

# 2016 Volunteer Week

2,000  
Volunteers

7  
Institutions

136,602  
Hours

1,000  
Times thank you!

The Montréal-West-Island Integrated University Health and Social Services Centre is proud to present some extraordinary volunteers to whom we say

*Hats off!*



*Centre intégré  
universitaire de santé  
et de services sociaux  
de l'Ouest-de-  
l'île-de-Montréal*

Québec 



## Adapting Yoga for a specific clientele

Ana is a certified yoga instructor who started volunteering with West Montreal Readaptation Centre in October 2015. Yoga classes within the community were not always adapted to the needs of WMRC's clients, so Ana used her training and expertise to facilitate a class that could be easily followed and adapted and free of charge for WMRC's clients.

Since Ana started volunteering she has made a positive difference in the lives of many individuals. Participants leave the classes feeling so relaxed. This is not only due to Ana's yoga teaching but also due to her kind and welcoming approach.

“Hats off Ana!” for making such a positive difference in the lives of so many ! ●

*Please note that this is a real situation however names and identifying information may have been changed in order to respect confidentiality*





## Making a perfect match volunteer/client **Learning to live in the community**

Samantha was partnered with a client living in the community with severe symptomology. The client needed to get out and become more active. He also wanted to learn how to cook for himself.

Thanks to Samantha's comforting manner, the client is more co-operative and is now even willing to going out for walks and for coffee. The client has also begun to do a bit of cooking. Samantha also reported that at one point the client was not doing well; it was brought to the attention of the treating staff. Her keen observation helped the doctor intervene and help the client.

“Hats off Samantha!” for your involvement and unfailing loyalty towards this patient. ●



# Di, Doreen, Betsy & Heather



## Tea and pastries To brighten any day...

There is a 17 year tradition on the 5th floor in-patient Cancer Care unit at St Mary's Hospital.

Every Wednesday afternoon, whether it is raining, or snowing, sunny or overcast, chances are you will meet one of the "tea ladies". Di Anderson, Doreen Badour, Betsy Little and Heather Bailey serve tea in fine china cups. They use fancy china tea pots with whimsical tea cosies. Their trays are decorated with doilies and fancy napkins. Di's specialities are ginger snaps and chocolate chip cookies, Betsy makes lemon squares and Nanaimo bars, Doreen brings in brownies and banana bread and Heather bakes delicious oatmeal cookies. These four wonderful volunteers visit with patients and their families, sharing a cup of tea and a smile. They are a gentle presence, making things a little easier.

"Hats off Di, Doreen, Betsy and Heather!" Together, they have contributed almost 7000 hours supporting our cancer patients and their families. ●





 **A man with  
a huge heart**

Adrain Dumais has been a volunteer at the CH LaSalle for over 22 years. He is involved in all sorts of activities: games, bingo, OKO, monthly birthdays, shows, BBQs, holiday events, flu shot campaign.

The first to arrive in order to help set up, he is often the last to leave in order to make sure that the residents are back on their floors. Adrian makes sure that the residents are where they want to be, on time, comfortable and ready for their activities. He has one priority: looking after the needs of our residents assuring them a certain quality of life. Adrian is here during the week and even on weekends helping others with generosity and joy.

“Hats off Adrien!” for making such a positive difference in the lives of so many ! ●





## Sweets & manucures for residents **A generous and reliable volunteer**

Isabelle Mainville has volunteered for 12 years at the CHSLD Lachine. She oversees the team of volunteers in the snack bar, which is a gathering place for the residents. As they get off the elevators, residents are offered coffee in their special cup... toast or bagels served just the right way. In collaboration with her team, she controls the inventory and supplies, prepares a working schedule, and assures that the space meets government standards, while maintaining a close relationship with her team.

Isabelle is also involved in other activities; she oversees 2 Sunday bingos each month with a devoted team of volunteers. Not only that, the morning of the bingos, she gives the residents who are unable to get out much manicures.

“Hats off Isabelle!” for the enormous investment that you make to our residents! ●







## A dynamic duo paying it forward The pastoral and bingo team

The pastoral and bingo teams at CHSLD Dorval are key. Involved for over 10 years, Madeleine Groleau is responsible for spiritual activities, showing remarkable generosity, kindness and a gentle presence. Every Monday morning, she and her loyal team prepare for Mass. They go onto the units to encourage residents to attend, transporting them to the chapel, installing them in their assigned spot. As well as being responsible for the music, Madeleine reads the liturgy of the word and helps the spiritual director. Because of Madeleine, there is music at every religious event.

