

**KINGSTON  
GENERAL  
HOSPITAL  
AUXILIARY  
ANNUAL REPORT  
2012 – 2013**





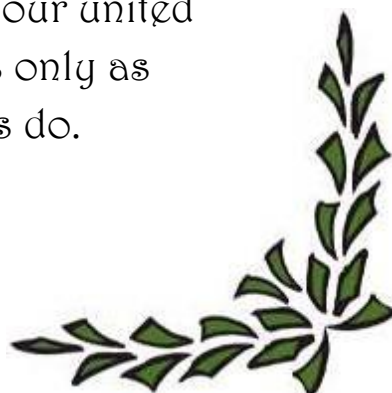

## Prayer for Hospital Auxiliaries

Almighty God and Heavenly Father  
of Mankind,  
bless we pray Thee, our endeavours  
in those hospitals in which we strive to bring  
comfort and hope to all  
who are in distress of mind or body.

Guide us so that we may use the privilege given us  
to help the aged,  
the ill and very young – with generosity,  
with discretion and with gentleness.

Give us the strength to labour diligently,  
the courage to think and to speak  
with clarity and conviction  
but without prejudice or pride.

Grant us we beseech Thee both wisdom  
and humility in directing our united  
efforts to do for others only as  
Thou would have us do.



## *Auxiliary Contributions to Kingston General Hospital - A Brief History -*

*Let's go back in time to November 6, 1905 when Mrs. A.G. Connell, President of the Women's Aid Society (W.A.S.) prepared her first report to the Management Committee of the General Hospital. She reported that they had completely stocked the hospital with linen, purchased 1 dozen hot water cans, 1 dozen doctors' aprons and 23 nurses' gowns and collected 17 bottles of fruit. They also cleaned and painted Sampson Ward and spent \$53.32 on cutlery and china. Members paid for most of these purchases from their own funds as the only source of income was the \$1.00 Membership fee paid by the 110 members, occasional concert or musicale held in Convocation Hall, bridge parties, copper showers and tag days. In 1906, a huge bazaar held at City Hall raised \$1,150.00 and a Made in Canada Fair held in the Armouries netted \$12,000.00.*

*Financial Contributions were directed to Hospital Maintenance, Stocking the Linen Cupboard etc. They paid for a new roof and fire escapes for the main building and they built a root house to store vegetables and made repairs to the ice house.*

*The hospital had financial problems and as requested, the W.A.S. covered the deficit of \$3,189.00.*

*1909*

*The hospital had a deficit of \$2,500.00 and again requested funds from the W.A.S. This time a note was attached to the cheque stating that "There must be some misunderstanding on the part of the Committee of Management as to the nature of the work undertaken by the W.A.S. by asking for money from them to meet deficits for running expenses". That was the last time they covered a deficit.*

*1911*

*The Auxiliary has had employees since 1911. Miss Baird, a dietician, was hired in 1911 at a salary of \$40.00 per month.*

*1927*

*They furnished the common room of the newly completed Nurses' Home*

*1943*

*They invested \$2,000.00 in victory bonds and turned them over to the Victory Expansion Committee as their first contribution and by the end of 1946 they had donated an additional \$8,000.00.*

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1950's

*The Coffee Shop and Gift Shop were the main source of income as they are today. As they became more profitable, the Auxiliary was able to purchase equipment and contribute to the building fund capital appeals.*

1958

*A play therapist for Paediatrics was hired at a salary of \$4,000.00 per annum until the department was able to include it in their own budget.*

1962/65

*\$30,000.00 was contributed toward the furnishing of the Nurses' Education Building.*

1962

*The Renal Dialysis unit was established and \$5,000.00 was contributed to the purchase of the first Artificial Kidney. A further \$2,000.00 was donated and in 1964 \$17,549.00 was pledged to the purchase of more up to date equipment.*

1975

*\$28,000.00 was contributed to furnish the waiting rooms at F.A.P.C. and \$15,000.00 to decorate and partially furnish Kidd House.*

1979

*\$35,000.00 was donated to the Diagnostic Radiology Department towards the purchase of a Nuclear Camera.*

1980

*6 Defibrillators costing \$48,000.00 were purchased for the I.C.U.*

1984

*The \$400,000.00 pledge to the Building Fund Capital Appeal was completed. \$269,194.43 from the Auxiliary and \$130,805.57 from the Cash Draw – draws 1, 2 & 3*

1986

*Starting with Cash Draw #4, all revenue from the cash draws was directed to the purchase of equipment.*

1987

*\$195,000.00 was contributed to the hospital and a pledge of \$280,000.00 over 3 years made to purchase a Coronary Monitoring System.*

