



NEWSLETTER

Auxiliary to the Abbotsford Regional Hospital

Summer 2018



SUMMER AND SUNSHINE!

Our endless summer is providing us with glorious sunny days and opportunities to enjoy our beautiful mountains, lakes and valleys. Hopefully, you have all had a chance to be outdoors with family and friends to capture those rays of sunshine!

June 18 Dinner

Our annual June dinner was an enjoyable catered event held in the Hospital Learning Center. Members voted to pay for the capable services of Klassic Caterers. Our gracious guest speaker was Lynda Avis, Past President of the provincial BCAHA. Lynda gave tribute to our long serving members with appropriate years of service pins. Jean MacFarlane was honored for her incredible 60 years of service and membership. Our new executive was installed and thanked for their commitment to the hours they will spend during their term. Thank you to the hard-working members who helped make this a fun and successful event.



Installed Executive

- President – Janet Hutchinson
- First Vice President – Maggie Gardiner
- Past President – Bonnie McEwan
- Second Vice President – Joyce Grummett
- Treasurer – Janet Hutchinson
- Secretary – Eleanor Christison (absent)



Service Awards

Service pins and certificates were presented at the June dinner in honour of milestone years of service and commitment. Congratulations to:

- | | |
|----------|---|
| 10 years | Mildred Adrian
Ella Jubinville
Jie Soon Kim
Kam Kooner |
| 15 years | Gail Bostrom
Carol Eyford
Greta Lucas
Marina Suderman |
| 20 years | Martha Braun |
| 35 years | Carol Bridger |
| 40 years | Joan Kruger |

60 years Jean MacFarlane!!

Janice Hansen Manager of Volunteer Resources

Janice Hansen is our new Manager of Volunteer Resources. A new coordinator has now been placed in her former position at The Residence in Mission and Cottage/Worthington and Janice is excited to dedicate her time to focus her efforts on supporting the volunteers at ARH with the capable assistance of Joanne and Sally. She and her team have made it a priority to find ways to “recognize” the services of ARH volunteers. Hopefully, you will all have an opportunity to meet Janice in the days and months to come.

BCAHA Conference Reports – April 2018

Thank you to Marilyn, Maggie, Joyce and Eleanor for taking the time to write and submit the following reports on the informative sessions they attended at this year’s conference at Harrison Hot Springs Resort.

To Tax or Not submitted by Marilyn Goodwin

This session gave delegates information on government websites related to how to determine if their Auxiliary was required to collect and remit PST and /or GST in their gift and thrift shops. It was interesting and a bit disturbing to find that several auxiliaries are still not charging or remitting the required taxes even though BCAHA has been circulating information and warnings for a few years about this. Some auxiliaries have been assessed back taxes and interest and could have lost their society and /or charity status. As volunteers, we must abide by the same laws as others who are running businesses.

Easy, Effective and Enjoyable Meetings submitted by Eleanor Christison

This session provided invaluable information for holding a successful regular Auxiliary or Annual General Meeting. Content resource for Ms. Avis’ presentation was primarily “Robert’s Rules of Order”.

The following points were made:

- Preparation: The Agenda is a very useful tool that can be utilized in many ways other than as just a “program” outline of order of events or issues that will be addressed at a meeting. The Chair (President) can choose to simplify the format or include details of each agenda item to be addressed.
- Participation: A successful meeting should invoke interaction from all the participants in an orderly, respectful manner. While our auxiliary meetings are less formal, the code of acceptable conduct is consistent with any business meeting, and the Chair (President) has the authority to deem a member’s approach or demeanor unacceptable if the situation arises.
- Meeting Space: The meeting space should be well lit and provide comfortable seating. The audio quality should also be the best available for the space. Every attendee should be able to hear and be heard.

Successful Policies and Procedures with Ruth Roper submitted by Maggie Gardiner

The main thing I retained from this session was that Policies and Procedures are important because in this day and age there are more lawsuits and disputes so policies should include procedures to deal with these issues and kept updated. Keep policies and procedures up-to-date with your bylaws and constitution. Always date your document (each page with header) and back up your files with external drive or UBS. Volunteer Services Manager should have a copy, as well. Some Auxiliaries keep a separate motions book for at least 5 years. Another thing is to document all dispute issues or strange behaviours etc. with dates and times. Handling of monies, undesirable behaviour, discipline, expulsion, are examples that need standards/policies with procedures on how to handle and proceed. 3 key points for establishing Policies and Procedures –

1. Who is your audience?
2. Why do you need them?
3. Where are they kept?

Effective Time Management by Gatland
Coulson submitted by Joyce Grummet

Time management will set you up for Success with organization and time management skills.

