them.

Lorraine Kenney

I enjoy volunteering because I like meeting people and help out where I can to raise money for our hospitals. I enjoy working for this wonderful organization and hope I am making a difference in the community.

Anne Hutcheson

I have enjoyed volunteering at Hotel Dieu Hospital (HDH) since 2012. I have appreciated the opportunity to support my community and to volunteer in a loving, caring and supportive environment. The work we have been able to accomplish on the Board has been incredibly rewarding. I have met amazing people and I have had memorable experiences that will always be with me. Personally it is also meaningful to me to be able to volunteer at HDH given I was born in the hospital in 1955, left Kingston in 1959 and returned to Kingston in 2011 when I retired.

Terry Pennock

I am a relatively new volunteer, having been with Board of Volunteer Services for just a little over a year. The past year has been fascinating for me to witness just how much work is done by volunteers at Hotel Dieu Hospital and how their dedication makes the hospital a better place for everyone. I am honoured to have been asked to become a small part of the history of the Board and will strive to continue to be a part of Hotel Dieu Hospital through volunteer work. It is also encouraging to see that the Board of Volunteer Services' legacy will continue through the generous donations made to the hospital over the years.

Pam Catry

I would like to thank the Volunteer Services for welcoming me to attend the Board Meetings over the last several years. Although I am not a voting member it's nice to see and understand how important the Volunteers Services is to the hospital. The amount of hard work that the Volunteers do to help purchase well needed equipment to different departments is very satisfying. It makes me work that much harder to help the Volunteer Services meet their goals.

Bill Gourdier





Volunteer Experiences at Hotel Dieu Hospital

I have always appreciated my volunteering experiences both on boards and committees at Hotel Dieu site and in our Missions being for others and serving with others wherever I was called to respond to the needs especially of the sick and poor. These meaningful encounters have enhanced my spiritual and professional leadership growth experience, skills, creativity and confidence. I am very grateful for new opportunities to serve and journey with others to success in all of our opportunities and challenges. We are all in this ministry of love and giving together. My life has been enriched and blessed in many ways. My volunteer journey was an amazing experience that will remain in my memory forever thanks to all the people who accompanied me and were there.

Thank you.

Sister Marilyn Larocque, RHSJ

After retiring from active ministry, volunteering at Hotel Dieu was a wonderful way to continue the mission of Hotel Dieu Hospital by making Christ present and recognizing His presence in those who came to the hospital for compassionate care and healing. It was a real privilege to work with the doctors, nurses, hospital staff and other volunteers in fulfilling this mission. I always felt blessed when I left the hospital after each shift.

Thank you.

Sister Theresa Shannon, RHSJ

My experience on the Volunteer board has been very enriching for me. My meeting the needs of patients in my role in the Spiritual Health and Endoscopy departments touched my life and the life of those I served. I have been blessed by this meaningful opportunity.

Thank you.

Sister Annette Valade, RHSJ

After the Covid hiatus, I wanted to return to Volunteer Services. I was informed the greatest need was in Endoscopy. Having volunteered in Spiritual Care, Endoscopy is a Hands On role under the direction of the nursing Staff. Stripping and sanitizing stretchers, and then dressing the stretchers for the next occupant. Responding to patient requests...a warm blanket, a drink, when can I get dressed, discharge. These are acts of service rooted in making visible the compassionate Healing presence to all persons.

Thank you.

Sister Joan Kalchbrenner, RHSJ



CONGRATULATIONS



Those who bring sunshine to the lives
of others cannot keep it from
themselves.

JAMES M. BARRIE

1905-2024

**KHSC Volunteer Services to
Hotel Dieu Hospital Site**

**In gratitude for 119 Years of
Loyal Service, Dedication, and Fundraising**

Resulting in donations of over

\$5,000,000

for

Hotel Dieu Hospital





My dear friends

Volunteer service began at Hotel Dieu hospital in Kingston by the Sisters themselves, the very founders of the hospital. For many years, the Sisters volunteer work was direct care to the patients until they were able to establish and train nurses and other medical personnel.

Ever since that time, the Sisters have been involved with volunteers at the hospital establishing a legacy of involving people from the community who were willing to help and support the Sisters work.

