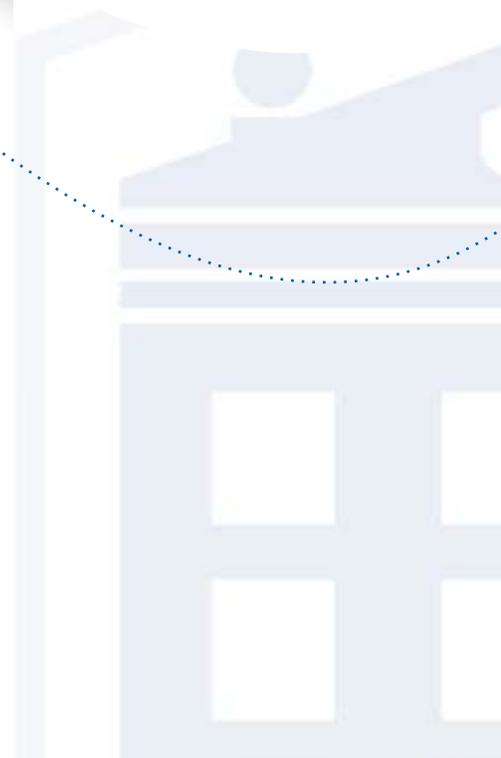


1952 2006

THE OTTAWA HOSPITAL – CIVIC AUXILIARY



Historical Highlights and Contributions

Historical Highlights and Contributions 1952 - 2006

1952 The first **Snack Bar** was opened on March 14th.

On March 14th, the **Public Relations Committee** held its first meeting.

The first **Gift Shop** was opened on December 8th on the right of the main hospital entrance in a small area of approximately 6' x 7'.

The **In-Service Program** began in the diabetic Clinic with two volunteers assisting the staff to weigh, check and enter records of patients.

1953 The auxiliary **Decorating Committee** undertook its first decorating project, a sunroom in the new East Lawn Pavilion.

The **Gift Shop** was enlarged in November and was located just inside the main entrance of the hospital.

Goods crafted by the **Auxiliary Units** were sold in the **Gift Shop**, including hand-made kitchen and sleep wear items, knitted infant sweater sets and bed socks, beautifully dressed dolls and many other goods.

1954 The first Women's Auxiliary **Christmas Card** was sold in the Gift Shop, the Snack Bar and from the Aux Carts.

1955 **Christmas Cards** supplied by the Auxiliary were placed on each patient's tray on Christmas Day.

A **card index file** was set up to keep track of membership and mailing lists- 600 active and associate members were listed.

Associate members were headed by Mayor Charlotte Whitton and included forty-four women who made financial contributions to the Auxiliary but were not active workers.

The **Aux Carts** carried magazines, cigarettes, note paper, greeting cards, toiletries, cosmetics and other items.

1956 Beginning that year, fine work was done by the volunteer's "Convenor of Personnel" in placing volunteers in the various areas of the hospital that requested volunteers from the Women's Auxiliary.

1957 **Potted Plants** were introduced in the Gift Shop.

The Gift Shop purchased a dozen "**Smocked Dresses**" from Madam Goudreau. It was the beginning of a long reign!



1960 Four **Honorary Members** were named: Miss Whitton, Mrs. Aylen, Mrs. Burland and Mrs. Sheridan.
The **Chapel** was opened.

A 75 seat **Coffee Shop** was opened.

1961 On February 1st, Mima McLaren was appointed **Director of Volunteer Services**. She had a desk in the corner of Miss Young's office.

On March 24th, the **Chapel** opened for services.

1962 The new **Coffee Shop** was opened in its new building on the north side of the hospital.

1963 The new **Gift Shop** was opened on November 16th and was located at the main entrance of the Hospital.

1964 The **Candy Striper Programme** was officially initiated.

1965 The Auxiliary was registered with Revenue Canada as a **charitable organization**.

The **Remembrance Fund** was established to present opportunities for friends, relatives and organizations to express gratitude, to convey messages of congratulations or extend sympathy at a time of bereavement. Proceeds continued to be used to support medical research and purchase specialized medical equipment for the hospital.

The Candy Striper Programme was expanded to include **male volunteers**.

1966 During Centennial Year, the Auxiliary's **Public Relations Committee** organized bus tours to Upper Canada Village and other events.

