

Your Health



NEWS AND INFORMATION FROM GEORGETOWN HOSPITAL

JUNE 2012

Patient Relations Office

A hospital stay can be a stressful time for patients and their families. The Patient Relations Office assists patients and families to ensure their experience with Halton Healthcare Services (HHS) is a positive one. Whether you are looking for information, looking to resolve an issue or looking for someone to listen and support you, the Patient Relations Advisor (formerly known as the Ombud) is your advocate within the hospital. We suggest that you first discuss your concern with your nurse, the department manager or your doctor. If the concern remains unresolved, the Patient Relations Advisor is available to help you.

The Patient Relations Advisor is a neutral person, hired by the hospital, who acts in an objective way to work with you and the hospital staff to find answers.

Confidentiality is maintained during the process. Be assured that your care, or future care, will not be negatively affected by bringing your concerns forward.

The Patient Relations Advisor manages the Patient Feedback Program at HHS and shares your complimentary feedback with the CEO, hospital staff and physicians. To contact the Patient Relations Office, log onto the HHS website at www.haltonhealthcare.com, email patientrelations@haltonhealthcare.on.ca, or call 905-338-4138.

GHVA Donates \$55,000 to the Hospital Foundation

The Georgetown Hospital Volunteer Association (GHVA) celebrated their accomplishments at their Annual General Meeting on Wednesday, May 23rd.

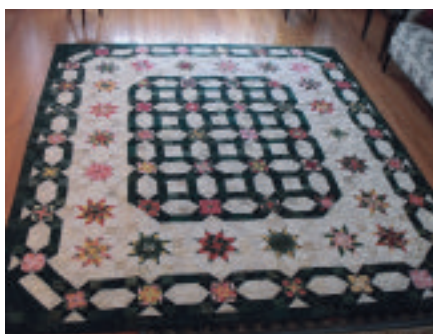
Halton Healthcare Services would like to thank and congratulate our GHVA volunteers for their time, energy and commitment to the patients and staff at Georgetown Hospital, as well as their fundraising efforts. This year the GHVA contributed \$50,000 to the Georgetown Hospital Foundation. This was their second instalment of \$50,000 towards their five year \$250,000 pledge to the capital fundraising campaign for the Georgetown Hospital Emergency and Diagnostic Imaging Departments expansion and renovation project. Thank you!



(L-R) K.C. Carruthers, Executive Director, Georgetown Hospital Foundation and Cindy McDonell, Chief Operating Officer of Georgetown Hospital (**far right**) are presented with a \$50,000 cheque from Marie Carney, GHVA President, and Carole Hunt, GHVA Treasurer.

GHVA Raffles

The Georgetown Hospital Volunteer Association (GHVA) is holding a raffle. First Prize: Evening in the Knot Garden Quilt (**pictured**), measuring 88"x100", donated by J. Lovegrove, Georgetown; Second Prize: Fire's Out, Porcelain Doll (Ashton-Drake Galleries Collection), donated by S. Raine, Georgetown. Tickets are \$2 each or three for \$5, available for purchase in the Association's Trinkets and Treats Gift Shop or by calling 905-873-0111, ext. 8250. Lottery License #M329843.



GH Award of Excellence

On Thursday, June 21, 2012 Halton Healthcare Services (HHS) held its Annual General Meeting and Awards Ceremony, where the Georgetown Hospital (GH) Award of Excellence was presented to this year's recipient.

The award is presented to a staff member at GH who displays a commitment to GH patients and their families, demonstrates the highest professional standards of practice and who is respected for their leadership and strong support of GH, both within the hospital itself and within the broader community.

This year's recipient was Barb Deichert, Clinical Resource Nurse, Medical/Surgical Unit and Close Observation Unit. Barb is very well known through the hospital. HHS would like to extend heartfelt congratulations to Barb on this achievement.



(L-R) Cindy McDonell, Chief Operating Officer at GH presents Barb Deichert with the GH Award of Excellence.

Congratulations to our Long Service Award Recipients

Halton Healthcare Services (HHS) recognized their long service award recipients at their Annual General Meeting held Thursday, June 21st at the Oakville Banquet & Conference Centre. The entire team at HHS is comprised of a dynamic group of individuals who together provide outstanding patient care to the residents of Halton Hills, Milton and Oakville. They work diligently each and every shift to provide safe, compassionate, quality care and some have been doing so for over 40 years. Congratulations to all of our HHS Long Service Award recipients and their families and friends who have supported them throughout their career with us. You have provided our communities with outstanding service!

Park Public School Raises \$2,000 for Georgetown Hospital

Students at Park Public School have raised their hands and want to show the community that it doesn't matter how old, big or tall you are – anyone can contribute and make a difference for their community.

On June 15, 2012, students grade JK-5 paraded through downtown Georgetown on their very first 'Boogie Walk' in celebration of their fundraising efforts for Georgetown Hospital. Students raised money by collecting toonies from family and friends, having bake sales and selling lemonade.



The Boogie Walk began at 2:00 p.m. at Park Public School and finished at the Hospital where they were greeted by hospital staff. Students danced along to music, were dressed in coloured outfits, and were encouraged to 'Boogie' along the way. Prizes were given to the top fundraisers in each class, and the best Boogiers in each grade.

Seeking GHVA Gift Shop Director

Trinkets and Treats, our Georgetown Hospital Volunteer Association GHVA Gift Shop is searching for a new Gift Shop Director. This volunteer position oversees the operations of the gift shop with the ongoing support of a superb volunteer team that works in the shop including buyers and a treasurer. If you have retail management experience and are looking for a way to support your community hospital, this could be the perfect fit for you! Please contact Janice Cowen for more information at 905-873-0111, ext. 8153 or jcowen@haltonhealthcare.com.