People engage in volunteerism for a variety of reasons and are motivated by values like those established by the Sisters at Hotel Dieu. Volunteerism is a basic expression of human relationships and the need to participate and feel that people matter. We agree that volunteers are important in any organization but more so within the health care sector

Those who volunteer at Hotel Dieu are a group of special people who give of themselves to help those in need and create companionships with not only the staff of the hospital but also the community of Kingston and surrounding areas.

It is with a great deal of pride and satisfaction that we congratulate all of the volunteers involved at Hotel Dieu with a special thank you to the Sisters for organizing and structuring such a strong support organization.

We thank you most sincerely for giving of your time and meeting an unmet need within the community. Catholic Health International, the Sponsor of Hotel Dieu, salutes all those involved and look forward to continuing our relationship in the future.

Most sincerely,

CATHOLIC HEALTH INTERNATIONAL

Robert B. Stewart,

President and Chief Executive Officer

RBS/r



ARCHDIOCESE of KINGSTON

Message to the Volunteers of Hotel Dieu Hospital Site Legacy Newsletter 2015 - 2024

It is a great honour for me to be asked to extend my heartfelt gratitude and appreciation for all the excellent work that the Volunteer Association has done over the past years from 2015 to 2024.

The vital contributions you have made have been a tremendous witness, which helps to create a caring place where the dignity of each person is recognized and cherished. The supportive care you offer, for example, calling patients to remind them of their appointments, helping in the gift shop, fundraising for the needs of the hospital, working on projects for the poor, are visible signs of Christ's compassionate love to the patients and guests of Hotel Dieu.

"And the King will answer them, Truly I tell you, just as you did it to one of the least of these who are members of my family, you did it to me." (Matthew 25:40)

Thank you so much for your years of personal sacrifice, selfless dedication, hard work and prayers. May God continue to bless your ministry and mission as you seek to do His will in all things, great and small.

+Michael Mulhall
Archbishop of Kingston



Words of Thanks - Volunteer Legacy 2015 - 2024

The volunteers at Hotel Dieu Hospital have always been an integral part of the organization, focused on providing a warm, welcoming and compassionate environment for patients, families and staff. Your services not only provide a quality meal, gifts and treats, but also a kindness that underpins the culture and mission of Hotel Dieu Hospital. You support patients and their families through the funds you raise, and through your caring presence and the words of encouragement you offer to everyone who arrives feeling a little overwhelmed at finding themselves needing hospital services.

The Volunteer Services to Hotel Dieu Hospital have raised over \$3.5million since 1993! Your gifts have benefited all areas of the hospital including Orthopedics, Pediatrics, Ophthalmology, Ears, Nose and Throat, Endoscopy, Surgery, and of course, Kids Inclusive Inc. who you support every year. You have purchased equipment, helped to create new programs like the Low Vision Rehabilitation Clinic and supported ongoing programs including Child Life and Kids Inclusive Inc. The improvements to patients' quality of life that your donations have made possible are invaluable.

On behalf of UHKF, I would like to offer my deepest gratitude for your volunteerism, your consideration, your philanthropic leadership, and your commitment to better health for the people of our region. Thank you for your incredible support.

**Tamás (Tom) M Zsolnay
President and CEO
University Hospitals Kingston Foundation**

Words of Thanks - Volunteer Legacy

When we reflect back on the last few years and all the challenges that you have faced as volunteers throughout the pandemic, there have been so many accomplishments that we should all be proud of as we reflect on the wonderful stories highlighted in this, our legacy newsletter, celebrating the volunteers at the HDH site from 2015 to 2024.

We will continue to find new ways to engage and support each other as we move forward. Your compassion and commitment by ensuring our patients and their family members feel supported has clearly added to the quality of the patient and family experience.

On behalf of the KHSC Board of Directors and executive team of the Kingston Health Sciences Centre, thank you for all that you have done and will continue to do in the future. To each and every one of you, our heartfelt appreciation.

**Sherri McCullough
Chair, KHSC Board of Directors**

**David Pichora
President and Chief Executive Officer**



To our volunteers on behalf of the Hotel Dieu Corporation Board,

Each day, you extend a helping hand and a compassionate heart to those in need. Your commitment to service goes beyond tasks; it's a testament to the boundless kindness that resides within each of you. From the warm greetings at reception to the invaluable support you provide to medical staff, your efforts form the foundation of a nurturing environment that fosters healing and recovery.

