

**Jack Harmer**  
Divisional

*The Bridges of Madison County* is a movie about relationships and how the past provides a bridge to the present. Jack Harmer is all about building relationships and building bridges with and between people, organizations, diverse communities and governments.

He is an active member of the Advisory Committee on Long-Term Care Homes and Services and the Toronto Seniors Forum. He has worked on the Age-Friendly Communities initiative and the divisional LGBT Steering Committee. On top of his committee work, Jack also volunteers with the Toronto Challenge.



**Nancy Humphreys**  
Bendale Acres

Step aside Johnny Depp, Nancy Humphreys has the Alice in Wonderland experience covered. Wearing more hats than the Mad Hatter, Nancy knows it's time for tea - on Thursdays and Fridays she provides tea, coffee and cookies for residents and families in the Bendale Acres' Tea Room. She also knows when a Social Evening is better than a tea party and helps out at the Social Evening once a week.

Unlike Alice, Nancy did not follow the white rabbit, but Nancy and Fluffy, the rabbit, do travel together to visit residents. And, without falling down the rabbit hole, Nancy often ends up in the garden, especially in the spring, when she is busy planting.

Nancy has logged over 800 hours of volunteer work since September 2007.

**Mary Ellen Glover Award**  
**Debbie Lister**  
Seven Oaks

Debbie Lister loves to be busy and she has channeled that love into being an exceedingly active volunteer at Seven Oaks where she is also a resident.

Debbie's favorite volunteer job is helping in the gift shop where she sees people from all floors and she likes portering because she knows that her fellow residents really enjoy going to activities. The fact is Debbie enjoys all the things she does to help residents and staff and her enjoyment is contagious. It brightens the day of everyone who crosses her path and is always rewarded with a smile or a thank you.

Debbie is part of a formal group that meets with the resident advocate on a monthly basis to discuss and improve the services and quality of life for residents at Seven Oaks. She also works closely with the Volunteer Association members to ensure that resident needs and wants are given due consideration.



# Introducing Our Excellent Long-Term Care Homes & Services



**V**olunteering in Toronto Long-Term Care Homes and Services is a challenging and rewarding experience. Volunteers assist residents by augmenting and complementing services provided by staff of the Home through a wide range of volunteer initiatives.

Volunteers deliver many programs such as the tuck shop, bingo, pub, one-to-one visiting, and help to enhance many other home programs including dining assistance and escorting.

In 2009, more than 2,000 volunteers contributed approximately 125,000 hours within the division; such dedication accounts for almost 50 hours of volunteer time per resident. These hours of service represent thousands of smiles, special moments, and reminders to our residents that their community cares about them.

Volunteers become our partners-in-care and reinforce our commitment to providing care and services that respect, support and enable our clients and residents.



**Brenda Semblante**  
Fudger House

Morning coffee at Fudger House means a visit to Brenda, not Timmy's. Residents, staff and family members all like to stop at Brenda's coffee project for coffee and a friendly chat.

Brenda helped get the coffee project off the ground three years ago when staff became concerned about residents walking across a busy street to get a cup of Joe. With Brenda's help, it has not been a concern ever since. As well as being the coffee lady of Fudger House, Brenda has generously given her time to help with a host of other activities and is number one when it comes to recruiting volunteers for Fudger House.



**Aleksandra Sorgic**  
True Davidson Acres

Just as the famous song *Tea for Two* is pivotal to the 1925 musical *No, No, Nanette*, the weekly *Tea with Aleksandra* program is an important feature in the lives of the residents of True Davidson Acres.

And while the song only talks about tea for two, every Friday Aleksandra serves up tea and treats for many more. She sets a beautiful table with table cloths, placemats and fancy cups and saucers and creates a relaxed environment that stimulates interesting conversation.

Aleksandra has also participated in many other programs including nail care, yoga and special events.







**Sudhi Rao**  
Castleview Wychwood Towers

George Clooney clocked a lot of hours in the air in the film *Up in the Air* and Sudhi Rao has clocked an enormous number on the ground at Castleview Wychwood Towers. Between 2009 and 2010, Sudhi clocked more than 800 volunteer hours escorting Castleview Wychwood Towers residents to the hair salon, recreational activities, hospitals and treatment centres. Sudhi is enthusiastic and provides a vital link between the residents and the community. Sudhi not only helps residents from place to place physically, he also assists with communicating their needs and questions. Sudhi has become a partner to the home and has a “starring role” in resident care.



