April 2010 began an exciting year for the Volunteer Association. Many new volunteers were enrolled, eager to be part of the expanding role volunteers play in our community. Ontario Shores Centre for Mental Health Sciences (Ontario Shores) offers the opportunity for many university and post secondary students to obtain first hand knowledge in the practical application of their studies in the mental health and related fields.

The Volunteer Association was pleased to offer Interprofessional Bursaries to assist both staff and student volunteers who are enrolled in studies that will further the research and treatment of mental illness.

Volunteer Services and Spiritual Care continue to partner with Ontario Shores’ staff to create and implement new programs that incorporate volunteer participation. The number of patients that are reached and benefit through these programs continues to expand each year.

In 2010, the Good Luck Clothing Shop was entirely staffed with patients and staff facilitators from Vocational Services. The Centre Gift Shop was also pleased to welcome patient helpers. The increased participation of patients in these roles has helped them gain valuable customer service experience, expanded their vocational skills and strengthened the partnerships between patients, volunteers and staff.

The Volunteer Association and Volunteer Services are proud to be part of the training of our patients and welcome the opportunity to be part of the skills learning process that is so important for independence in the community.

Thank you to the close to 150 volunteers for donating more than 10,000 hours to Ontario Shores in 2010 and sharing your compassion and time with our patients.

Patricia Freeborn
President, Volunteer Association

Liz Wiseman
Manager, Volunteer Services and Spiritual Care
The Volunteer Association of Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is a charitable organization whose purpose is to raise funds and provide registered volunteers in order to enhance established treatment programs in the hospital and the community. Its purpose is to carry out such activities as deemed appropriate by the Association Board and the Ontario Shores’ Board.

**Our Mission**
Building on a long rich tradition, the volunteers at Ontario Shores inspire hope, enhance self-esteem and improve the quality of life for individuals dealing with mental health issues. We provide a link to the community to eliminate stigma and break down barriers.

**Our Vision**
Volunteers are widely recognized and respected ambassadors of mental health, continuing to create new opportunities for our patients and to achieve greater acceptance of mental illness in the community.

**Volunteer Services**

**Philosophy Statement**
All patients have the right to interact with community representatives who become registered volunteers and participate in programs requesting volunteers.

All activities undertaken by volunteers should be in the best interest of patients and in keeping with the Ontario Shores’ vision.

Optimum utilization of volunteers is accomplished through staff initiated requests and supportive interaction.

A Quality Management program measures the effectiveness and efficiency of programming.

**The Role of Volunteer Services is:**
- To provide a vital community link by inviting individuals and community groups to participate in activities and projects which enhance Ontario Shores’ efforts to serve patients in hospital and clients in the community.
- To interface between Ontario Shores and the Volunteer Association of Ontario Shores Centre for Mental Health Sciences to maximize volunteer contribution to patient care.
- To provide opportunities for volunteer contribution by designing and implementing programs that meet patient and client needs, in partnership with Ontario Shores’ staff.
- To recruit, orient and train volunteers and ensure appropriate volunteer placement for optimum contribution which is in keeping with Ontario Shores and Volunteer Association programs.
- To assist the Volunteer Association to meet its goals and objectives.
Volunteer Programs
This year, Volunteer Services and Vocational Services worked together again to expand vocational opportunities for patients to assist in the day-to-day running of the Centre Gift Shop. The program is part of the employment recovery initiative in Vocational Services for patients to learn transferable customer services skills, marketing techniques and how to use a cash register, all while meeting new people. Stemming from the success of patient volunteers assisting in the Good Luck Clothing Shop, the Centre Gift Shop Work Program originated in May 2010 to offer customer service training to one patient, one day a week. The program has been so successful that patient volunteers are now in the shop for shifts of one to four hours Monday through Friday.

Volunteer Appreciation
On May 19, 2010, over 80 volunteers attended the 44th Volunteer Association Appreciation Dinner and Awards Ceremony and enjoyed an excellent meal prepared by Nutrition and Food Services staff.

This year we were pleased to recognize three volunteers as Life Members of the Volunteer Association: Bill Campbell, former Board of Director; Patricia Freeborn, President of the Volunteer Association; and Elsie Myette, Board Member. This significant milestone is presented to volunteers who have contributed 20 years of service as volunteers at Ontario Shores.