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### *1993 to 2005 the Auxiliary contributed:*

<i>Auxiliary</i>	<i>\$6,324,879.00</i>
<i>Cash Draw</i>	<i>\$1,051,329.00</i>
<i>Gananoque Auxiliary Branch</i>	<i>\$93,763.00</i>
 <i>Queens' Student Auxiliary Branch</i>	 <i><u>\$6,004.00</u></i>
<i>For a Total of:</i>	<i>\$7,475,975.00</i>

*This amount included the purchase of approximately 115 pieces of equipment, ranging in price from \$2,400.00 for a dialysis chair to \$329,000.00 for an Electrocardiographic System, and \$1,500,000.00 to Health Care 2000.*

*These are all pretty impressive figures from when pennies were as hard to come by as dollars are today - BUT the Auxiliary has always been able to keep pace with inflation, and, as it has expanded its membership and its creativity, has found new sources of revenue to meet our growing commitment to the Hospital. This is very obvious when the contributions during the past 6 years are considered. These included 2 pledges, one to a new Operating Room Suite and one to the renovations to Central Processing and the new Renal Dialysis Unit. These 2 pledges totalled \$5 million paid over 9 years.*

### *2006 to 2012 the Auxiliary contributed:*

<i>Cash Draw (until it ceased operation in 2008)</i>	<i>\$220,000.00</i>
<i>Gananoque Branch (until it disbanded in 2007)</i>	<i>\$27,000.00</i>
<i>QSAB</i>	<i>\$20,000.00</i>
<i>Pledge to OR</i>	<i>\$2,500,000.00</i>
<i>Pledge to C.P.S. &amp; Renal Unit</i>	<i>\$2,500,000.00</i>
<i>Equipment purchases</i>	<i>\$882,000.00</i>
<i>Grants to KGH Departments</i>	<i>\$243,000.00</i>
<i>Millennium Education Fund</i>	<i>\$40,000.00</i>
<i>HELP</i>	<i>\$22,000.00</i>
<i>Memorial Fund</i>	<i><u>\$20,000.00</u></i>
<i>For a Total of</i>	<i>\$6,474,000.00</i>

*Total funds raised and contributed to the hospital over the past 19 years is close to \$14,000,000!!*

*The Auxiliary, which started its life as the Women's Aid Society over 100 years ago, continues today as a vibrant and dedicated organization. It includes women and men, all committed to serving the Auxiliary and the hospital. New members are always welcomed and we need everyone involved to spread the word of our good deeds.*

*General Membership Meetings are held in September, November and March and the Annual General Meeting is held in June. All are welcome to attend and new members encouraged.*

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## MINUTES OF 107th ANNUAL GENERAL MEETING

June 11, 2012

The 107<sup>th</sup> Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 11, 2012, at the Days Inn, Kingston. There were 50 members and guests present.

The President, Sandy Thomas, called the meeting to order at 11.00 a.m. She welcomed those in attendance and asked members to repeat the Auxiliary Prayer. After the prayer the President read the names of the members who have died over the past year and a moments silence was observed in memory of them. Those members were: Bob Jolliffe, Helen McRae, Margaret Sutcliffe, Elizabeth Boak, Barb Paterson, Helen Wright (Gananoque), Marion Dealey, Sheina Kaye, Carol Chown, Beryl Kerr, Barbara Lesslie, Marion Marks, Rosemary Jonas.

### 1. PAST PRESIDENTS

Sandy Thomas, President, welcomed and introduced the Past Presidents of the Auxiliary who were present at the meeting:

Glenna Nesbitt	1965	Mary Lapeer	1998
Sandy Thomas	1986	Janet Swaine	2000
Shirley Abramsky	1988	Jean Fraser	2004
Estelle Salamon	1990	Annastasia Cliffe	2006
Hilda Lake	1994	Sandra Fletcher	2009

2. INTRODUCTION OF NEW MEMBERS PRESENT - Sandy Thomas called on Lorraine Coull, Membership Convenor, to introduce the new members.

3. INTRODUCTION OF GUESTS – The President introduced the following special guests in attendance: Tom Buchanan, Chair of the Board of Kingston General Hospital, Shannon Graham, VP, People Services and Organizational Effectiveness, attending on behalf of Kingston General Hospital Administration, Mary Smith, President, Volunteer Services to the Hotel Dieu Hospital, and the newly hired Auxiliary Assistant, Theresa Hill. Sandy welcomed the guests and thanked them for coming.

