



The V Voice

義工通訊

NOVEMBER 2019

Carefirst One-Stop Multi-Services Centre
書暉會一站式綜合服務中心
300 Silver Star Blvd, Scarborough, ON M1V 0G2
Tel: 416-502-2323
website: www.carefirstontario.ca



Ontario Volunteer Service Awards 2019

Each year, the Ontario Government recognizes volunteers for their continuous commitment and dedication. A huge congratulations to all of our award winning volunteers of 2019! We are grateful for your help.

Thank you!

	20 Years	Jack Lam	Linda Ngan	Winnie Yu		
	15 Years	Alfred Lam David Ng	Andrew Tang Pauline Chan	Benita Pong Kai Man Light	Chup Chung Wong Jing Wun Liang	
	10 Years	Ambrose Hui Pauline Yong	Frank Cheng Selina Chung	Michael K.S. Chan Rose Maria Wong Tam	Jade Tang	
	5 Years	Andy Suen Karen Ko Queenie Ho	Fred Pang Kitty K.Y. Tang Sai Hung Lee	James Ma Lesley Wang Salina Fong	Joseph Tang Nora Y.P. Tam Teresa N.K. Wong	Jeanne Di May Lum Selina Sung
	Youths	Adrian Luk Ethan Ng Kristen Chau	Annika Tsoi Emma Joo Sishi Chen	Annissa Ho Jenny He Laxshaginee Thaya	Aneisha Ragunathan Harysan Umashanker	

2019 Volunteer Satisfaction Survey

I feel being cared for and supported: 173 responded

Agree: 95% Disagree: 2% N/A: 3%

I feel that my skills are utilized: 171 responded

Agree: 93% Disagree: 2% N/A: 5%

We are responsive to inquiries & suggestions: 174 responded

Agree: 87% Disagree: 3% N/A: 10%

Rate your overall volunteer experience: 176 responded

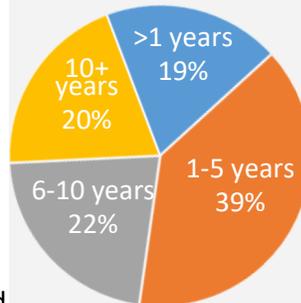
Excellent: 43% Good: 54% Fair: 3%

Would you recommend our volunteer programs? 175 responded

Yes: 100%

How long have you volunteered at Carefirst?

176 responded



Comments

"Meeting clients and helping them give me high degree of satisfaction."

"It would be helpful if an email was sent to inform us when centre is closed (on holidays)."

"Communicate with us more—sometimes we don't know who to contact if we need assistance"

"I don't need recognition, I am happy (to give) my little bit of help"

"I am most satisfied by meeting new people and learning new things."

We would love to hear about your experiences, both positive and/or anything we could have done to make your volunteer services more enjoyable. It is your right to express your concerns, grievances or dissatisfactions so that we can address them. Please discuss with our Program Director in person or by writing.

UPCOMING TRAINING & ACTIVITIES | 義工培訓及活動

Volunteer Orientation/Carefirst 101

All new volunteers are required to attend an orientation prior to deployment. Experienced volunteers are welcome to attend as a refresher.

- ◆ Saturday, November 30, 2019
- ◆ 9:30AM—12:30PM
- ◆ Carefirst One-Stop Multi-Services Centre
- ◆ Language: English

2019 Volunteer Trainings Review Session

Thank you all for participating in our volunteer trainings this year. We would like to invite all participants to a

2019 Volunteer Trainings Review Session

- **Date:** Wednesday, November 20, 2019
- **Time:** 10:00AM—12:00PM
- **Location:** Carefirst One-Stop Multi-Services Centre (300 Silver Star Blvd., Scarborough, ON)
- **Register** with Joanne Zeng

Volunteers Wanted!

Family Health Team-Service Ambassador

- ◆ **Service role:** greet clients, manage service enquiries, assist patients with kiosk registration
- ◆ **Date:** any day Monday to Friday
- ◆ **Shifts:** 10:00am—1:00pm OR 1:00pm—5:00pm
- ◆ Flexibility to choose any 1-2 shifts/week
- ◆ **Locations:**
 - ◆ Carefirst One-Stop Multi-Services Centre (300 Silver Star Blvd., Scarborough, ON)
 - ◆ Richmond Hill Family Health Team (420 Highway 7 East - Unit 27, Richmond Hill, ON)



PHOTO WALL

The crisp Autumn air is perfect for strolling at ease. Pictured here is Toogood Pond of Unionville, home to many fish and walking trails. (Photos submitted by: Andrew Tang, volunteer)



VOLUNTEER CORNER

義工 [家] [友] 站

Date & Time 日期和時間	Saturday, November 16, 2019 11:00AM—1:00PM	2019 年 11 月 16 日, 星期六 上午 11 時至下午 1 時
Location 地點	Carefirst One-Stop Multi-Services Centre 300 Silver Star Blvd., Scarborough	耆暉一站式綜合服務中心 300 Silver Star Blvd., Scarborough
Activities 活動	<ul style="list-style-type: none"> ◆ Tea knowledge sharing — “Interesting Tea Facts or Terms” ◆ Dim Sum Tasting ◆ Celebrating October, November and December Birthdays 	<ul style="list-style-type: none"> ◆ 中西茶類小知識 ◆ 點心品嚐 ◆ 慶祝十月/十一月/十二月義工生日



* Please bring your own utensils to save the planet

支持環保, 請自備餐具

Registration is required.