The **Beauty Bar**, a new service, was introduced to patients.

The **Layette Fund** was started to provide layettes to needy mothers.

1968 The **first adult male volunteer** commenced service in the fall. Mr James Hutchinson served at the Civic in the Out Patients Admitting Department. On Wednesday afternoons he shaved patients.

1969 Starting in September, the Red Cross Blood Donor Clinic became a regular **In-Service Program**. Volunteers phoned donors to fill the need for the 28 - 30 pints of blood per day required for Open Heart Surgery.

1971 **Civic Hair Salon** gift certificates were introduced and were quite successful as gifts to patients.



The month of June was the time when all the staff and the volunteers in the Gift Shop became acquainted with the **Metric System**.

1972 In April, the **Intensive Care Unit Family Lounge** opened as a liaison centre between the family of the patient and the Operating Room, Surgeons and Nurses. It also served as a lounge for relatives of patients in the Intensive Care Unit, Neurosurgery and Emergency. It was furnished and decorated by the Auxiliary.

There were 102 girls and 3 boys in the **Candy Striper Programme**.

1973 A formal **orientation program** began and is still an important part of the volunteer training.

In November, **fresh flower** sales were initiated in the Gift Shop.

On November 13th, the **Gift Shop** was re-opened after renovations.

1976 In June, the **Family Lounge** in the Cardiac Unit was opened.

1977 The Auxiliary marked their **25th Anniversary**.

1978 A "Think Tank" group discussed ways of raising \$1,000,000 to build a **Shopping Mall** on the ground floor of the original hospital building.

The "**Swimming Pool Fund**" raised initially with a view to installing a pool in the nurses' residence, was diverted to provide the initial contribution toward the **Million-Dollar Fund**, a five year commitment of a total of \$1,000,000 to finance the building of the Shopping Mall.

1979 In July, the **Family Lounge** in the Main Hospital was closed to make room for the new **Auxiliary Gift Shop**. The Lounge was re-opened in the Fall in temporary quarters on 2 Pavilion Centre.

A larger and more attractive **Gift Shop** was built across the lobby from the former site.

1980 A new **Hair Salon** was opened for the use of staff, patients and visitors.

In-Service volunteer areas increased to 20 in the Civic Hospital

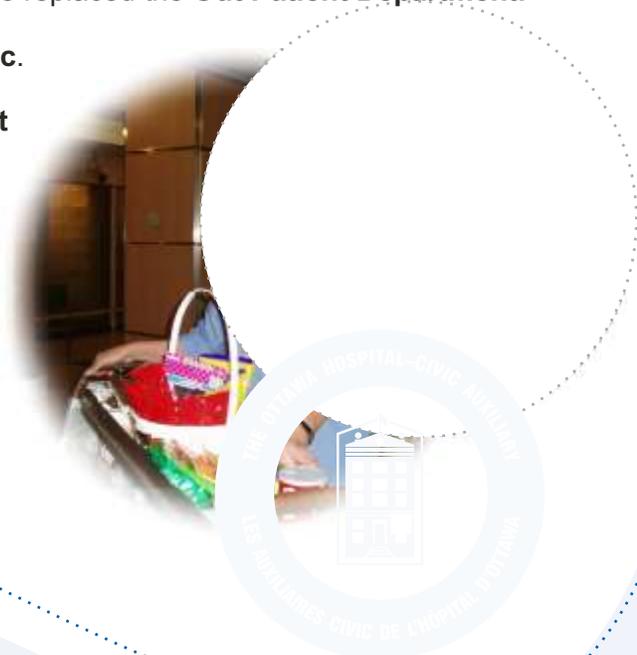
The **Ambulatory Care Unit** located at 737 Parkdale Avenue replaced the **Out Patient Department**.

1981 The Auxiliary placed volunteers in the **Civic Parkdale Clinic**.

The name **Candy Striper** was officially changed to **Student Volunteer**.

The **Flower Shop** officially opened on October 22

A larger **Coffee Shop** opened on November 1st with a greatly expanded menu.



1983 There were 125 **Student Volunteers** who provided assistance to many areas of the hospital.

The **Book Store** opened on September 30.

The **Main Street Mall** was officially opened on October 27.

The **Ice Cream Parlour** was officially opened on October 27.

The **Uniform Shop** opened in October.