### 4. MINUTES of the 106th ANNUAL GENERAL MEETING

It was moved by Hilda Lake, seconded by Jean Fraser, that the Minutes of the 106<sup>th</sup> Annual General Meeting held June 13, 2011 be accepted as circulated. Motion carried. The President commented on the changes that had occurred during the year, especially the structural changes to the hospital. She stated that these have affected all hospital volunteers. She praised the volunteers for their successful adaptation and contribution to the hospital through the disruption. She requested the members present to encourage others to volunteer so that they too could experience the reward that comes through service to others. Sandy acknowledged the contribution made by Peter Ginn, Auxiliary Treasurer, Dona Riddell, Gift/Tuck Shop Treasurer, Gerda Patterson, Café Treasurer, and to Shirley Brunke, Past Treasurer, and thanked them for their work. Also, she thanked Stacey Robertson and Linda Martin, Managers of the Café and Gift/Tuck Shops. The President congratulated Annastasia Cliffe, newly elected Chair of the South East Region of HAAO, and Sandra Fletcher, newly elected Secretary Treasurer of the South East Region of HAAO. Sandy read an email sent by Liz Dobbs-Jones, Associate Director of Development UHKF, and Denise Cummings, Executive Director UHKF, expressing their regret at not being able to attend the meeting and thanking the Auxiliary members for their service and financial contributions to the hospital.

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### 5. TREASURER'S REPORT

The Treasurer, Peter Ginn, presented the financial report. The surplus as of March 31, 2012 was \$655,720.04.

5.1 Peter Ginn moved, seconded by Sandra Fletcher, that the Financial Report for the year ended March 31<sup>st</sup>, 2012, prepared by KPMG Chartered Accountants be accepted as printed. Motion carried.

5.2 Peter Ginn moved, seconded by Anastasia Cliffe, that the unallocated 2011/2012 surplus revenue of \$655,720.04 be disbursed as follows:

Surplus as at March 31, 2012		655,720.04
Retained for working capital		<u>79,440.04</u>
Unallocated Surplus Funds		<u>575,780.00</u>
<u>DISBURSEMENTS</u>		
<u>KGH DEPARTMENTS</u>		
Water – Cancer Centre	5,000.00	
Spiritual Care	1,500.00	
Sexual/Domestic Assault Program	6,000.00	
Social Work Patient Fund	4,000.00	
Volunteer Services – Uniforms	1,000.00	
Mental Health	<u>4,000.00</u>	21,500.00
<u>EQUIPMENT</u>		
Portable Ultrasound – Emergency Dept.	\$55,780.00	
Endobrachial Ultrasound	\$170,000.00	
Antenatal Diagnostic Clinic Ultrasound	\$225,000.00	
Sensomedics Oscillator	\$70,000.00	
1 Cardio Respiratory Monitor	<u>\$34,000.00</u>	<u>554,780.00</u>
Total		NIL

Motion carried.

5.3. Peter Ginn moved, seconded by Jean Fraser, that KPMG Chartered Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2012 to March 31, 2013. Motion carried.

5.4. Peter Ginn moved, seconded by Barb Arniel, that the proceeds of the 2012 Golf Tournament be used towards the Mental Health Inpatient Unit at KGH. Motion carried.

5.5. Peter Ginn moved, seconded by Eleanor Einarson, that the monies in the Memorial Fund be used to purchase 3 special wheelchairs for Occupational Health for a total of \$9,800. Motion carried.

5.6. Peter Ginn moved, seconded by Heather Breck, that the proceeds of the 2011 Teddy Bear campaign be used to purchase a subcutaneous Bilimeter and two intravenous IV infusion pumps for a total of \$24,000.00. Motion carried.

5.7. Peter Ginn moved, seconded by Heather Breck, that the proceeds of the 2012 Teddy Bear campaign be used towards the purchase of portable over bed warmer for thermal regulation and up to 3 bassinets for a total of \$23,307.00. Motion carried.

### 6. CONSTITUTION AMENDMENTS

6.1 Moved by Sandra Fletcher, seconded by Lorraine Coull, that ARTICLE VIII – MEETINGS be amended by deleting:

1. Four (4) General Meetings of the membership shall be held each year. The fiscal year shall coincide with that of the hospital.

To be replaced by:

1. Three (3) General Meetings of the membership shall be held each year. The fiscal year shall be the same as the hospital. Motion carried.

6.2 Moved by Sandra Fletcher, seconded by Bev Fluhrer, that ARTICLE VIII – MEETINGS be amended by deleting:

4. The Board of Directors and Council shall meet in September, October, November, January, March, April and May to consider the regular business of the organization and to present recommendations to the membership.