Many volunteers were recognized for achieving 1, 5, 10 and 15 years of volunteer service, and Maralyn Bell was honoured for her contribution of 25 years of service.

We also introduced two new awards, the Volunteer of the Year Award and the Student Volunteer of the Year Award given to volunteers who have shown outstanding involvement over the previous year. Congratulations to this year’s recipients: Allan O’Marra and Maddie Longo.
Volunteer Fundraising and Special Events
Throughout the year, the Volunteer Association hosted several fundraising and special events with all proceeds going to support the enhancement of patient programming.

The April and November Market Days were once again very successful and a second day was added in November to bring in different vendors and increase the shopping opportunities for patients and staff. Throughout the rest of the year, 26 vendors were brought in for 54 individual vendor days. Proceeds from the vendor sales and profits from the Centre Gift Shop allow the Volunteer Association to continue providing financial support for patient special events including the Annual Patient Summer Celebration for inpatients and the Annual BBQ and Picnic at WindReach Farms for Homes for Special Care patients.

The Volunteer Association also receives many requests from staff for financial support for patient programs. The Association was pleased to provide funds for art programs, bingo and game night prizes, gardening and baking programs, bus tickets for patients to attend community appointments and outings, supplementing the registration fee for High School Credit Courses, toques and gloves for patients during the winter and much more.

For the third year, the Volunteer Association also offered financial support to Patient Care Units to assist with their individual holiday programming. Fifteen Patient Care Units applied for and received funding to help purchase supplies for holiday parties, decorations, special events and small individual gifts for patients.

Inaugural Interprofessional Bursaries and Student Volunteer Bursaries
The Volunteer Association in collaboration with Interprofessional Practice launched the first annual Interprofessional Bursary Awards in April 2010. All full-time and part-time nurses and allied health staff at Ontario Shores were eligible to apply for a bursary. The Volunteer Association was pleased to award a total $7,000 in bursaries to: Mathew Atkinson, RN, graduate degree; Sarah Adams, RN, graduate degree; Debbie Mitchell, Staffing Clerk, undergraduate degree; and Kendra Killen, SW, graduate degree.

In September, the Volunteer Association also launched the Student Volunteer Bursary Program to assist volunteers enrolled in a full-time or part-time healthcare related university or college program and who have contributed a minimum of 100 volunteer hours to Ontario Shores. Many of our student volunteers are majoring in psychology and mental health programs and wish to pursue a career in the mental health field. The Volunteer Board of Directors is very pleased to assist student volunteers to achieve their goals. The Association appreciates the dedication of all volunteers and recognizes the additional workload carried by student volunteers.

Congratulations to student volunteers Ahmed Hussain, Maddie Longo and Thalia Bennett on each receiving a $500 bursary.
Tutoring in Vocational Rehabilitation
The Ontario Shores Supported Education Program (OSSEP) experienced tremendous growth in both referrals and participation in 2010. OSSEP, under the umbrella of the Vocational Rehabilitation Department, works in concert with the Durham District School Board to provide educational supports to both inpatients and outpatients over 21 years old. The work of Volunteer Services and the Volunteer Association has helped this program grow and support more patients.

Volunteer Services is committed to making a positive difference at Ontario Shores as volunteers model the belief that learning, growing and discovering is all part of a patient’s journey to recovery.

Thank you Vocational Rehabilitation volunteers for your contribution of 457.25 hours!

Special Events
Once again, volunteers committed to supporting patient special events organized by the Therapeutic Recreation staff. Throughout the year, twenty-five volunteers took extra time to volunteer at: Karaoke Idol, Summer Celebration, dances, and afternoon socials such as Apple Fest, A Taste of Chocolate and High Tea.

Thank you special events volunteers for your contribution of 95.25 hours!

One-to-One Visitation
One-to-one visitation continues to be an important and worthwhile program as volunteers play a key role in the patients’ journey to recovery. Volunteer Alicia meets with Barb from the Seniors Mental Health Unit (SMHU) once a week to have a cup of coffee, go for walks and talk. Barb always looks forward to Alicia’s visit.

National Volunteer Week 2010
National Volunteer Week pays tribute to the millions of Canadian volunteers who graciously donate their time and energy. It is Canada’s largest celebration of volunteers, volunteerism, and civic participation. At Ontario Shores, we celebrated by having patients and staff write comments about what volunteers mean to them and we were overwhelmed with the positive comments received. Volunteers truly do make a difference!