Your presence resonates with patients in ways that words often cannot capture. A reassuring smile, a comforting conversation, or a simple gesture of support can brighten the darkest days and provide strength to those facing challenging circumstances. You create connections that extend far beyond the hospital walls, leaving a lasting impact on the lives you touch.

In addition to your invaluable support, your dedication also fosters a sense of unity. You remind us that we are a network of individuals driven by a shared goal: to alleviate suffering and promote wellness. Your involvement enriches our sense of purpose and reminds us of the power of empathy and collaboration.

As we reflect on the tireless efforts you put forth, we want you to know that you are more than volunteers; you are the heartbeat of Hotel Dieu. Your contributions elevate our institution to new heights and ensure that our legacy of care and compassion continues to flourish.

In celebration of your incredible work, we extend our deepest gratitude. Thank you for being the guiding light that leads us on our journey of healing and hope.

**Margaret Shepherd,
Chair of the HDH site Board of Directors**



Volunteers are Love in Action.

Dear Volunteers,

On behalf of the Religious Hospitalliers of St Joseph I am proud to acknowledge the commitment of the Volunteers dedicated to the KHSC Hotel Dieu site. I have been in nursing for many years, so I know by experience the importance of the presence of Volunteers. Congratulations and my gratitude for your faithful presence and service.

**Sister Nicole Gaudet, RHSJ
Superior General**

**245, avenue des Pins Ouest
Montréal QC H2W 1R5
514-791-3133
ngaudet@rhsj.org**

Dear Volunteers,

The RHSJ Sisters of Saint Joseph Region are proud to be associated with the many Volunteers offering their expertise, care and time to make KHSC Hotel Dieu site a better place to welcome patients and make them feel at home. Congratulations and my gratitude to all the Volunteers who have been very dedicated for so many years.

**Sister Anne-Marie Savoie, RHSJ
Regional Coordinator**





CONGRATULATIONS

LINDA RILEY



Linda,

The Catholic Health International Volunteer Excellence Awards celebrates those who have demonstrated a commitment to volunteerism at KHSC. We all know that a volunteers' gift of time is invaluable to KHSC's patients and staff.

This year I am pleased to announce, on behalf of Dr. Robert Stewart, President of Catholic Health International, and the recipient of this year's award: Linda Riley.

Linda is a registered nurse who worked at HDH from 1968 until 2014 and upon retirement started volunteering with HDH at the Information Desk and as an appointment reminder caller. She holds these positions today as well as Phase 2 Clinic Ambassador.

Since the start of the pandemic Linda has contributed almost 1500 hours. During this period she has been instrumental in coordinating the Patient Preparedness Callers and in training many volunteers to the role. Linda has remained focused on and committed to the mission of Hotel Dieu and KHSC. She exhibits the values each and every day.

Congratulations, Linda, on this very deserving award!

**Doctor David Pichora
President and CEO of KHSC**



CONGRATULATIONS



**Sandra Carleton, Executive Vice-President and Chief Human Resources Officer,
Beth Cade, President and Joanne Bombard, Past President of Volunteer Board
Recipient of the University Hospital Kingston Foundation Award
KHSC Volunteer Services to HDH Site**

Davies Award

With over \$3M in cumulative giving, the KHSC, Volunteer Services to Hotel Dieu Hospital Site support the programs and equipment that will have the greatest patient impact. Dating back to 1993 [sic], their giving has supported just about every department that operates out of the Hotel Dieu site from women's health, to bariatrics, endoscopy, ENT, mental health, cardiology, cancer and even research and education. The funding from KHSC, Volunteer Services to Hotel Dieu Hospital Site is generated through their retail services at the Brockview Café, Brock Boutique and Snack Cart, which requires the time and commitment from a great number of volunteers. With their primary and demanding role of recruiting, training, and managing all volunteers at Hotel Dieu, the group then take on the secondary role of fundraising partner to UHKF which has led to a long history of philanthropic support. This has been possible through the commitment of their board members. The donations from KHSC, Volunteer Services to Hotel Dieu Hospital Site are the result of many hands coming together to support health-care services at Hotel Dieu Hospital.