To be replaced by:

4. The Board of Directors and Council shall meet in accordance with By-law 1 Meetings Section 3 to consider the regular business of the organizations and to present recommendations to the membership. Motion carried.



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6.3 Moved by Sandra Fletcher, seconded by Gloria Fitzpatrick, that ARTICLE IX – AMENDMENTS be amended by deleting:  
4. Amendments to the Constitution and By-Laws by the organization shall be effective when approved by the Board of Directors of the Hospital. Motion carried.

### **6.4 AMENDMENTS TO BY-LAWS**

Moved by Sandra Fletcher, seconded by Shirley Hicks, that By-law I – MEETINGS be amended by deleting:

1. The General Meetings of the organization shall be held on or as close as possible to the last Monday of the months of September, November, January and March. The fiscal year shall end on March 31st.

To be replaced by:

1. The General Meetings of the organization shall be held on or as close as possible to the last Monday of the months of September, November, and March. The fiscal year shall end on March 31st. Motion carried.

6.5 Moved by Sandra Fletcher, seconded by Lorraine Coull, that By-law I – MEETINGS be amended by deleting:

3. The Board of Directors and Council Meetings of the organization shall be held on the first Tuesday of the months of September, October, November, January, March, April and May.

To be replaced by:

3. The Board of Directors and Council Meetings of the organization shall be held on the first Tuesday of the months of September, November, February, March, April and May. Motion carried.

6.6 Moved by Sandra Fletcher, seconded by Hilda Lake, that By-law VII – AUXILIARY SERVICES be amended by deleting:  
Section 1 - HUGS & Maternity

To be replaced by:

Section 1 - Maternity/HUGS. Motion carried.

6.7 Moved by Sandra Fletcher, seconded by Estelle Salamon, that By-law XII – DUTIES OF THE BOARD OF DIRECTORS,  
Section 2. THE VICE-PRESIDENT – be amended by changing:

Section B - Shall be Co- Chair of Finance Committee

Section 5. THE TREASURER – be amended by renumbering Section F to Section G

To be replaced by:

Section F – Shall be Co- Chair of Finance Committee. Motion carried.

### **7. CHEQUE PRESENTATION**

A cheque was presented by Sandy Thomas, President, representing the KGH Auxiliary, to Kingston General Hospital Board Chair Tom Buchanan and VP, People Services and Organizational Effectiveness, Shannon Graham, in the amount of \$609,680.00, representing the Auxiliary pledge for the purchase of equipment for this fiscal year.

### **8. GREETINGS**

Tom Buchanan, Chair of the KGH Board of Directors, thanked the Auxiliary for its continuing contribution to the hospital financially and through its hard work. He stated that he is very impressed with the work of the Auxiliary and congratulated Anastasia Cliffe and Sandra Fletcher for their election to positions in the South East Region of HAAO. Shannon Graham, VP, People Services and Organizational Effectiveness, thanked the Auxiliary for its financial contribution to hospital equipment.

### **9. ANNUAL REPORT**

The President introduced the Annual Report and highlighted some items. She thanked members of Board and Council for submitting their reports and also thanked Toni Borhi and Sandra Fletcher for completing the preparation of the report. She encouraged members to spend some time reading about the activities of the last fiscal year. Acceptance of the Report as printed was moved by Sandy Thomas, seconded by Jean Fraser. Motion carried.

10. LUNCH - The meeting adjourned at this point for lunch and Jenny Raymond was called upon to say grace. The meeting continued after lunch.

### **11. PRESENTATION OF AWARDS**

Hilda Lake, Chair of the Awards Committee, with the help of our Honorary President, Estelle Salamon and chair elect of the Awards Committee, Barb Arniel, presented the following awards:

Certificates of Appreciation were announced for the following members for service to the Auxiliary:

Brenda Bartlett, Anne Crawford, Hugh Huntting, Linda Luhtala, Gail McGarrell, Helga Nancarrow, Diane Olajos, Ron Pushcar, and Claudette Trudeau.



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Certificates were also announced for non-members: Fatima Belez (Environmental Services), Judy Decker (Gift Shop), David De Sousa (Maintenance), Les Ernst (Maintenance) and Ray Roberts (Help Desk & Cash Draw)

Outstanding Service pins were awarded to the following Auxiliary members in recognition of their long and valued service: Bea Breen (Help Desk), Barbara Cogan (Gift Shop), Carol Groenewegen (ICU/ER/Help Desk) and Lois Irwin (Help Desk/Café Hostess/ Café committee)

HAAO Life Memberships Each year the names of members who have served in the Leadership and Executive Service category or as long time members are submitted to the HAAO for consideration as recipients of Provincial Life Memberships.