Jeanine Lemire has been active for 15 years. Each Friday afternoon she organizes a bingo. Of course she has a hard working team supporting her by picking up the residents, assisting them during the game and returning them to their floors. These volunteers are always willing to help out during special events and never miss a chance to “spoil” any residents unable to attend.

“Hats off to this pair of volunteers!” which is a fine example of the support, sincerity and generosity of all of our volunteers. ●





## Accompanying patients Unfailingly devoted and helpful...

A retired mathematics teacher, Jack Caldwell must have been wonderful; as he is funny, warm, easy to meet, and attentive. He is a distance runner who hops on a Bixi after his shift to head off to parts unknown.

Jack came to volunteer for us shortly after his retirement. He works on one of the most challenging units, the unit where the stroke patients are grouped. At lunch time on Tuesdays, Jack visits with patients, helping to distribute the lunch trays, setting patients up for their meal and encouraging them to eat their lunch. In good weather, he takes patients outside to sit in the sun, for a change of air and a change of ideas. Jack also helps out at the Breakfast Club on a surgical unit; throughout the year he is always available for special events for our psychiatric patients.

We can always count on his good cheer and kind presence. Perhaps because of his previous profession, Jack seems to have holiday ties for every occasion!

“Hats off, Jack!” For your flashy ties, your sense of humour and your gentle presence! ●







Tireless and loyal  
**Sewing and knitting circle**

Claudette Archambault has been volunteering for over 20 years at LaSalle Hospital. She is responsible for the sewing and knitting circle, a group of about 15 volunteers, who meet once each week to knit layettes, socks, blankets, and other beautiful items.

Each year her team offers every resident a hand-knitted gift for Christmas. Their other creations are sold in the Gift Shop; the profit from these sales is used to support activities for our patients and clients. Claudette not only coordinates, she also can also be counted on to help out at special events such as the Christmas dinner, memorial services and feeding patients.

Claudette participates in other fund-raisers for LaSalle Hospital; such as bake sales and craft fairs. She has recently added another day of volunteering, in order to help a friend organize a mini-bazaar and social events at a sister organization.

“Hats off Claudette!” for your incredible energy, your faithfulness and your generosity! ●





5 star service

### To satisfy resident's requests

Linda Sullivan has been volunteering at CHSLD Dorval for 4 years. For 2 years now, she has been in charge of the tuck shop and works with 2 other volunteers. Linda is very out-going and a good listener on whom the residents rely.

She assures that orders are placed and tries to satisfy the residents' special requests. To allow as many residents as possible to use the services of the tuck shop, every Wednesday Linda goes onto the units to see to residents unable to visit themselves. Watch out... she is eager to help you get what you need!

“Hats off Linda!” for making others happy! ●







Always ready

**A real team player**

Mr. Maisonneuve has been volunteering at CHSLD Nazaire-Piché for over 7 years. He is active in the volunteer association, helps out in pastoral services and recreation.

He organizes teams of volunteers for different events, such as; the summer BBQ, the Christmas dinner. He is a real team player throughout the center; a quiet presence who is appreciated by all.

“Hats off Mr. Maisonneuve!” for your complicity and knowledge! ●





## An artistic soul Creating a cosy place for residents

Huguette Leclerc has been an active volunteer for over 22 years at the CH LaSalle. She decorates all of the units, the family rooms and the lobby with great care; there are 5 Christmas trees each with its own look, garlands and an enormous nativity in the lobby.

Working in close collaboration with a loyal team, all these years, she has built a cosy place for residents and their families to meet and share.

Every Monday Huguette oversees a “casino”. Her team picks up the residents and returns them to their floors after they have won a few pennies. She also gets involved in special events.

“Hats off Huguette!” for your talent, your passion and all your achievements! ●







With her magic wand

## Re-organizing work spaces, making them more efficient

Sheila started volunteering with West Montreal Readaptation Centre in May 2015 and she has made a difference in the lives of many individuals. Sheila was interested in helping out with 'filing' but it turns out that Sheila can organize just about anything!

She has transformed numerous workers' offices and cupboards. Her helpful skills have allowed many workers to spend less time 'looking for things' giving them more time to focus their clients. With her infectious smile, everyone whose path she crosses is happy for the encounter.