1. Make a to do list. There are many free apps that can help you, such as the following:

a) Trello board is a list of lists, filled with cards, used by you and your team. **Trello** has everything you need to organize projects of any size. Open a card and you can add comments, upload file attachments, create checklists, add labels and due dates.

b) Online calendars on Google can be shared with groups which will save time and be more efficient.

c) Customer Relationship Management CRM lets you store and manage customer information, such as contact info, accounts and sales opportunities in one central location.

d) Zapier is a tool that allows you to connect apps you use every day to automate tasks and save time.

2. Set aside one hour of uninterrupted time
3. Eliminate distractions such as emails and phone calls, **TURN THEM OFF OR MUTE THEM.**

Executive & Conveners Meeting – July 31

Our executive and conveners were invited to attend a special meeting to expedite time sensitive decisions. These following topics were discussed and related motions made:

a) Vests

Members discussed the topic of updating our current blue smocks. The observation that other volunteer groups within the hospital were choosing a stylish vest as their uniform of choice, encouraged members to suggest the purchase of similar vests. A motion was passed to select black vests with our own embroidered logo as our new uniform.

Please try the samples of navy vests that are in the volunteer lounge and decide which size you will require. Sizes range from small to extra-large in both ladies' and men's. A list will be left in the gift shop for you to leave your size choice. It would be

appreciated if you could do this on your next shift as we will need everyone's size before an order can be placed. If you have any questions, please contact Janet at 604-854-6361.

b) Equipment Purchases Proposal

Discussion was held regarding the distribution of funds to meet the needs of ARH and Cottage/Worthington. A motion was passed to provide funds for the following:

ARH – MRI coil	\$30,000
ARH Medical Imaging CT scan	\$25,000
Cottage/Worthington Rec Program	\$10,000
Cottage/Worthington mattresses	\$25,000
TOTAL	\$90,000

c) Annual BCAHA Area Conference for Fraser Valley & Lower Mainland

Our annual Area Conference is to be held on October 2 at the Cascades Casino in Langley. Those who wish to attend will need to register and provide a cheque for \$50.00 by September 7. The cheque is to be returned once the member attends the event. A sign-up list with times and more details will be available in the gift shop

10th Anniversary of ARH

A special event will be held in the hospital foyer and Learning Center on August 24th from 11am – 2pm. A poster board from our auxiliary has been requested by the organizers with the theme of “Fun”. An “interactive” display is to be the focus. If you would like to help or have some suggestions please contact Janet. By wearing your Auxiliary name tag you will also have the opportunity to participate in a barbeque hosted by Artichokes.





Golf Tournament

On June 22, FVHC Foundation ran their annual fundraiser 'Golf Fore Your Hospitals'. The Auxiliary helped with this event by sponsoring the putting contest and a portion of the banquet. This reflected a contribution of \$3000 from the auxiliary. Our members also provided much needed hands-on help to ensure the event ran smoothly. The successful event raised \$22000.00.

Lovely Endings

As the writer of this seasonal newsletter, I have received much appreciated suggestions from members. One such suggestion came from Caroll Daly who volunteers in the gift shop. She told me of some heartwarming experiences that she has had while working in her volunteer role. Here then are two wonderful stories Caroll recently submitted for me to share with you.

'I love working in the gift store for many reasons. On any given day, there is much heartache and trauma in our city, but I have watched many delightful, kind and caring moments as I observe and serve the visitors that come into our store.

On one occasion, a young man was looking for a chain with a cross on it. I was sorry that we didn't have this in our shop. Another customer, an older lady, was listening, removed from her neck a perfect

necklace and put it around the neck of the young man. She said that she worked at a place where she could get another and he should have this one. She left the store and the young man with tears in his eyes said he couldn't believe what just happened.

On another occasion, a young dad with two small children was looking for something for them to buy for their new baby. They wanted clothes but the dad said the baby was very, very small so mom would need to look after that. A Gramma overhearing this conversation, looked through the cupboard and brought forward a very small yellow sweater set and wrap, paid for it, and gave it to the dad saying that every baby no matter how small should have their own sweater set. She added that it was her pleasure to get it for him and the baby. The Gramma with love and a spring in her step left a young father with tears in his eyes.

These seemingly small gestures enriched the giver and the receiver and my own heart rejoiced in the goodness that is all around us.'

Submitted by Caroll Daly

Please let me (anna@ncea.ca) know if you have a story to share. I would be happy to include them in our newsletters.

Important Dates

August 24 - ARHCC 10th Anniversary 11am-2pm
September 7 – Deadline for registration for the Fall Area BCAHA Conference
September 17 - Monthly Meeting 7pm
October 2 – BCAHA Area Conference
October 19 – Monthly Meeting 7pm