This year these are Les Pike (Leadership) and Jacquie Bryden, Mary Jellinck and Kathy Wirsig (Longstanding and Reliable Service).

All four recipients will hopefully attend the HAAO Convention in November to receive this honour.

Honorary KGHA Life Memberships were awarded to Marie Murphy and Gerri Price.

Our Honorary President for 2012-2013 is Shally Mahood.

Mrs. J.C. Connell Award Hilda Lake

Flowers were given to Hilda Lake and Estelle Salamon and will be delivered to Shally Mahood who was unable to attend. It was noted that those award winners who were not present will be given their awards at a later date.

### 12. NOMINATING COMMITTEE REPORT

Sandra Fletcher, Chair of the Nominating Committee, presented the list of those members who have agreed to serve on Council for the coming year. She thanked the members who have agreed to continue; named and thanked those who have completed their term and introduced those in attendance who are new to their positions.

13. INSTALLATION - Sandra Fletcher, Chair of Nominating, announced that an Acting Vice-President, Jenny Raymond, had been appointed by the Committee for the remainder of the term to replace Gloria Fitzpatrick who has resigned. She introduced Jenny Raymond and asked her to come forward to be formally installed. Anastasia Cliffe, President of South East Region of HAAO, issued the oath of Office and declared Jenny duly elected.

### 14. THANKS & ANNOUNCEMENTS

The President thanked Sandra Fletcher for providing all of the arrangements for the Annual Meeting and Anastasia Cliffe for arranging the lunch. She also extended a thank you to the Day's Inn staff involved in providing the delicious lunch. Thanks were also extended to Blaney's Flowers for providing the centerpieces.

The President announced that the September General Meeting will be a Membership Meeting. The meeting will be at Cooke's Portsmouth United Church, September 24, 2012 at 11:00 a.m. Members were asked to bring a potential new member with them to the meeting. There will be further information in the July Newsletter.

The next Board and Council Meeting will be Tuesday September 4, 2012, 9:30 a.m., Tompkins Funeral Home.

The HAAO Convention, adult portion, will be November 5, 6, and 7<sup>th</sup> at Fairmont Royal York, Toronto.

November Board and Council will be moved to November 13, 2012, Tompkins Funeral Home, due to a conflict with the HAAO Convention.

Shannon Graham, VP, People Services and Organizational Effectiveness, on behalf of Kingston General Hospital, acknowledged the Board of Directors for their exemplary work this year.

### 15. ADJOURNMENT

There being no further business, declared the meeting adjourned at 1:15 p.m.

Sandy Thomas  
President

Alberta Saunders  
Secretary

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### **PRESIDENT'S ANNUAL REPORT**

As I reflect on the activities of the past year it is with some sadness. Our Auxiliary has had some huge losses with the death of Toni Borhi, our Auxiliary Assistant, in August, Shally Mahood, a devoted member and volunteer for fifty years in February, and Janet Swaine, a Past President and former Convenor of the Gift/Tuck Shops in March. Shally and Janet both personified all that an Auxiliary can hope for in a member. These 3 women will be missed for a long time to come. We have welcomed a new Auxiliary Assistant, Theresa Hill, who has fit in perfectly.

This year has presented similar challenges on the fund raising side as last year. Both the Café and the Gift/Tuck Shops have continued to experience significant losses in coffee sales directly due to the arrival of Tim Horton's. Both businesses continue to work diligently to provide quality, variety and more selection in order to attract customers. The hard work of our managers and staff to support us is greatly appreciated. Only through continuous improvement and innovation can we continue to make a significant contribution to our hospital.

The OLG Lottery booth in its location adjacent to the Tuck Shop has seen some new customers appear from other parts of the hospital and is showing some improvement in sales. The HELPP lottery continues to struggle and will need more continuity in service and / or a better location in order to survive. Members of your Auxiliary Board have taken concerns re our loss of revenue to members of our hospital administration and we have been assured that in spite of our lowered revenues the hospital is benefitting financially from its contract with the Compass Group.

The Auxiliary is experiencing its first full audit this year and we await the results. Our hard working Treasurers have assisted in this process. These are the members who work behind the scenes and give so many hours to complete this important task. There is another special member working behind the scenes, Shirley Brunke, who I am told has completed between 500 and 600 receipts this year for our many donors. They are all vital to our organization.

