



# GENERAL HAPPENINGS

Healthy People, Outstanding Care

Brockville General Hospital

MARCH 2010

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## Outstanding Volunteers



Jean Foss received the highest honour given to a health-care volunteer - a Life Membership in the Hospital Auxiliaries Association of Ontario in November, 2009. Jean received her pin at the HAAO Convention Annual Banquet in Toronto celebrating volunteers from around the province. Jean has volunteered for over 50 years at Brockville General, an amazing record of dedication less than a handful of volunteers can match. To see the names of the distinguished group of Provincial Life Members Jean is joining, stop by and look at the wall-hanging at Eleanor's Cafe where each volunteer who has received

the award since 1963 is listed on a separate plaque, with the date of her award.



**Yay Team Canada!**

For the 5<sup>th</sup> year, the Volunteer Association ran the Silent Auction at the Thousand Islands Mall, raising \$11,500 for the Palliative Care Telethon. Over 50 volunteers contributed 320 hours to run the Auction, many helping several times during the course of the 4 day event. Our thanks to all these volunteers, most of whom are already regular volunteers in the hospital who rose to the occasion and contributed extra time for this event.

The Volunteer Association Fundraising Committee is planning a garage sale on Friday, April 23, 2010. Items will be accepted in the Auditorium on Thurs., April 22 between 1 and 4 pm. Donations would be welcome, except large appliances or clothing but small appliances will be accepted.

The Volunteer Association recently made a donation of \$500.00 to the Assault Response and Care Centre to provide basic clothing items to travel home in for victims of assault who must leave their own clothing as evidence.



**Happy St. Patrick's Day**

On Tuesday, May 4, 2010, the Volunteer Association is sponsoring a bus trip to the Diefenbunker – Prime Minister John Diefenbaker's fascinating bunker built during the 'cold war' to protect the Canadian Government from nuclear attack. It is now a museum and national historic site in Carp. The trip costs \$45.00 for the bus and tour. A buffet lunch at the Old Mill, Ashton at 1 pm will cost \$12.00 including tax and gratuity. If you are interested, please contact Christine at ext. 1254 but hurry as tickets are selling fast.

The Gift Shop buyers attended the Gift Show in Toronto in early February and great spring items are now arriving. Watch for lovely scarves, purses, smart lunch bags, watches and lots of jewelry – don't forget we do lay-away. At Charles St. Gift Shop, tickets on the Mother's Day raffle are now available: first prize a gift basket, second prize a terry dressing gown.

## Reverend Allan McDowell speaks at the chapel

The song Hallelujah, written by Leonard Cohen was sung last week at the opening to the Olympics by k d lang. k d lang is one of our best Canadian singers. It was also sung on Oprah last week by the 4 Tenors. It was written by King David as a musical expression of praise to the Lord. How fitting to be chosen for the Olympics where those who are given great talent are giving back their best performance "as unto the Lord". It is at the Olympics they live their "mountain-top experience". The 4 Tenors on Oprah also had their "mountain-top experience", as unannounced to them, while they were singing Hallelujah, Celine Dion appeared and began singing with them. The men were overcome with emotion almost to tears. One of the men when interviewed afterward said that this was indeed a mountain-top experience for him when he was young, his Mom told him that some day he would sing with Celine Dion. His mother was prophesying about this mountain-top experience to come. We must acknowledge all good gifts come from God, and give back our best, "as unto the Lord."

See both renditions of Hallelujah on Youtube—  
[http://www.youtube.com/watch\\_popup?v=tubL9EaiztM#t=39](http://www.youtube.com/watch_popup?v=tubL9EaiztM#t=39)

See this clip of Celine Dion & the 4 Tenors singing Hallelujah on Oprah last week  
<http://www.youtube.com/watch?v=rVq0L4kkpKM>

k d lang singing Hallelujah written by Leonard Cohen at the opening of the Olympics

I thought it was an amazing story.

Janet Stark  
 Spiritual Care Coordinator

## Accessibility: Tips for serving clients

### Tips for Serving Customers with Disabilities who have Personal Assistive Devices

- Assistive devices are part of people's personal space
- Respect personal space
- Know how to operate any assistive devices your organization provides

### Devices that Help People with Disabilities Access your Services

TTY – Teletypewriter

Sends typed messages across phone lines

Relay Service: 1-800-855-0511

(Operator is intermediary, free for local calls, standard long distance charges apply.)

### Other assistive Devices

- Keyboard
- Pen and Paper
- Pointing device
- Information in Braille
- Automatic door opener
- Hearing and Amplification devices
- Elevator

Source: Serve-Ability: Transforming Ontario's Customer Service

For more information please visit [www.AccessON.ca/](http://www.AccessON.ca/) compliance

