



## STAFF REPORT INFORMATION ONLY

### Excellence in Volunteering Awards

<b>Date:</b>	April 24, 2009
<b>To:</b>	Advisory Committee on Long-Term Care Homes and Services
<b>From:</b>	General Manager, Long-Term Care Homes and Services
<b>Wards:</b>	All
<b>Reference Number:</b>	

### SUMMARY

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During National Volunteer Week, a special recognition ceremony was held at City Hall honouring volunteers from Toronto Long-Term Care Homes and Services. Plaques were presented to groups and individuals from each Home, a divisional recipient and to a resident volunteer.

### Financial Impact

There are no financial implications arising from the Excellence in Volunteering Awards.

### ISSUE BACKGROUND

Volunteers greatly enhance the lives of the residents in Toronto Long-Term Care Homes and Services. While diverse in their background, age and approach, caring for residents is the common commitment. In 2008, more than 2,000 volunteers contributed 125,000 hours within the division, such dedication accounts for almost 50 hours of volunteer time per resident.

Once a year, each Home holds nominations and a selection committee chooses to recognize a volunteer or a group of volunteers with the "Excellence in Volunteering" award. Announcement and nomination forms are distributed and/or posted throughout the home informing staff, residents, volunteers and families of the opportunity to nominate a volunteer or a group of volunteers. The home selection committee comprised of the Home Administrator, Home Advisory Chair (or delegate if not available), Volunteer President, a representative from the Residents' Council, a member of staff, and the Co-ordinator, Volunteer Services (Resource) review the nominations to select the individual or group to receive the recognition. In addition to the presentation made to the

selected divisional recipient, the Homes are encouraged to host a special recognition to acknowledge the Home Nominee(s).

The Homes also nominate a resident for the Mary Ellen Glover Award for selection by the Advisory Committee on Long-Term Care Homes and Services. In camera, using the written description of the nominee's accomplishments and history with the Home, the recipient is selected. Since its inception in 2003, the Mary Ellen Glover Award has been an important part of the Division's formal volunteer recognition program. The chosen resident is one who provides support to residents, advocates on behalf of residents, and makes a difference within the Home.

## COMMENTS

On April 21, 2009, during National Volunteer Week, a presentation ceremony was held at City Hall attended by Mayor David Miller who spoke about the importance of volunteers and the value of their service. The Mayor issued and presented a Proclamation for Volunteer Week and presented plaques to each of the volunteers being honoured.

During the ceremony, the following volunteers were honoured as family, friends, co-volunteers, managers and staff joined in celebration of their accomplishments:

Bendale Acres	Rose Murphy
Carefree Lodge	Pat and Barry McMonagle
Castlevue Wychwood Towers	Castlevue Korean Volunteer Association
Cummer Lodge	Reuben Tang
Fudger House	Tom Marchbanks
Kipling Acres	Maureen Lindsay
Lakeshore Lodge	Bingo Group
Seven Oaks	Roger Hobbs
True Davidson Acres	True Revue Planning Committee
Wesburn Manor	Deacon Dave Sanford
Divisional Head Office	Richard Graves
Mary Ellen Glover Award	Marge Martin, resident volunteer at Wesburn Manor

Upon leaving the ceremony for another engagement, Mayor Miller posted the following entry on his Twitter account. "Just gave out volunteer awards: totally inspiring - people volunteered 125,000 hours at Long Term Care Homes in 2008 - 25 percent students".

Guests enjoyed a casual lunch, had time to socialize and view the Excellence in Volunteering display in the Rotunda. The display was posted at City Hall during National Volunteer Week, April 19 – 25, 2009.

“Celebrating our Volunteers”, featuring photos from the ceremony and volunteer profiles are available on the Volunteer portal of the Long-Term Care Homes and Services website at [www.toronto.ca/ltc](http://www.toronto.ca/ltc).

## **CONTACT**

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## **SIGNATURE**

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## **ATTACHMENTS**

1. Excellence in Volunteering bios