Members of your Board and Council attended the both the Spring and Fall HAAO S.E. Region Conferences as well as the full HAAO Convention in Toronto in November. These events are educational and important for us to participate in as an HAAO member. Four new PLMs were announced at the Annual Meeting last June and attended the celebratory banquet at the Royal York Hotel along with their family members and the 4 delegates. Jacquie Bryden, Mary Jellinck, Les Pike, and Kathy Wirsig enjoyed their special evening. This year the Auxiliary sent one member to the PAVRO Conference in February to hear an illuminating speaker talk about engaging volunteers of all ages. This is a very timely topic as we face difficulties in recruitment and retention.

Last fall the Millennium Endowment Fund awarded \$3,000.00. The recipients were 2 members of the KGH nursing staff and the award helped further their nursing education and their work at KGH. As well, the QSAB Bursary was awarded to 2 Life Sciences students who exemplify student volunteerism.

This year all events of the Millennium Fund Raising Committee continued successfully. The April Spring Fling Luncheon and Bridge was a well enjoyed event and raised a little money in the process. The Golf Tournament, held in May, was a day filled with fun and fellowship and proved to be successful financially with our Honorary Chairperson Alicia Gordon enthusiastically seeking new sponsors. Just over \$40,000.00 was raised for the Mental Health Unit to purchase

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equipment and support activities. As usual the Stratford Bus Trip in June filled up quickly. The 2 days were enjoyed by all who were fortunate enough to attend. It was my first trip with the group and I would definitely recommend it to anyone. Jean Fraser continues to enthusiastically pursue the "Search for Gold" and when it was discovered that the penny would go out of circulation began collecting those as well. The Teddy Bear Campaign, held in November, enthusiastically supported the purchase of a "Vein Viewer" for Paediatrics that will make IV starts and the drawing of blood much less painful for the smallest patients. For the first time trees were placed in the Abramsky and Burr lobbies to advertise this campaign. Our Christmas Bazaar again featured a Christmas theme with beautiful wreaths for sale along with baked goods, jewelry, books, gift and artisan items as well as a silent auction and refreshments. The Field of Miracles continues to be a very popular place to recognize KGH births.

The Library Cart and the Coffee Cart continue to travel through the hospital but the loss of many clinics to HDH in February will have an effect on both of these services.

Our Hair Salon has a new stylist. Betsie is working hard to attract new customers and continues in the tradition of providing services to patients in their rooms when required. Many of our members are customers and we are very happy with the results.

In January the Auxiliary hosted our Annual Staff Appreciation Tea in the Atrium. Staff numbering 374 attended and thoroughly enjoyed the refreshments provided.

I sincerely want to thank everyone who worked at their appointed tasks both in and outside of the hospital in order to make our contribution to patient care at KGH.

Respectfully submitted,

Sandy Thomas

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### **ARCHIVES**

During the period 2012/2013, Minutes of Meetings, Financial Reports and other items of interest relating to the Auxiliary have been received on a regular basis. These documents are stored in the Volunteer Office prior to being forwarded to the Hospital Archives for the required retention period. The expertise and co-operation of the KGH Archivist is vital to the Auxiliary and sincerely appreciated.

Eileen Pike, Chair

### **ARTISTIC OUTREACH**

The volunteers continue to visit Kidd 9 and Connell 3 and Connell 9 and ask patients if they would like their picture changed. Very often they like the picture they have so we leave it in the room. The volunteers enjoy talking to the patients about why they like a certain picture or if they prefer a change we try to find a picture that is similar to what they have requested.

Connell 3, Connell 9 and 10 have undergone extensive renovations so during that time we had to remove the pictures from the walls. Connell 3 and Connell 9 have completed renovations so, after the pictures hangers were replaced by maintenance, we were able to hang the pictures. Renovations have been completed on Connell 10 but we have to wait for the white boards to be hung before we can hang the pictures.

Janet Rosser, Convenor

### **AWARDS**

The Awards Committee met in February and March to consider recipients for awards to be presented at the 2013 Annual Meeting in June. The names for the Certificates of Appreciation, Outstanding Service Pins, Honorary Life

Memberships of our Auxiliary, Candidates for Provincial Life Memberships were presented and approved by the Committee and the Board of Directors. Approval was also given for the Honorary President and Mrs J C Connell Award.

The recipient of the 2013 Mrs J C Connell Award, Janet Swaine, was announced to her family and friends at her Memorial Service in March 2013. The family will be presented with the Award at our June Annual Meeting. Janet is a very worthy recipient of this Award for her exceptional Auxiliary service over many years.

Thank you to Committee Members, Bev Fluhrer, Sandra Fletcher, Shirley Hicks, Annastasia Cliffe, Lorraine Coull, Sandy Thomas and Jill Holland-Reilly.