Jessica Gerritsen / Accessibility Committee

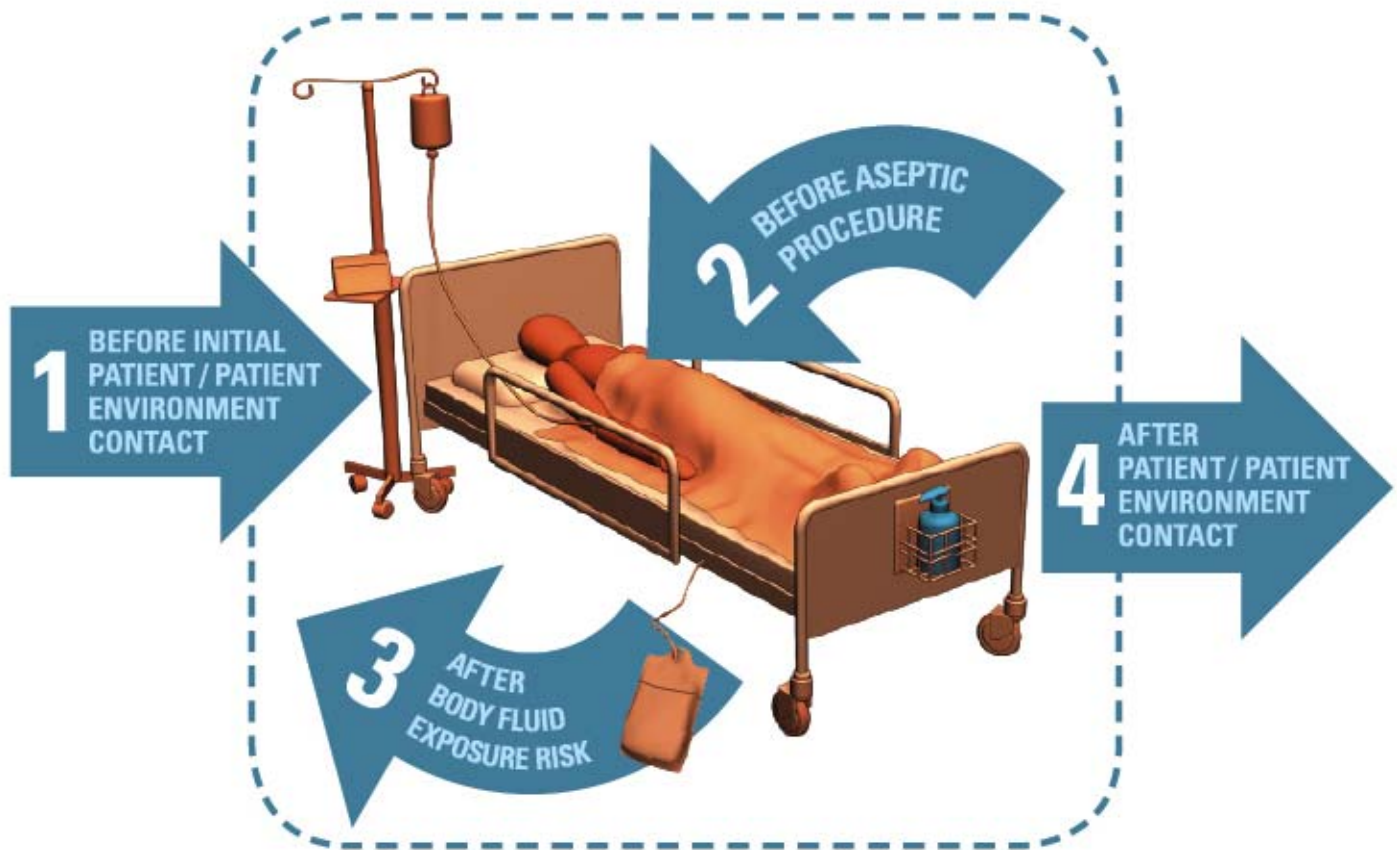
## Welcome to the Following New Employees

Christopher Haserodt, Physician Assistant – started January 18, 2010

France Murdoch, Registered Nurse – started February 8, 2010

Norma Kelly, Pharmacy Technician – started February 16, 2010

## Just Clean Your Hands Reminder Your 4 Moments for Hand Hygiene



Please remember that Hand Hygiene audits will be taking place **March 1 to March 15, 2010**. **Any** Health Care Worker **entering any patient environment** can be audited during this time. Please be diligent about performing hand hygiene at the appropriate moments demonstrated above. The results of these hand hygiene audits will be submitted to the Ministry of Health and Long Term Care for Public Reporting on April 15, 2010.

If you have any questions regarding the Just Clean Your Hands Program or you would like to assist with the program or the auditing process please contact Diane Bowen, Nurse Educator Med/Surg at 1244 or Dana Finnegan-Yee, Infection Control Coordinator at 1259.

***Remember with a 20% increase in hand hygiene compliancy, we can reduce our rates of Hospital Acquired Infections by nearly 40%!!!!***



Mark your calendars!

Wine and Food Tasting

April 22, 2010

At the

Brockville General Hospital

In the cafeteria

From 6–8 p.m.

In support of the



For more information please contact

Brockville and District Hospital

Foundation

foundation@bgh-on.ca

613-345-4478



Please join us  
March 17, 2010



For our Special Menu to celebrate St. Patrick's Day at BGH's General's Retreat Cafeteria

Both sites really enjoyed our Pancake celebrations.



**FOR SALE**

**FUTON - IKEA**

Double size  
1 year old  
Steel Frame & mattress  
\$200 or best offer

**JOGGING STROLLER** - Sears

Never Used  
Instep Stroller with 12" pneumatic wheel  
5 point harness  
Compact fold  
\$199 or best offer

Contact Barb Ward 924-9162