Here is some of the feedback:
“They make me smile.” “They give from their heart.” “They are good to me.” “They don’t judge.” “They are understanding and easy to talk to.” “They help me with my school work.” “They help me learn English.” “I’m just happy to be with them.”
During the past year, the Volunteer Association welcomed 56 new volunteers including 19 summer volunteers. Although some volunteers have moved on, many are still with us sharing their time, enthusiasm, experience, kindness and friendship. Thank you to all our volunteers for your continued dedication and support.

2010 – 2011 Volunteer Membership

Danielle Andrew
Malory Arsenault
Nnenna Asidianya
Dana Bandola
Norma Barret
Gabriela Baumann
Jennifer Beeching
Rafael Begazo
Maralyn Bell
Thalia Bennett
Didi Berger
Simon Beshara
Rose Bilgin
Kimberly Black
Rhonda Blackburn
Stephanie Bowen
Carlie Brannon
Nadine Brazier
Mackenzie Brooks
Alicia Brown
Brian Brumwell
Jessica Bruno
Elysia Bullock
Jo-Anne Burt
Bill Campbell
Jennifer Campbell
Liz Campbell
Irene Cant
Fernando Castiblanco
Ken Castle
Simone Chin
Stefanie Conn
Amanda Connell
Holleh Daemi

Amanda Davis
Wade Deamond
Ruby Dervis
Barbara Dixon
Elizabeth Evans
Zakia Fazele
Nigel Fingal
Maegan Fontyn
Kenneth Forbes
Brittany Fredericks
Patricia Freeborn
Jessica Gavilanez
Newsha Ghafari
Aubrey Gibson
Ingrid Gores
Piara Govender
Denise Gray
Matthew Grice
Judy Haight
Paresh Halder
Matisee Hamel
Lillian Harber
Jasmine Harrison
April Harrison
Robert Hastings
Gloria Huard
Alyssa Ilott
Steve Iwaskiw
Amanda Joseph
Darren Kelly
Anne Kerubo
Christopher Kevorkian
Andrea Kilgour
Danielle King

Irmina Klicnik
Kayla Kovacs
Katherine Kowaliw
Annette Lafond
Natasha Lai-Cheong
Stephanie Lane
Jessica Laundry
Maddie Longo
Jeff Malcolm
Halina Mandziuk
Candice McAlister
Keith McIsaac
Donna McLean
Sarah McMullen
Amanda Mihail
Sarah Mohammed
Shakira Mohammed
Christopher Mowatt
Mahum Musheer
Elsie Myette
Peter Nemes
George Newns
Tracy Nguyen
Brenda Nixon
Allan O’Marra
Candice Owens
Beth Paddick
Talia Pasquill
Mariam Peerzada
Jessica Pike
Meghan Pischik
Melissa Plavins
Jennifer Price
Heather Rademacher

Michelle Rebeiro
Gail Rees
Danielle Reynolds
Elizabeth Robertson
Krista Robinson
Tara Roloson
Brent Ruston
Laura Saarinen
Mallory Savery-Whiteway
Michael Saxton
Victoria Shaw
Caryn Smith
Sharon Spicer
Callin Stamsarsi
Amanda Stravato
Shabnam Tabar-Pessian
David Taylor
Alan Tinsley
Zoonie Thusoo
Stephanie Todorovski
Breni Varatharajah
Erin Vlietstra
Shawn Walker
Amanda Ward
Helen Whitehead
Alicia Wieczor
Sarah Wood
Andy Yu
Tabassum Zaheeruddin
In October 2010, we celebrated Spiritual Care Awareness Week in the Multifaith Room. Representatives from various faith groups gathered to celebrate and increase awareness of the diverse cultures and faiths represented at Ontario Shores. Patients and staff appreciated the opportunity to learn more about all faiths. Encouraging diversity and treating everyone with dignity while embracing the rights, beliefs, opinions and contributions of others is one of the five core values of Ontario Shores that we strive to achieve every day.

Worship Leaders
Father David Norris – Manresa Jesuit Spiritual Renewal Centre
Deacon Ron Flemming – St. Gertrude Roman Catholic Church
Mr. Marten Van Harmelen – Hebron Christian Reformed Church
The Rev. Jeff Troy – Durham Full Gospel Church
Mr. Prasad Banerjee – Hindu Priest
Mr. Sam Das – Hindu Assistant
Mr. Yusuf Darsot – Muslim Assistant
Imam Mohmad Sadiq – Muslim

We extend a special thank you to all individuals and groups that volunteer their time to enrich the Spiritual Care Program. The following are faith communities who participate in spiritual care at Ontario Shores: Christian Reformed, Durham Full Gospel, Hindu, Muslim, Pentecostal, Roman Catholic and Pentecostal.

