



VHA Voice

ISSUE 9 ■ SPRING ■ 2017

Nominate a VHA Worker for a Client Choice Award!



While we hope that every worker provides spectacular client care, we know there are standouts — people who go above and beyond to support you or your loved one.

For a third year, we're asking clients and family members to **share your stories of spectacular VHA care by nominating your VHA nurse, personal support worker (PSW), rehab service provider or client service co-ordinator for our Client Choice Award.**

How to nominate your VHA worker

Tell us about how your VHA worker has truly made a difference in your life.

- Give us the name of the VHA worker you are nominating
- Tell us why they should receive the award
- Give an example or examples of why you feel the worker is so spectacular!

Submit your nomination by March 8, 2017

- Online at www.vha.ca/clientchoice
- By calling 416-489-2500 ext. 7007 or toll free at 1-888-314-6622 ext. 7007
- By writing us a letter and addressing it to
VHA Home HealthCare, Client Choice Awards
30 Soudan Ave., Suite 600, Toronto, ON M4S 1V6

We look forward to hearing from you!



www.vha.ca

Newsletter available in alternate formats on request.

**Loved our newsletter? Thought we missed something?
Want to be profiled or contribute?**

We're interested in hearing your ideas, stories and suggestions!

Email communications@vha.ca or call **416-489-2500 ext. 4344**, toll free at **1-888-314-6622 ext. 4344**

We're All Ears!





Become a partner! Share your voice!

VHA Home HealthCare is looking for Client and Family Voice partners for several quality improvement initiatives including our Cognitive Impairment Committee, Research Steering Committee, Customer Service Centre Working Group, and Welcome Package Working Group. The average Client and Family Voice partner volunteer contributes 10-14 hours a year. VHA can provide caregiver relief and parking to assist partners. For information, please contact **Stacey Ryan** at **647-460-8595** or **sryan@vha.ca**

VHA's Spectacular Spirit Surprises

A jolly holiday season is not always in the cards. But even the smallest acts of kindness can go a long way to lifting people's spirits. That's the idea behind VHA's Spectacular Spirit Surprise. Now in its second year, we asked our workers to nominate clients, caregivers and VHA staff/service providers they thought could do with a "pick-me-up." Below are just a few of the amazing stories that moved us into elf-like action.



Karlene | Watch her video at bit.ly/spectacularspiritkarlene

Karlene's upbeat attitude, despite health obstacles, moved Occupational Therapist Amanda Morassutti to nominate her for a little holiday cheer, suggesting a Christmas tree, ornaments and a gift card. Moved to tears, Karlene exclaimed, "This inspires me more to keep going and pushing...even when I am walking again I will always remember Amanda."

Domenica

PSW Caralee Shaw thinks caregiver and octogenarian, Domenica, goes above and beyond to care for her older sister, who is unable to leave her bed. At times, Domenica sleeps on the floor so she can be there for her sister. "Sometimes she tells me how she doesn't get enough sleep because Anna Maria was up making noise all night," says Caralee. We surprised Domenica with a fold-away mattress and a bouquet of flowers. "This is the best surprise of my life," Domenica said.



Gerda | Watch her video at bit.ly/spectacularspiritgerda

According to PSW Veronica Bacchus, Gerda, an overwhelming a positive person, dealt with a lot of personal loss over the past year.

When we surprised Gerda with a gift card, she was thrilled and felt the gift was an extension of Veronica's ongoing support. "You have no idea...she (Veronica) is taking such good care of me," says Gerda.

Guilia

"Guilia is a champion for her mom's care," says Ifeanyi Ogwo who works in VHA's call centre. "She has been doing this for years with no other support but still finds time to call into the office to commend staff for all their efforts—selfless in every way!" To give Guilia a break we surprised her with a spa gift

certificate and respite care so she can relax and enjoy a well-deserved pampering. Guilia was over the moon, "You have no idea what this means to me," she said through tears.



Ambi | Watch her video at bit.ly/spectacularspiritambi

Last year was difficult for Ambi. "She had to deliver her first child early as she was diagnosed with cancer during pregnancy," explains Emma Gallagher, VHA's Community Support Service Supervisor. Emma suggested surprising Ambi with a spa day to herself. Ambi couldn't be happier! When presented with her gift certificate she exclaimed, "Oh my God! You guys! I can't thank you enough. That really made my day!"



Bobby | Watch her video at bit.ly/spectacularspiritbobby

Ottawa-based Occupational Therapist Rena Kimia knew client Bobby was in need of some holiday cheer after a few recent setbacks with her medical condition and denial of funding to adapt her van. Rena surprised Bobby with a catered holiday meal for Bobby and her daughter and a gift card for some holiday shopping. Bobby was floored by the recognition; "Oh my gosh...are you kidding me? Thank you so much!"



Janet and Bill | Watch their video at bit.ly/spectacularspiritjanetbill

Janet and Bill have been married an amazing 75 years, but when their PSW Jasmin Rixon learned that they didn't get to celebrate their anniversary, she worked with VHA to surprise them with a special Christmas gift — a gift card for a dinner out for just the two of them and a sparkling lawn ornament. "I can't believe all this attention we're getting! We're not that special. I just can't believe this; it's a dream!" Janet exclaimed in disbelief.