THANK YOU



Thank You



Volunteers

Thank You for your TIME,

So generous and kind.

Thank you for ALL you do,

For us and others too.

Thank you for showing up,

With PASSION oh so true.

You're awesome VOLUNTEER,

We appreciate YOU!





DEPARTMENT OF OPHTHALMOLOGY

Hotel Dieu Hospital
166 Brock Street
Queen's University
Kingston, Ontario, Canada, K7L 5G2
Tel 613-533-2559
<https://ophthalmology.queensu.ca/>

September 15, 2023

Dear Volunteer Services:

In addition to the Low Vision Program, the Department of Ophthalmology as a whole would like to recognize and thank you for your generous support over the years. This support has been used to support specific programs, like our Low Vision Program, as well as overall general functioning of the clinic. The tonopens that were purchased in 2019 are fundamental instruments that are used on a daily basis to measure patients' eye pressure. This allows us to detect and treat high eye pressures that would otherwise lead to blindness if left untreated. The procedure lights that were purchased for our minor procedure rooms on Johnson 6 are also used on a daily basis. Our procedure rooms are used to operate on such things as skin cancers, surface of the eye growths, and retinal detachments. Almost every doctor in our department uses those rooms and the lights have been such a welcome and important addition.

We are grateful that you have not only donated to our department once, but on numerous occasions with significant contributions. It is as a result of donors like you that we are able to stay up to date with technology to be able to provide state of the art care to our patients.

Sincerely,

Stephanie Baxter, MD, MBA, FRCS(C)
Head and Associate Professor
Department of Ophthalmology
Edna and Ernie Johnson Chair in Ophthalmology
Queen's University
Head and Program Medical Director, Ophthalmology
Kingston Health Sciences Centre



Kingston Health
Sciences Centre

Centre des sciences de
la santé de Kingston



September 14, 2023

Thank you Volunteer Services!

I am writing to express my deepest gratitude on behalf of the Vision Rehabilitation clinic for your generous support. Your belief and willingness to invest in our clinic has had a profound influence on our ability to fulfill our mission and make a positive difference in the lives of those with vision loss.

The impact of your contributions has been far-reaching. Your donations have directly supported the development of the South East Ontario Vision Rehabilitation Service (SOVRS), a person-centred, integrated system of care for individuals with vision loss. SOVRS is a collaboration between the Vision Rehabilitation Clinic at Kingston Health Sciences Centre (KHSC) and Vision Loss Rehabilitation Ontario (VLRO). Care is provided both in outpatient settings and in the community by an interprofessional team. Our main goal is to help our patients function at the highest possible level, thereby allowing them to live safe, independent, and happy lives.

Further, your funds were directly used to purchase diagnostic equipment and demonstration devices, integral to the day-to-day functioning of our clinic. A state-of-the-art microperimeter was purchased to help map out how well areas in the back of the eye are functioning. Low and high technology devices were also purchased to help educate and train patients on how to adapt to their vision loss. Thanks to your support, we continue to offer more services, expand our reach, serve more individuals, and drive positive change for those with vision loss living in our community.

Once again, thank you for investing in our clinic. You are an essential part of our journey, and we are deeply grateful for your trust and partnership. We look forward to continuing this meaningful collaboration and hope to share many more success stories together.

If you ever wish to visit our clinic or learn more about our work, please do not hesitate to contact me. We would be honored to show you firsthand the impact of your generosity.

With warm regards and sincere thanks,

A handwritten signature in black ink, appearing to read "M Bona".