1984 In January, the Auxiliary placed volunteers on Level 1 of the **Heart Institute**.

The **Uniform Shop** changed its name to **Civic Attire** and carried a variety of casual clothes.

The **Hair Salon** moved to the new Shopping Mall and a small **Barber Shop** was added for the gentlemen.

The **Hair Salon's** name was changed to **Civic Hairstyle**.

The **Snack Bar** opened in the **Heart Institute** on February 1st.

1985 With the yearly total of 245 **Student Volunteers** it was possible to extend some of the shops' hours as well as place students in other areas of the hospital.

1986 The **Palliative Care Lounge** was opened.

1988 The Auxiliary opened shop # 8, the **Atrium Boutique**, in the Heart Institute Research Centre.

The **Patient Lounge** opened in June.

1989 **Civic Attire** changed its name to **Casual Fashions- Pour Elle**. No longer just uniforms, the shop featured a wide range of ladies fashions

The **Snack Bar** in the **Heart Institute** closed on December 1st, after more than five years of volunteer assistance in the food service at the Heart Institute.

A new **Deli Shop** opened on the **Mall** in September.

In July, the **Gift Shop** was moved across the Mall to much smaller quarters.

The **Video Shop** opened on the **Mall** in September.

1990 A new **Aux Cart** was donated by the Municipal Chapter of Ottawa Imperial Order of the Daughters of the Empire (IODE).



1991 On November 1st, almost 10 years to the day after the enlarged Coffee Shop opened on the Mall, **Capital Foods** took over the management and operation of the Auxiliary Food Services, including the **Coffee Shop**, the **Deli Shop** and the **Ice Cream Parlour**.

The **Video Shop** on the Mall closed in October.

1992 The **Paper Place** opened on the Mall on June 10th in the shop formerly occupied by the **Book Store**.

The Auxiliary marked their **40th Anniversary**.

1993 On the occasion of the **Civic Hospital's 70th Anniversary**, the Auxiliary was recognized for its contribution over the past 42 years.

1995 Auxiliary smocks were changed from yellow to blue.

1996 Three new areas were opened: **Guidepost (Information Desk)**; and **Medela Breast Pump Rentals**.

1998 November, the **Flower Shop** celebrated 25 years in business.

1999 In June, the Auxiliary was awarded the **Dr. Keith Scobie Award**.

2000 Auxiliary pledged **\$1,000,000** to the Loeb Health Research Institute (now The Ottawa Hospital Health Research Institute) for the Regional Chemistry Centre and the new Diseases of Aging Program.

The Ottawa Hospital - Civic Auxiliary received the **Loeb Institute Medal of Honour**

The Auxiliary changed it's name to The Ottawa Hospital - Civic Auxiliary.

2001 **Casual Fashions** closed.

Civic Hairstyle closed its doors.

O.H. Baby!, a new boutique opened in the former Casual Fashions location.

The Auxiliary was officially **incorporated**.

2002 The Ottawa Hospital - Civic Auxiliary marked their **50th Anniversary** with a reception on April 21st.

The Auxiliary pledged **\$750,000** to the new **Emergency Trauma Centre**.



2003 The **SARS crisis** halted volunteer work in the hospital for many weeks in the spring.
The main **Mall Street** was re-decorated; the old yellow tiled pillars and arches replaced
A new training programme was established for the **ER volunteers**.

2004 Auxiliary increased their pledge to the **ER Trauma Centre** to **\$1,000,000**.

Volunteers are placed in the **Neurosurgery Unit**.

Another **Information Desk**, manned by volunteers, was opened at the new hospital entrance on **Carling Avenue**.