Barb Arniel, Chair

### **CAFÉ**

This year has been an exciting one for the café. Thanks to our dedicated and hard working staff and café manager Stacey Robertson, the café has kept our loyal customers returning over and over again.

New uniforms were introduced with the KGH Auxiliary café crest on the sleeve, fresh paint, new signage across the front windows and on our bulkhead and new gates have all helped to bring the Auxiliary's café business to the front lobby with style. Stacey has worked tirelessly to provide innovative food choices that tickle the palate and ensure repeat business. We used a coffee card to encourage loyal coffee buyers to choose us. With the purchase of nine cups they receive a tenth cup free. The café increased prices in September to reflect a fairer value for our merchandise. All of these initiatives have worked to bring in our budget well over projections for this year. We said a heartfelt good-bye in the spring to Sandy Filson a long serving employee at the café. Lois Irwin and Marsha Smith two faithful café

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volunteers left us to do other valuable work in the hospital. Thank you also needs to be extended to our café committee members who meet five times a year. Committee members are Les Pike, Jane Hannaford, Gerda Paterson (treasurer) and Sandy Thomas (President). Thank you to everyone for their contributions to the success of the café.

Shirley Hicks, Convenor

### **CHRISTMAS HARVEST BAZAAR**

The Christmas Harvest Bazaar took place on November 28, 2012, in the Old Cafeteria Connell 3. The Auxiliary's many talented bakers and confectioners, plus contributions from generous friends and local businesses, ensured the success of the Bake and Candy tables at this year's Bazaar. The Jewelry Table was another popular draw with customers lining up at the door to get first crack at the choice items, while the Silent Auction, as always, ended with a flurry of activity at the end of the day. With the Old Cafeteria decorated for the Christmas Season and background music by a very talented Queen's student, the atmosphere was definitely festive. The sale of toys, baby wear and lingerie from the Gift Shop, the Book Table and Christmas wreaths donated by local florists and greenhouses, combined to bring in a total of \$6,386.86.

It appears our new format for the Bazaar, introduced last year, continues to contribute to its success.

Special thanks to the many volunteers who participated, the telephone committee, donors, bakers and the visitors who joined us. Thanks also to Terry Walker for allowing us to use Connell 3 - Old Cafeteria and to Environmental Services who helped so efficiently with set up and clean up. It

takes the co-operation of all our members to achieve such excellent results.

Annastasia Cliffe & Jean Fraser,  
Co-Convenors

### **COFFEE CART**

Thank you to all the workers on the coffee cart round, including the supporters and summer students. All your efforts are appreciated! Thanks also to Theresa in the office and Erin in the Tuck Shop for their help.

The cart itself was cleaned by the Maintenance Dept., including the wheels which now move in any direction. The coffee maker continues to make us an excellent brew of coffee.

Some outpatient clinics are moving to Hotel Dieu, as they are ambulatory ones. How much this will affect the coffee cart service is not yet clear.

David W. M. Smith, Convenor

### **CONSTITUTION**

The Constitution committee communicated through email in March to assess the need at this time for any amendments to the Constitution and By-Laws of the KGH Auxiliary.

As we are still in the process of reviewing the Constitution and By-laws to ensure compliance with Bill 65, Bill Mutch, an Auxiliary member and retired lawyer, was asked to look at the Bill and our Constitution and By-laws regarding any necessary amendments. He has submitted suggested amendments to the committee and we will be meeting in the coming year to look at these. Any amendments or additions will be presented for approval by the general membership at the coming meetings in 2013/2014 as this work must be completed within 3 years of the Act being officially adopted.

## ANNUAL REPORT 2012 - 2013

I would like to thank the committee members: Sandy Thomas, Jenny Raymond, Mary Lapeer, Teresa Tait and Alberta Saunders for their contributions

Sandra Fletcher, Chair

### **CORRESPONDENCE**

For the period April 1 2012 – March 31 2013, the following cards were sent:

Sympathy: 25, Get Well: 11, Miscellaneous: 1.  
Total: 37

Heather Breck, Elected Member

### **FAMILY SERVICE**

Twenty years ago, the Auxiliary under the guidance of Shirley Abramsky, established The Family Service Area. Family Service consists of nine rooms, 15 beds and two kitchens. It is a place where The Department of Social Work can refer families of critically ill patients. Because it is located within the hospital, it enables families to get some much needed rest while staying in close proximity to their loved ones.

The Family Service Committee monitors the rooms on a weekly basis and provides; tea , coffee and cookies. We receive many letters from our guest expressing their gratitude and donations this year are up substantially to approximately \$4,500.00.