Thank you also to the Gideon Association for their generous donation of Bibles throughout the year.

Thank you Spiritual Care volunteers for your contribution of 448.5 hours!
The Notables Choir

The Notables Choir has a 20 year history of bringing entertainment and music to Ontario Shores’ patients and out in the community. This year, in addition to performing several special concerts for patients, the choir also held a holiday community concert in the Lecture Theatre at Ontario Shores.

The Notables Choir Membership
Shelley Allen-Groves  Darlene Daciuk  Gail Hill  Evert McIIwain
Joanne Ashley  Joe Dale  Lindsey James  Carol Morris
Jessica Blair  Joanne Foehner  Sharon Hunt  Beth Paddock
Penni Chalk  Karl Foehner  Paul King  Pat Para
John Chave  Patricia Freeborn  Mike Lauzon  Peggy Stahlbaum
Barbara Clarke  James Fox  Beverly Lavigne  Christa Loftus
Tom Collins  Katherine Henneke

The Mary Lou Brown Singers

The Mary Lou Brown Singers has a 35 year history of singing with patients at Ontario Shores. Patients look forward to singing with the group once a month in the Multifaith Room. We are very thankful for their continued gift of music and dedication to patients of Ontario Shores.

Mary Lou Brown Singers Membership
Arden Baechler  Marg Liut  Betty Morrison  Marrion Stesco
Jane Canavan  Eileen Mainwaring  Charles Murphy  Carol Weroski
Judy Cole  Kathleen Martin  Kathleen Murphy  Judy Williams
Barb Derry  Louise McClinton  Lynn Robertson

Community Entertainment

Thank you also to the Durham Regional Police Choir and students from the Immanuel Christian School for performing special concerts for patients during the holiday season.

Thank you choir volunteers for your contribution of 1,634 hours!
Volunteers contribute thousands of hours of service each year to Ontario Shores through fundraising and special events and volunteer run programs such as the Centre Gift Shop, the Drop-In Centre, the Good Luck Clothing Shop and the Mobile Patient Activity Cart.

**Breakdown of Hours for Volunteer Programs**

**FY 2010 - 2011**

<table>
<thead>
<tr>
<th>Volunteer Programs</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Shop</td>
<td>1112</td>
</tr>
<tr>
<td>Drop In Centre</td>
<td>812.25</td>
</tr>
<tr>
<td>Good Luck Clothing Shop</td>
<td>4</td>
</tr>
<tr>
<td>Activity Cart</td>
<td>75.5</td>
</tr>
<tr>
<td>Fundraising</td>
<td>36.5</td>
</tr>
</tbody>
</table>

Thank you volunteers for your contribution of 2040.25 hours!
In addition to the volunteer run programs, volunteers dedicate many hours to the Patient Care Units participating in: games and bingo nights, movie nights, coffee groups and social gatherings, entertainment, pet visitation, tutoring, assisting with unit BBQs and parties, providing one-to-one friendly visiting and participating on outings such as skating, bowling and trips to WindReach Farm. Their dedication and assistance, helps make these events possible.

### Breakdown of Volunteer Hours for Patient Care Units
**FY 2010 - 2011**

<table>
<thead>
<tr>
<th>Patient Care Unit</th>
<th>Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>STEP</td>
<td>176</td>
</tr>
<tr>
<td>SMHU</td>
<td>155</td>
</tr>
<tr>
<td>SMDU</td>
<td>375</td>
</tr>
<tr>
<td>PRB</td>
<td>205.5</td>
</tr>
<tr>
<td>PRA</td>
<td>68.75</td>
</tr>
<tr>
<td>NRS</td>
<td>99.25</td>
</tr>
<tr>
<td>FTU</td>
<td>75.75</td>
</tr>
<tr>
<td>FRU</td>
<td>9.25</td>
</tr>
<tr>
<td>FPRU</td>
<td>188.5</td>
</tr>
<tr>
<td>FCRU</td>
<td>61</td>
</tr>
<tr>
<td>FAU</td>
<td>33.25</td>
</tr>
<tr>
<td>DDS</td>
<td>71</td>
</tr>
<tr>
<td>ASU</td>
<td>7.5</td>
</tr>
<tr>
<td>ADOL</td>
<td>636</td>
</tr>
</tbody>
</table>

This year we welcomed four new volunteers to our Pet Visitation Program. Patients have always enjoyed visits from our volunteers and their four-legged friends. Thank you to all our volunteers in the program: Maralyn and Dax, Kenneth and Linus, Heather and Stevie, and our new volunteers Helen and Remington, and Victoria and Indy.