2005 The Auxiliary creates a **web-site link** on The Ottawa Hospital Volunteer Department site.

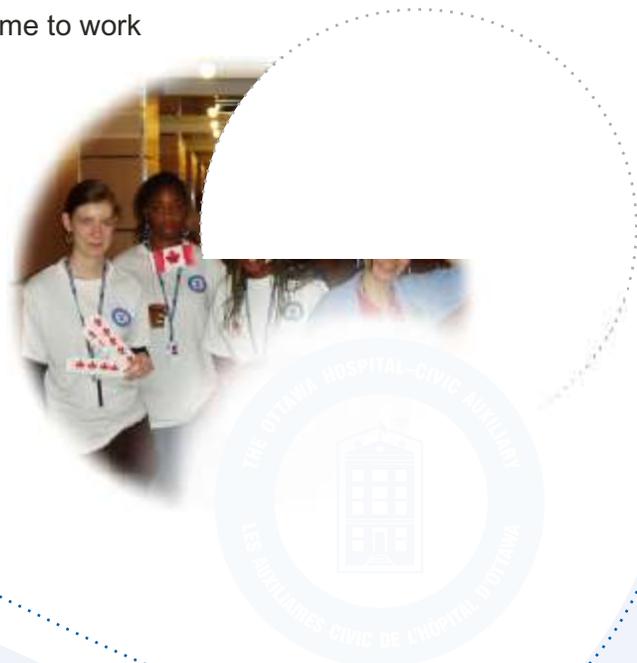
\$15,000 from The **Remembrance/Patient Equipment Fund** is used to purchase a neo-natal cardiac probe for the Rich Little Special Care Nursery

The **Flower Shop** is relocated to new bigger premises.

Contributions

March 2005- April 2006

- 572 Volunteers contributed 57,751 hours at the Civic Campus.
- A total of almost \$300,000 was donated to The Ottawa Hospital (Civic Campus) and the Foundation.
- 343 Volunteers spent time in the 23 different Service Areas assisting hospital staff in the care of patients, or helping their families or visitors.
- 262 Volunteers worked in the Shops on the Mall. Many came to work one of the 4 shifts per day in one of the 5 Shops.
- 123 Student Volunteers were involved. Ten were in the Co-op program where students do placements from September to June.
- \$100,000 was given to TOH Research Institute as part of the Auxiliary's pledge of \$1,000,000 over 10 years. The research will concentrate on Diseases of the Aging.



- \$100,000 was given to the new ER Trauma Centre as part of the \$1,000,000 pledge. The funds will help provide life saving equipment in the new trauma bays at the Civic Campus.
- \$15,000 was donated from the Remembrance/Patient Equipment Fund to the Rich Little Special Care Nursery to purchase a neo-natal cardiac probe.
- Over \$4,000 was given to the Continuing Care Unit to provide for recreational therapy. These funds are used to buy crafts, baking supplies, and organize social outings for the patients. Volunteers are an essential part of providing these activities as without their help the hospital staff could not provide the service.
- \$1500 was given to the Emergency Room Clothing Cupboard. Volunteers organize this cupboard for the staff who distribute the items to patients in need. The ER Volunteers assist in comforting patients, doing errands for staff and helping family members find their way.
- \$5000 was given to the Neurosurgery Unit to purchase special tilt wheelchairs.
- \$4000 was given to the Fertility Clinic for a heat sealer that is used in the process of storing sperm of patients, including young cancer patients.

March 2004-April 2005

- 550 Volunteers contributed 51,327 hours at the Civic Campus.
- A total of \$203,800 was donated to The Ottawa Hospital (Civic Campus) and the Foundation.
- \$100,000 of the total was given to TOH Research Institute as part of the Auxiliary's pledge of \$1,000,000.
- \$75,000 was given to the new ER Trauma Centre as part of the \$1,000,000 pledge.
- Students also participated in the Volunteer Program. 113 students gave 5100 hours. During the school year 9 Co-op students worked in the Service Areas and in the Mall Shops.
- \$10,000 was given to the Social Work Department to assist patients who have very limited resources. This may mean help with transportation or medical supplies.
- \$9,000 was given to purchase a special shower chair for patients recovering from multiple trauma in the Orthopaedic Unit.



- \$1000 was given to the Emergency Room Clothing Cupboard. Volunteers organize this cupboard for the staff who distribute the items to patients in need.
- \$7,500 was given in bursaries to nursing staff at the Civic Campus.
- \$1000 was given to the Geriatric Assessment Unit to assist in programs and supplies for the elderly patients. Volunteers working on this unit assist with meal times and recreational programs such as bingo.

March 2003-April 2004

- 499 Volunteers contributed 47,043 hours at the Civic Campus
- A total of \$460,000 was donated to The Ottawa Hospital and Foundation.
- \$100,000. was given for the ongoing pledge to the research Institute, and the \$75,000. for the pledge to the ER Trauma Centre.
- \$100,000. was donated for pulmonary functioning equipment for the Respiriology Unit.