**Bonnie Fernie**  
Wesburn Manor

Like Lassie in the 1943 classic *Lassie Come Home*, Bonnie Fernie and her dog are always saving the day. But in this case, it is the person, not the dog, who is responsible for good deeds. Bonnie has chaired the Wesburn Manor Fundraising Committee, recruited volunteers to make 200 wheelchair walker bags, helped to document Activity Profiles for all the volunteer programs and is active in Wesburn Manor’s special events. Bonnie has also been a Pet Visitor to Wesburn Manor since 2006 and was elected Volunteer President of the Executive in 2007. During her two years as President she has assisted in recruiting three more dogs, in addition to her own, to the Wesburn Manor Pet Visitor program.



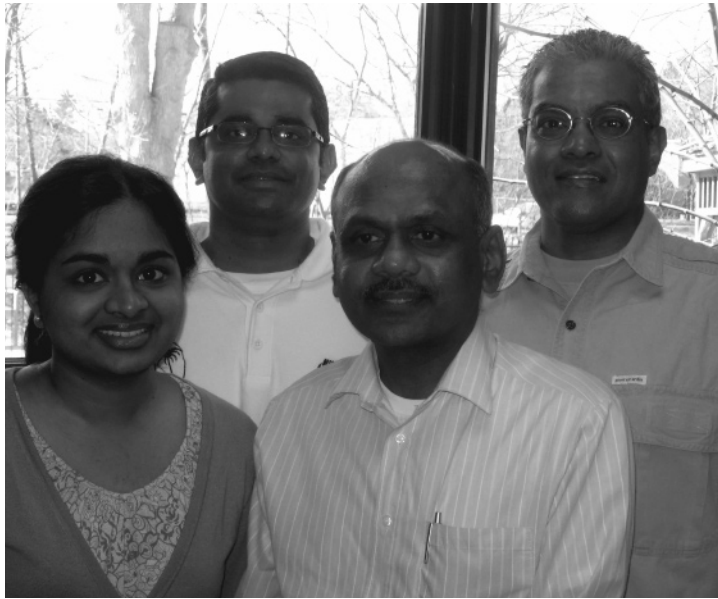
**Carolyn Murphy and Cricket**  
Lakeshore Lodge

Just like the Disney film *101 Dalmations*, Carolyn Murphy would like Lakeshore Lodge to be overrun with dogs. She doesn’t quite want as many as 101, but she would like more visitors and their pets to volunteer at Lakeshore Lodge. Carolyn and her dog Cricket visit Lakeshore Lodge every week and many residents enjoy their visits— including residents who may not speak often, but enjoy conversing with Cricket. Cricket is also registered as a Therapy Dog with Therapeutic Paws of Canada.



**Jaiwantie Singh**  
Seven Oaks

There is nothing 9 to 5 about Jaiwantie Singh who has thrown herself whole-heartedly into her volunteer work at Seven Oaks. Jaiwantie does one-on-one visits, assists in the dining room and lends a hand with outings. She also planned the first fund-raising car wash single-handedly and held a bake sale. Jaiwantie has enjoyed volunteering at Seven Oaks so much that she decided to become a nurse. She is now doing her professional career placement at Seven Oaks and also sits on the Youth Council.



**Martin Armogan,  
Jaimes Kumar, Roy Rajendra  
& Sharanya Rajendra**  
Carefree Lodge

Jaimes Kumar, Martin Armogan, Roy Rajendra and Sharanya Rajendra, from the Sri Sathya Sai Baba Centre of Toronto-York may not be caught *Singing in the Rain* but they can be heard twice a month singing at Carefree Lodge. On the first and second Sunday of each month, Jaimes, Martin, Roy and Sharanya conduct a lively sing-along of old-time familiar songs and spiritual songs. They also help Carefree Lodge residents celebrate special occasions. The Sri Sathya Sai Baba Centre of Toronto-York is a charitable, non-profit, multi-faith, service organization which follows the universal teachings of Sathya Sai Baba. It is based on the fundamental values of Truth, Righteousness, Peace, Love and Non-Violence. The organization provides and promotes spiritual, educational and service activities to the community.



**Nancy Ohki & Raymond Barall**  
Cummer Lodge

*You Light Up My Life* is both a Grammy Award and an Academy Award winning song, but it doesn’t hold a candle to the light that Nancy Ohki and Raymond Barall shed at Cummer Lodge. Working in harmony, Nancy and Raymond shed a lot of light as they transport residents to and from the hair salon, programs and special events. They are also a big part of the music program, actively participating in the sing-along. Nancy and Raymond also light up the lives of the Japanese residents as they both speak Japanese.



**Marilyn Noble**  
Kipling Acres

Like some film directors, Marilyn Noble likes to work quietly behind the scenes. Plus, having worked hard in countless “roles” over the years she has a special understanding of the workings of Kipling Acres that enables her to build a special rapport with the residents. Escort, Mall and More program convener, Dining In supporter, special events assistant, fundraiser, Tuck Shop buyer, retailer, treasurer, trainer and secretary for the Executive Committee—Marilyn has done it all.