"Hats off Sheila!" For making such a positive difference in the lives of so many others! ●



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## Smiles and conversation Supporting Dialysis patients

Over a year ago, Frédérique Messier, a young, bubbly, caring 19 year old student started volunteering as a friendly visitor on our Dialysis unit, at St. Mary's Hospital Center.

Once a week, Frédérique brings sunshine and companionship to the Dialysis patients, who come in three times a week for a treatment. Her presence relieves some of the isolation, boredom, and loneliness related to the treatment.

Frédérique always arrives with a smile, eager to spend her afternoon with the patients. They look forward to Frédérique's arrival so that they can catch up on current events, television, school, friends, etc. Frédérique's presence on the unit brings stimulating social interactions, allows reminiscence and most importantly, friendship.

“Hats off, Frédérique!” for your presence and for the friendship you bring! ●







## Weekly visits

### Combating loneliness while developing a network of support

Rebecca started volunteering with the West Montreal Readaptation Centre in September 2015. Mary is a client in her late 40s who lives in the community; much of Mary's spare time was spent alone in her apartment, as she did not have a circle of friends or a large social network. Until Rebecca started visiting each week, she was very much alone.

Rebecca quickly exposed Mary to all kinds of activities and outings that Mary would have not felt comfortable doing on her own. Rebecca visited Mary every week; they started knitting, baking and sometimes they would just simply chat about everything and nothing over a cup of coffee. A very special moment was on Mary's birthday, where the only gift Mary received that day was the one from Rebecca.

Today, Mary continues to do many of the activities and outings that she did with Rebecca on her own. She recognizes that the greatest gift Rebecca could have given was the gift of her time...

"Hats off Rebecca!" for making such a positive difference in the life of another! ●

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A freshly renovated Gift Shop

**Good things comes to those who wait**

Ginette Grandchamp has been active for 8 years at LaSalle Hospital. She is responsible for the Gift Shop; her team had to make do with several moves and different small locations. On February 11, 2016 her dream came true with the opening of a new Gift Shop.

Ginette takes her responsibilities very seriously; she has exceptional people skills, organizational skills and a knack for getting donations. She makes sure that the items in the Gift Shop meet the needs of our patients and clients, for example, she stocks products for nursing mothers, magazines and gift items, etc She is hard-working; she visits patients, helps with feeding, offers thoughtful little gifts...

“Hats off Ginette!” for your devotion 6 days a week! ●







## Common interests

### **Building a partnership**

Kim is a 24 year old woman who has been volunteering with our department at the Douglas for almost a year. Next fall she will begin her doctoral studies at McGill, in mindfulness. Kim is an artist who also likes karate, exercise, and cooking.

Because she lives on the West Island, we paired her with a client also living on the West Island who shared Kim's interest in art. It was instantly clear that this was a great match.

Kim has done an exceptional job; because of their shared interest in art, the client was able to show her his paintings and discuss art in great detail. Kim has helped the client come out of his shell and together they have been able to do many activities in the community. The client is now less isolated.

Kim is a warm, compassionate and dedicated volunteer and even though she is starting her PHD in the fall, she has let us know that she will continue to volunteer with this client.

“Hats off Kim!” for your passion, warmth and commitment. ●





A great team

### Successful pastoral activities

Mrs. Marquis has been helping out at CHSLD Nazaire-Piché for 21 years. She is responsible for pastoral services. Her generosity, her kindness and her capacity to listen are qualities much appreciated by the team of volunteers who work with her to organize the religious ceremonies. She sings, does readings, serves communion, assures that the residents are picked-up and returned to their units safely and securely.

“Hats off Mrs. Marquis!” for having such a big heart and bringing peacefulness! ●





## Celebrating birthdays

### **Balloons and smiles are on the menu!**

Caroline, Barbara and Marie-Eve have been volunteering at the CHSLD Denis-Benjamin-Viger for over 2 years now. These three volunteers are a real gift for our center: their involvement bears witness to the success of our student volunteer program.