Thank you volunteers for your contribution of 2,161.75 hours!
In 2010, volunteers contributed a total of 10,450 hours of service to Ontario Shores. This included the time devoted by our Board of Directors, volunteer hours on Patient Care Units, volunteer run programs and other hospital wide programs.

### Breakdown of Total Volunteer Hours

<table>
<thead>
<tr>
<th>Program Areas</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer Association Board of Directors</td>
<td>420.25</td>
</tr>
<tr>
<td>Volunteer Hours on Patient Care Units</td>
<td>2161.75</td>
</tr>
<tr>
<td>Volunteer Service Programs</td>
<td>2040.25</td>
</tr>
<tr>
<td>Choirs</td>
<td>1634</td>
</tr>
<tr>
<td>Hospital Wide and Community Programs / Other</td>
<td>4193</td>
</tr>
</tbody>
</table>

Thank you volunteers for contributing a total of 10,450 hours of volunteer time!

### Volunteer Association Board of Directors

**Executive**
- President – Patricia Freeborn
- Vice-President – currently vacant
- Treasurer – Beth Paddick
- Secretary – Maralyn Bell

**Board Members**
- Gloria Huard
- Anne Kerubo
- Candice McAlister
- Elsie Myette
- Mariam Peerzada
- Alan Tinsley

The 2010 Volunteer Association Annual General Meeting held in July, was well attended by former Board members, prospective new Board members and volunteers. During 2010 – 2011, the Board of Directors welcomed new members Gloria Huard, Candice McAlister and Mariam Peerzada.

We encourage all volunteers interested in learning more about the Volunteer Association and the business that is brought to the Board of Directors to attend a Board meeting. Volunteers may contact the Volunteer Services office for details.

From left to right: Bill, Liz, Liz, Patricia, Ingrid, Mariam, Maralyn, Beth, George, Maddie and Candice.
Community Donations

Thank you to the many people who have provided resources to enhance the following Volunteer programs and activities:

**Good Luck Clothing Shop** – clothing, purses, shoes

**Drop-In Centre** – books, puzzles, magazines

**“Pack Your Bags” Campaign** – a program designed to assist patients with the means to properly pack their belongings when being discharged. Duffle bags, overnight bags and backpacks are always appreciated.

**Financial and Gift Donations for 2010 – 2011**

**Community Group / Business Donations**
- Association des femmes Canadiennes Françaises
- Brooklin United Church, United Church Women
- CAW Family Auxiliary #27
- Centennial Albert United Church
- Durham Warm Water Aquatic Program
- Father John’s Holdings Limited
- Filles D’Isabelle, Daughter of Isabelle #1369
- Knights of Columbus St. Jude Council 6052
- Ladies Auxiliary Royal Canadian Legion Branch 43
- Regency and Hickory Social Club
- Rotary Club of Ajax
- Rotary Club of Oshawa
- Rotary Club of Whitby Sunrise
- St. John’s Anglican Church
- The Grand Priory of Canada, The Knights of Hospitallers of the Sovereign Order of St. John of Jerusalem Knights of Malta
- The Kinsmen Club of Pickering
- The Royal Canadian Legion Branch 322
- Whitby Baptist Church
- Whitby Baptist Church Quilters Guild

**Individual Donations**
- Edward Arnold
- Mary E. Fawcett

During the holiday season we are fortunate to receive numerous financial donations and assorted gifts from the community. A special thank you to Whitby Baptist Church and the Quilters Guild, and members of the Durham Warm Water Aquatics Program for their continued support at this special time of year.

Thank you to all staff and community members for your generous contributions.

- Jack Hutcheson from Whitby Baptist Church drops off 300 gift bags for patients.
- Members of the Durham Warm Water Aquatic Program drop off new clothing for patients.