Please contact Patricia Cheung, Volunteer Development
登記請與義工發展部張姑娘聯絡

Joanne Zeng

joanne.zeng@carefirstontario.ca
416-847-0274

Jessie Liu

jessie.liu@carefirstontario.ca
416-572-3824

Patricia Cheung

patricia.cheung@carefirstontario.ca
416-847-0273



Celebrating our **long-service volunteers & Youth Volunteer Leadership Training Program graduates** at 2018-2019 Carefirst Annual General Meeting cum Staff/Volunteer Recognition Ceremony on Saturday October 26, 2019



It's **FLU** season again!

We encourage everyone to see your family doctor to inquire about the flu shot!



For more information about the Flu and flu shots, visit: www.canada.ca/flu

If you are feeling unwell or have the following symptoms, please stay home to rest!

- Chills or fever
- Cough or chest discomfort
- Body aches & pains
- Tiredness/bedridden
- Headache
- Sore throat
- Stuffy, runny nose



United Way Fall Day of Caring 2019

A big thank you to *Chemtrade Logistics* for joining our Congregate Dining Program in Tam O'Shanter Seniors' Apartment & *Mettler Toledo* for supporting our "Lunch & Learn & Talent Show" at our Mississauga site. Thank you, volunteers, for...



Sharing laughter



Supporting our programs



Serving our seniors



Showing your care

WhatsApp
Phone# 416-670-3068



WeChat
ID: Carefirstvolunteer

Instagram
@cf.youthclub

YOUTH CORNER

WHAT is MICRO-VOLUNTEERING?



Microvolunteering is a new branch of volunteering activities that can be done during a short amount of time. Consistent small efforts over a long period of time may result in meaningful changes. Examples include: completing a petition online, writing a tweet or constructing a blog/vlog regarding certain issues, planning to an organization or event, contributing to an online project, taking a short online survey, and often times playing online games is also a method of micro volunteering. Writing caring letters to the seniors or helping them as a translator are also good ways to microvolunteer. The goal of this month's Youth Club is to advocate for short but frequent volunteering in order to achieve a greater positive impact in the society.

By: Daniel Niu (youth volunteer)

Carefirst Seniors & Community Services Association | Youth Leadership & Volunteer Development

Carefirst YOUTH CLUB

MICRO-VOLUNTEERING-A-THON

- Learn what MICROVOLUNTEERING is all about
- Discover MICROVOLUNTEERING with SENIORS
- Join us in a MARATHON of MICROVOLUNTEERING

Free drop-in program for youths ages 14-24

Date: Saturday, November 16, 2019

Time: 10:00AM—1:00PM

Location: Carefirst One-Stop Multi-Services Centre
300 Silver Star Blvd., Scarborough, ON M1V 0G2

Enquiry
Phone (416) 572-3824
Email volunteer@carefirstontario.ca
WhatsApp (416) 670-3068
WeChat CarefirstVolunteer

YOUTH PERSPECTIVE

: what we learned through chatting with Carefirst Long Service Volunteers

Our youth volunteers chatted with our some of our long service volunteers for September's Edition of the V-Voice. Check out the interviews at www.carefirstontario.ca/the-v-voice. Here's what the youths gained from the experience!

"After interviewing the volunteer, I became curious about my own grandma. I went home that night and asked about her life story. Even though I live with her, I never really knew much about her younger years until this summer."

"This experience pushed me out of my comfort zone, but it very interesting as I don't have the opportunity to speak to adults often. I feel more comfortable speaking to adults now"

"I had no idea what to expect. My interactions with the volunteers enforced my beliefs in helping others"

"I was worried about the language barrier at first, but once we started to talk it was very easy to speak to the fun and talkative volunteers."

"I learned that volunteer-ing isn't a burdensome responsibility if you truly enjoy it. Commitments are self made so everyone can and should volunteer more!"

V-Voice is a bi-monthly newsletter written by our volunteers and the Carefirst Youth Leadership & Volunteer Development team. If you would like to join us in writing, photography, or personal testimonies, please contact Jessie Liu (Volunteer Coordinator).