Dr. Mark Bona BSc, MD, FRCSC
Postgraduate Program Director
Assistant Professor, Department of Ophthalmology, Queen's University
Cross-appointment, Queen's School of Rehabilitation Therapy
Kingston Health Sciences Centre- Hotel Dieu site
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THANK YOU

VOLUNTEERS ARE A TREASURED PART OF THE ENDOSCOPY TEAM

Written by Gary Buffet for KHSC Now

“We couldn’t be more excited to welcome volunteers back to KHSC,” says Lynda Laird, Manager of Volunteer Services. “Their presence was greatly missed during the pandemic and we’re working on plans to safely bring back more volunteers to our sites. There’s so many amazing things volunteers do to help enhance the patient and family experience at KHSC. For example, there are currently six volunteers who are integral members of the endoscopy team.” The endoscopy volunteer role is a longstanding partnership at the Hotel Dieu site. Sister Annette Valade, who is over 100 years of age and still volunteering via Zoom on the Volunteer Services HDH site Board of Directors, was a beloved endoscopy volunteer for 17 years. As a result, this role has great sentimental value for the staff as well as Volunteer Services. It’s a bit of a legacy role, which we were thrilled to re-start after three years absence because of the pandemic. “Volunteering in the endoscopy unit is a joy for me,” says Joan Lynch. “The Staff are welcoming and helpful and being able to assist the patients in any way is fulfilling. Volunteering in the unit gives more to me than I give to it.” Volunteers provide a warm presence in a very busy clinic, talking with patients and providing comfort measures like a drink or warm blanket. The volunteers will also escort patients and their family member back down to the main lobby when required. It’s a long journey so the extra support can be greatly appreciated. They help with the flow of patients through the clinic and have the time to answer any non-medical questions or liaise with staff on a patient’s behalf. “This morning I went around and asked the nursing staff about their experience with our volunteers,” says Erin Granger, program manager. “I received resounding praise as many of the staff responded they love the volunteers, and added how helpful, friendly, and caring they are and how great it is to have them as part of our team. “As caregivers our goal is to provide the best patient experience, however in a fast-paced environment the little extras we hope to deliver to our patients is not always possible. The contribution of the volunteer’s time and effort to assist the staff in ensuring patient needs are fulfilled is invaluable. Our volunteers are a treasured part of our endoscopy team, and we are grateful for all they do.”



Kids Inclusive is so appreciative of the support that the Volunteer Fund provides. It allows us to address many unmet needs for our children, youth and families that may be in need of accessing this fund to support the purchase of specialized equipment, educational resources and toys and/or therapy tools. Other funding sources most often have a limited cap or amount that leaves our families with a balance needed to acquire these necessary items for their children. The Volunteer fund allows us some flexibility to support these needs and our families so that the financial burden does not prohibit access.

These funds have been enriching the lives of our clients and their families and removing the stress of some of the exceptional costs of raising a child with special needs. Having this fund has allowed us to remove some of the financial burden for our families and given them quick access to items not covered by OHIP or other funding sources. Many of these items directly improve the ability for our clients to lead more independent lives which can be truly game changing!

Kids Inclusive in partnership with families and communities fosters the potential of children and youth who have physical and / or developmental challenges.

Thank You,

Gillian Jackson (she/her) RECE, B. Soc. Sc., MA | Manager
KHSC - Hotel Dieu Hospital site - Kids Inclusive

Kingston Health
Sciences Centre

Centre des sciences de
la santé de Kingston



THANK YOU



In Loving Memory of Bernadette Cotman

**Bernadette Cotman taught and mentored thousands of nurses, administrators, volunteers and individuals, often by her own actions. In the words of current Kingston Health Sciences Centre CEO Dr. David Pichora,
“She left a remarkable legacy of leadership and caring.”**



Upon retiring Bunny immediately joined the Volunteers at Hotel Dieu Hospital where she dedicated 26 years of her time. She volunteered at the Information Desk until her retirement, where many patients and friends found great comfort in meeting her. Bunny was a wonderful mentor to all the volunteers who had the privilege of volunteering at the Information Desk with her, including myself and was instrumental on bringing me on board as soon as I retired. She also served as President and Past President of Volunteer Services Board of Directors and also served as a member of the Hotel Dieu Hospital Board of Directors. Bunny was a Legacy member to the Hotel Dieu Hospital Volunteers and to the Religious Hospitallers of the Saint Joseph Associates.

