

CARELINE

Volunteer News

1986-2009



23 years 56,000 flights

August 2009

From the Chair

As Hope Air's incoming Chair, I'd like to express the gratitude of our Board of Directors to each of you who give so generously to this amazing charity. There are few qualities more impressive than those exhibited by people who donate their time, their skills or their funds to help perfect strangers who are less fortunate enjoy an added measure of comfort in their lives. Our missions often make a profound difference to the wellbeing of individuals and families. Your personal contributions are important and influential.



Peter Jennings - Chair, Hope Air

While the Board guides the organization, it is nonetheless your perseverance that is most important: Hope Air simply would not be where we are today without you – celebrating a proud past and building to a broader future. Thank you for your personal commitment of giving back to your community: we are all better for your wonderful dedication.

Hope Air Happenings:

- "It is with much regret that we say goodbye to Allison Brathwaite (Client Care Manager) as she moves on to pursue other opportunities. You will be missed!"
- Thanks to Chapman for all of his help over the summer months and good luck with the upcoming year of studies as a 4th year aviation student at Seneca College!
- Welcome back to long time volunteer Pat Sillers who has returned after a two year absence!
- Stay tuned for a training session to be held in the fall. Please get in touch with Sandrine if there are any specific areas that you would like to see covered at this session.
- Hope Air is currently seeking a Volunteer for data entry – if you or anyone you know is interested, please speak with Christine for more details.
- Welcome to past volunteer Johanna Kubestschka who starts as Client Care Manager on August 24th.

Providing Hope for the Future.

"I was searching the internet for options that might be available to assist me in getting my daughter to a medical appointment in Toronto when I found the Hope Air site. The next day I called and was greeted by the most helpful person that I had ever spoken to in respect to gaining ground in helping my daughter. I was made to feel important and respected; this is no small task when dealing with a proud single mother who had a great distaste for having to ask for help. I don't really know how to put into words what Hope Air has meant to us, but I want you and those kind individuals who support this amazing charity to know that not only did they give us the ability to get to an important appointment, but you have given us understanding, hope and belief in my daughter's future."

- Allison of Sault Ste. Marie

This Client does not mention the name of the Client Service Volunteer she spoke to – but she does not need to. This easily describes any of Hope Air's many devoted Client Service Volunteers who ensure that each Client is listened to and treated with respect. For your ongoing devotion and commitment to **Getting Canadians to getting better** we thank you!

Welcome Aboard

A warm welcome to our newest volunteers!

Amivi Dabla
Wed. mornings

Dan Zaharia
Wed. afternoons

Harilton Rodrigues
Mon. & Tues. afternoons

Lucy Dilts
Tues. & Wed. afternoons

Mary Ann Patterson
Mon. afternoons

Volunteer Hours Jan - June 2009

Client Services* -	1,886 hrs
Board of Directors -	178 hrs
VPP Pilots -	314 hrs

*includes VPP office volunteers

Hope Air's volunteer program, and this inaugural edition of CARELINE, is generously supported by