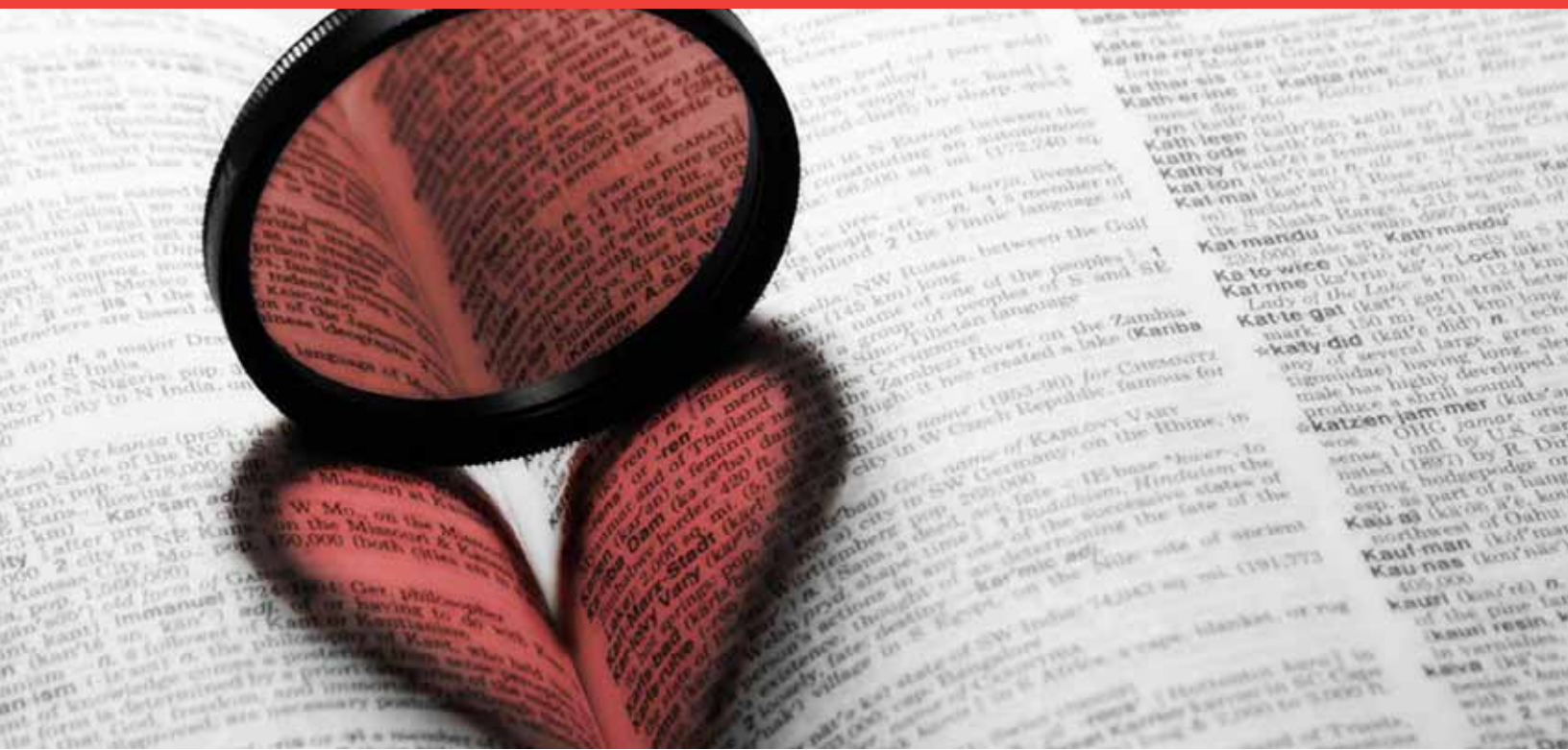
In order to get more involved in the community, Caroline, Barbara and Marie-Eve started the “Celebrating Birthdays” project. Their ultimate goal is making birthdays even more fun!

Armed with balloons and pretty smiles, they make an extra special visit on our client’s big day. The Celebrating Birthdays team share a moment of happiness with our residents, spreading positive energy in a warm and festive atmosphere!

“Hats off to Caroline, Barbara and Marie-Eve!” for the joy and happiness you bring to warm the hearts of our patients! ●







## The Auxiliary

### Years of experience and expertise serving the community

Before the first brick had been laid, the Lakeshore General Hospital could count on its volunteers. The volunteers raised funds for the construction of this Montreal West Island Hospital. The Auxiliary, their official title, today count 256 members.

The Auxiliary members come from a variety of backgrounds, bringing many years of experience and expertise, to their positions.