**Respectfully submitted,
Mary Smith**



**A Special Thank You to Midge Rouse and her Dedicated Staff
Midge Enjoy Your Retirement!**

Long respected for its compassionate and culturally-sensitive approach to caring for Cree patients and families who travel to Kingston for medical treatment, Ininew Patient Services (IPS) at Kingston Health Sciences Centre (KHSC) has been honoured by the Catholic Health Alliance of Canada (CHAC) with its 2022 Program of Distinction Award. Presented at the national CHAC conference on May 13, the award recognizes original and innovative programs that provide exemplary service to persons who are vulnerable and marginalized, supporting their healthcare needs with caring, respect and justice. Located at KHSC's Hotel Dieu Hospital (HDH) site, the IPS program works in partnership with Indigenous Services Canada and the Weeneebayko Area Health Authority

Since 1985 IPS has fully lived the mission envisioned by the Religious Hospitallers of St. Joseph, founders of the HDH site, when they first committed to supporting IPS services: to provide culturally safe and sensitive support for Mushkegowuk Cree persons—from Moosonee, Moose Factory, Kashechewan, Fort Albany, Attawapiskat and Peawanuck—who must travel 2000 kilometres to Kingston for specialized acute care at KHSC.

“This award is a great honour for our program and a recognition of the Sisters’ legacy of service to vulnerable communities,” says IPS Director Midge Rouse, who in any given week oversees the arrival of up to 175 patients and families on chartered flights from Moosonee.

Thank you,
Midge Rouse



THANK YOU



HOTEL DIEU HOSPITAL OF KINGSTON VOLUNTEER BOARD CELEBRATES SISTER ANNETTE VALADE, RHSJ

On January 11th, 2022 the Hotel Dieu Hospital of Kingston Volunteer Board celebrated Sr. Annette Valade's 100th birthday. Beth Cade, President of the Volunteer Board, noted that Sr. Valade has "dedicated her life to making others' lives better." She has done this as a religious woman, nurse, pastoral care supervisor, volunteer and countless other ways. The Board wanted Sr. Valade to know how thankful they were that she chose to put so very much of her time and effort into Volunteer Services at Hotel Dieu Hospital. Catholic Health International, along with everyone at Hotel Dieu Hospital, wish Sr. Valade a very happy 100th birthday and thank her for her love, devotion and commitment. Pictured here is Sr. Annette Valade (left) receiving a special plaque in celebration of her 100th birthday and her many years of service. The plaque was presented by Sr. Marilyn Larocque (right) on behalf of KHSC Volunteer Services to Hotel Dieu Hospital.

**Sister Annette Valade celebrated her 102nd birthday on January 11th, 2024.
This is really amazing!**

Kingston Health Science Centre

Hotel Dieu Site

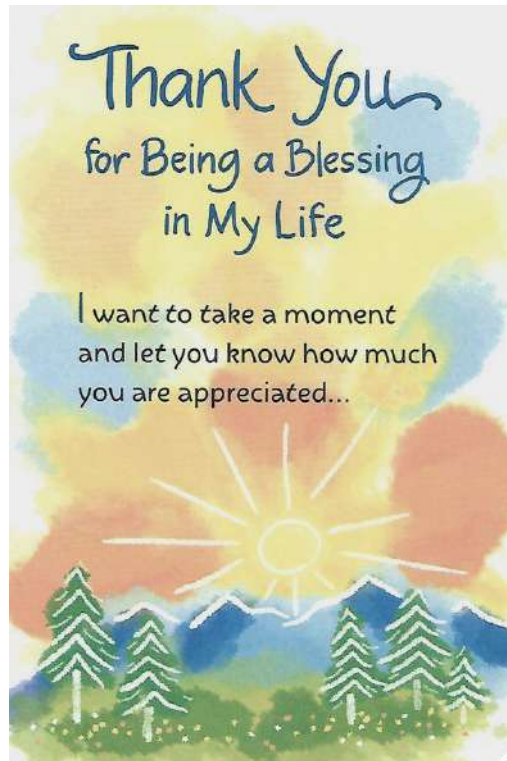
Volunteer Services

1905 - 2024



*Volunteers are often the heart and soul
of an organization providing services and
performing tasks that keep the organization alive.*





Volunteer Board Members

Joanne Bombard

Lorraine Kenney

Terry Pennock

Anne Hutcheson

Sister Marilyn Larocque, RHSJ

Other Helpers

Lynda Laird

Vicki St. Peter

Rodney Carter

Brittany Marshall

UHKF

