

# VGH Guild News

## Guild President: the safety of our volunteers is Board's top priority

The Board understands that the COVID-19 pandemic is top-of-mind for everyone. Accordingly, the Board has taken a number of steps to ensure the safety of volunteers:

- On March 16, we voted to close the Gift Shop indefinitely. Several days later, VGH Administration cancelled all volunteers aged 60 and up, followed shortly by an order cancelling all volunteers (except those who came forward to help screen access points to the hospital.)
- We cancelled the March 20 Board meeting and are planning to meet 'virtually' in April from the safety of our homes.
- We cancelled the Spring Education Lunch that had been scheduled for April 15.
- While a final decision is pending, it's very likely that the June Volunteer Recognition Dinner/Guild AGM will be postponed. As you know, at the AGM, we normally vote on Board appointments as well as other issues of importance to the Guild. We are working on ways to conduct these votes by email or regular mail.



*The Guild recently thanked Denise and Liz for their efforts with a gift basket.*

At the same time, as a Board, we still need to attend to ongoing matters. Last week, a notice went out from the Volunteer Office seeking nominations for Vice-President. This is a critical position and we hope that one of our dedicated volunteers will consider stepping forward.

Finally, I must mention the Volunteer Office in another context: **Denise Stewart** and **Liz Krawitz** have been absolutely amazing in motivating us, keeping us informed and helping us through this difficult time in any way they can. Denise and Liz, we can't thank you enough!

**Jim Pielou, VGH Guild President**

## "By staying home, we are saving lives"

Our dedication and commitment as volunteers could not be more evident than during this COVID-19 pandemic. We came together to continue to keep the "Vic Strong". (Thank you, Denise for this term; it is so appropriate). Many volunteered at COVID-19 Screening sites, in the Front Lobby and as Urgent Care Greeters. Our dedication and commitment was put to the test, when VGH senior management asked volunteers 60 and over to please refrain from volunteering at the Vic during this pandemic crisis. To which many responded: "I feel so guilty not coming in to help during this time of need", "I want to help. What can I do from home to help?" It was and continues to be a struggle to stay away. We know though that by staying home, we are saving lives. We are helping keep the Vic Strong.

**Louise Horst, VGH Guild Vice-President**

## News from around the hospital...*putting patients first!*

- As has been reported in the media, the Manitoba Public Insurance Bison Drive Service Centre is being used as a drive-through COVID-19 testing site. Here's how it came about: On Friday, March 13, the Fort Garry Access Centre had been swamped with patients needing testing. That evening, a group of Victoria Hospital administrators were meeting for several hours trying to figure out a better way. Someone had sent them a video of drive-through testing in South Korea. The question was how to replicate it. By midnight, there was a plan to run a drive-through in the old ambulance bay of the hospital. Then, someone said, why don't we call up MPI and see if we can use their collision centre? The proposal was sent to the WRHA on Saturday, then to the Province and approved. On March 19, MPI announced it was closing the service centre to customers and staff would be relocated elsewhere. Two days later, Bison Drive opened to patients needing testing as referred by HealthLinks. The service centre can accommodate a large number of vehicles and is easy to enter and exit. Reportedly, the testing is going well and takes just seven minutes per vehicle!
- Brenda Catchpole, Chief Administrative Officer, reports "To ease the loneliness of our patients and the distress of their families, we have purchased iPads and our staff are helping patients stay in contact with their families (at this point, it is just days, Monday to Friday)."
- Patients on the 4th and 5th floors are watching TV for free, thanks to the VGH Foundation. To make their time pass more quickly, the Foundation has turned on all working televisions on these floors at no charge. The great idea came from one of the Health Care Aides working on 5 North.

## Celebrating our volunteers: Lorraine Miln



*Lorraine currently serves as Secretary of the Guild Board.*

Over the past 17 years, Lorraine Miln has recorded an amazing 4,500+ volunteer hours. In recognition of her service, she received her Life Member Award in June of 2016.

She has worked in eight different areas of the hospital including the Front Lobby as Ambassador, Oncology, Pre-Op Assessment Clinic, Mature Women's Centre, Diagnostic Imaging, EKG, Emergency and as a Clerical Assistant.

In addition, she has been active on the Guild Board as Guild Treasurer, Guild Assistant Treasurer, Gift Shop Treasurer, and most recently as Secretary. In this role, her skill at recording meeting minutes are "legendary" says Jim Pielou, President. "We all value Lorraine tremendously."



## Lifeline bids farewell to long-time volunteer Anne Blair

Long-time office volunteer Anne Blair retired from Victoria Lifeline after 15 years of dedicated service. Anne was always upbeat, happy and generous with her smile and her time. If you heard a whistle, a line or two from a song, or a good-natured joke, then you knew Anne was in the building! Our office won't be the same without her, but we wish Anne nothing but the best on her next adventure. A farewell dinner took place in January, where Anne was presented with a memory book of her time with Lifeline.

A great big thank you to Anne and all the other volunteers who donate their valuable time for the betterment of others.

*"The world is bugged by the faithful arms of volunteers". -Terri Guillemets*



*Lifeline staff and volunteers joined Anne Blair for a farewell retirement dinner in her honour.*



*Anne was presented with a memory book of her 15 years with Lifeline.*

## Lifeline COVID-19 Update

Victoria Lifeline has subscribers across the province that count on us to keep them safe. This may be more important now than ever before as many older adults are feeling isolated and scared during this very difficult time. We want to reassure subscribers that the response centres are open.

We are still setting up new clients, but have moved to a Telephone Assisted Installation. If anyone would like to refer someone to Lifeline or would like more information, please call (204) 956-6777.

*- Krystal Stokes, Lifeline Communications & Public Relations Manager*

## IN MEMORIAM



**Pat Davidson** passed away on March 2 at age 82. Pat started at The Vic in July of 2000 and was a Life Member. She held many positions both in patient care and non-patient care. She was a devoted Guild Member and held positions of Treasurer both for the Guild and the Gift Shop. She is described as possessing “immaculate bookkeeping skills” and maintained the books with pride.



**Eileen Griss** passed away on March 8 at age 93. Eileen was one of the first people hired by The Vic in 1971 and worked as an executive secretary. Upon retirement, she continued with the hospital as a volunteer. She is fondly remembered by many volunteers, in particular for her knitting skills; she participated in many Guild craft sales.



**Marguerite Henderson Bulloch** passed away on March 14 at age 95. In the 1980s, she volunteered in day surgery with her partner Lynn Tulleken as well as working on the Guild fundraising committee. In addition to serving as a volunteer, she was the owner of the successful Tea Cozy restaurant in Osborne Village.

### Did you know...

The VGH Volunteer Guild is a registered charity. Anyone who makes a donation of \$10 or more receives a tax receipt. All funds raised are used to improve patient care and services at the Victoria Hospital. Over the past 40 years, the Guild has donated more than \$3.7 million toward healthcare services and equipment.