- Librarians are now working in our book corner, the Auxiliary archives and putting together packages of information packs for the ER.
- Office volunteers include former bank employees, teachers, a school principal and former nurses.
- Many cook and prepare delicious meals which are sold in the coffee shop.
- Some work in the exquisite Boutique, which is managed by a former gym teacher.
- Others help out in departments such as cardiology and pre-op.
- The TLC service (helping to make patients more comfortable) is headed by an 89-year old 20 year veteran of the Auxiliary. This service also includes an ex-nurse who has donated her time since 2004.

It is impossible to mention all of our wonderful volunteers, but each one is part of the reason the Lakeshore General Hospital is a special place and can continue to function with care and efficiency.

“Hats off to the Auxiliary!” For you passion and devotion to LGH! ●





Goodness and wisdom  
**An exceptional person**

Mrs. Meunier has been involved at the CHSLD Lachine for 23 years. In 2012 she received the honour of senior of the year. For years, she accompanied residents to medical appointments, helped out in the hair salon, fed residents and did friendly visiting.

Despite major events in her own life, with great compassion and kindness she still continues to help feed patients and visit. This is an exceptional woman of great generosity, who her colleagues have dubbed “our little Mother Teresa”.

“Hats off Mrs. Meunier!” for your perseverance and your kindness! ●





## Outings and cultural events

### **Developing curiosity and a sense of belonging**

Sofia is a 22 year old psychology student at Concordia University who is very involved in her community. She volunteers at the Douglas Institute.

Despite being physically challenged, Sofia generously gives her time not only at the Douglas but also at the War Amps and the Montreal Sexual Assault Center.

Sofia's commitment to her client is without question; she visits twice a week and organizes all sorts of activities: playing pool, going to the movies, visits to the zoo or sugaring-off. Sofia loves music, film, museums, her curiosity is limitless.

“Hats off Sofia!” for your maturity, reliability and kindness. It is an honour to have you with us. ●







Great gentleness

## A source of inspiration for everyone

Fatima Bucci has volunteered for 5 years at LaSalle Hospital. She comes to most of the activities, always smiling and in good cheer. At the monthly party, she dances with residents and one can't help feeling that she makes every event grand.

Her warm manner, her capacity to listen, her loyalty and her great discretion mean that she can be relied upon; many departments ask for her help to accompany patients on medical appointments, to support and spend time with particular patients.

“Hats off Fatima!” for inspiring us all! ●





Ask Igor :o)

## He will know where to find that

Igor Dyda has been volunteering with the Centre since 2007. I can remember the interview like it was yesterday. He was eager to want to help, yet a bit shy. Well, it didn't take long before he fully integrated himself and learned all he needed to be able to help out in the Recreation services. Before you even know it, the activity room is prepared for the activity, without even having to ask.

Almost 10 years later, he is that volunteer, that whenever anyone is looking for something, you will hear "Ask Igor, he'll know where to find that!" Because of his time and devotion to the residents of the Centre many staff and residents are very appreciative of his dedication. He is the strong and silent type, an inspiration to many!

"Hats off Igor!" for your devotion and knowledge! ●





 A fundraiser activity  
**That smells bacon and eggs**

Once a month for the last 10 years, a dedicated team of volunteers organise a Special Breakfast fundraiser for the residents, families and some staff. As you can well imagine, the smell of toast and bacon travels throughout the first floor and entices everyone. Residents and others are served a freshly made, hot, full course breakfast which consists of any style of eggs, toast, bacon/sausage, beans, home style potatoes, choice of coffee or juice. Oh! And we must not forget, a homemade dessert.

These dedicated volunteers are Marcelle Dubois, melda Duval-Laplante, Lise Allaire, Ghislaine Baril-Deschamps, Susan Tannahill, Margot Di Dtasio, Igor Dyda and Pierre Gagné. The residents are thrilled every month to be able to participate in this activity.

“Hats off to this dream team!” for their dedication and smiles! ●



 Our longest standing volunteer  
**A pearl!**

Our longest standing volunteer, Marjorie Erechuk, 27 years of loving service!

Her dedication has proven to be honorable. *Marj*, as she prefers to be called, has been steady in her commitment, always available to help. She has helped prepare the plates of cake for parties, assist residents to play bingo, help organise the annual Bazaar, manage the “Counter” or help with the wrapping of residents Christmas gifts, just to name a few of the things she has been involved with. Not only has she been dedicated to assisting our residents, she also has, for over 15 years, organized a collection of non-perishable for a local food bank.

“Hats off to *Marj!*” for being a source of inspiration! ●

