

## **Excellence in Volunteering**

<b>Date:</b>	April 28, 2010
<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>	

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### **SUMMARY**

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.

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### **ISSUE/BACKGROUND**

Each year, the homes seek 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 Committee 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

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. This past year, more than 2,000 volunteers contributed 125,000 hours within the division, such dedication accounts for almost 50 hours of volunteer time per resident.

On April 23, 2010, 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. City Councillors Ainslie (Ward 43), Ford (Ward 2), Mihevc (Ward 21), Saunderson (Ward 13) and Shiner (Ward 24) were on hand to assist with presentations.

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

Bendale Acres	Nancy Humphreys
Carefree Lodge	Sri Sathya Sai Baba Centre
Castleview Wychwood Towers	Sudhi Rao
Cummer Lodge	Nancy Ohki and Raymond Barall
Fudger House	Brenda Semblante
Kipling Acres	Marilyn Noble
Lakeshore Lodge	Carolyn Murphy and Cricket
Seven Oaks	Jaiwantie Singh
True Davidson Acres	Aleksandra Sorgic
Wesburn Manor	Bonnie Fernie
Divisional Head Office	Jack Harmer
Mary Ellen Glover Award	Debbie Lister, resident at Seven Oaks

Guests then enjoyed a casual lunch, had time to socialize and meet with volunteers from other sites.

A display featuring bios of the Excellence in Volunteering recipients and an overview of the volunteer program in each of the Homes was on display in the Rotunda at City Hall during National Volunteer Week, April 18 – 23 and then was set up at Metro Hall for display from April 25 to 30 providing maximum exposure and details on the outstanding service volunteers provide within Toronto Long-Term Care Homes and Services.

“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