After an eventful previous two years, when the area was painted, re-carpeted and furniture and paintings added, this year has been relatively quiet. The Auxiliary has received many compliments on how nice the rooms look and we hope this has added to the comfort of our guests.

We have been most fortunate that Angela Van Dalen has agreed to be part of our committee.

She joins Shirley Abramsky, Julie Robinson, Estelle Salamon, Sandra Fletcher and Sandy Thomas.

Fran Berrigan is our liaison with I.C.U. volunteers and Cathy MacGillivray with the Department of Social Work. I would like to thank the committee members and numerous others who have helped Family Service run efficiently and who have enabled The Auxiliary to offer this service to our community.

Mary Lapeer, Convenor

### **GIFT AND TUCK SHOP**

We were deeply saddened by the death of two of our long time Gift Shop volunteers. Shally Mahood passed away February 13 and Janet Swaine on March 7. These two ladies were truly the heart of our committee. Both were exceptionally talented in so many areas, but especially in buying and displaying.

This past year has had many ups and downs. The Tuck Shop's sales in hot and cold beverages were down substantially. With a very creative manager, Linda Martin has brought in new products that have enhanced sales and with sales in the Gift Shop exceeding last year, we were able to realize another profitable year.

The staff and volunteers in the Tuck Shop and Gift Shop are to be complimented for the warm and friendly atmosphere that they convey to all who walk through our doors. Thanks to Michelle Gloumeau and Erin Dickson for helping make this happen.

Many thanks go out to our buyers who choose wisely at the Gift Shows and on line and also to those assisting us in the Stock Room. They are: Baby Wear- Linda Martin, Claudette Trudeau; Gifts – Janet Swaine, Liz Spotswood, Joan Robertson, Linda Martin; Jewellery – Lynn Van

## ANNUAL REPORT 2012 - 2013

Winckle; Lingerie – Moira Miller; Knitting – Eva Duffe and her talented knitters; Toys – Shally Mahood, Margaret McGowan, Anastasia Cliffe; Paper Goods– Linda Martin; and Sundries – Margaret McGowan.

I am very pleased to announce Bill Haywood has joined our Gift Shop staff. He is a very talented and skilled employee with firsthand knowledge in displaying and retail business.

Many thanks to Dona Riddell our Treasurer, for all her hard work. Her many suggestions in finance have made bookkeeping easier.

A special thank you to Linda Martin our amazing manager. She is always there to assist us, problem solve with us and to celebrate with us.

We cannot forget our customers who continue to support us through purchasing items from the Gift Shop and Tuck Shop. We value and appreciate their patronage and friendship. They are the reason for our success!

My first year as Gift Shop Convenor has been a busy and exciting one. I thank my Co Convenor Linda Luhtala for all her support and friendship, and our secretary Margaret McGowan for always being there to assist wherever needed. A special thank you to Theresa Hill who supports us in many ways.

Anastasia Cliffe, Convenor

### **HAIR CARE**

Eighteen months ago we said goodbye to Susan Flowers and wished her well in her retirement. We welcomed Jennifer to the salon, who was only with us a few months when she had other commitments and resigned.

After many interviews we chose Betsie. Betsie has been with us now for about a year, and has settled in very well.

Betsie keeps on top of all the latest hairstyles and does the most amazing hair cuts and is able to find just the right color for those tell-tale grey strands that have a way of showing up on our heads.

When Betsie started here, we changed our days to Tuesday, Thursday and Friday, for the most part this has been quite successful. We are very pleased that more staff seem to use our service and some volunteers.

We still offer bedside service but try to encourage patients to be brought down to the salon.

We have printed a brand new brochure, which includes the price list on the reverse side. We no longer leave the flyers room to room, but now have a few brochures on each floor in the various lounges.

If you have not yet met Betsie drop in and introduce yourself and perhaps get a new look.

We look forward to meeting and greeting you there.

Gloria Pivnick, Convenor

### **HELP DESK**

This has been a quieter year for the Help Desk. We are well settled in our new area. We continue to meet the challenge of keeping updated with any changes in the hospital; for example, units closed related to carpet removal, relocation of Fraser Armstrong clinics, temporary locations of units and clinics while updates are done. The Help Desk Volunteers take pride in being current with what is happening at KGH so we can assist the public better.



## **ANNUAL REPORT 2012 - 2013**

A Help Desk meeting will be held in May where we will review any problems and update the volunteers on any changes. Our Volunteer Director Jill Holland-Reilly is a valuable resource when we plan the meeting. She arranges guests who are invited to discuss any concerns that have developed over the past year. These guests are usually staff members so discussions about various problems lead to better understanding and solutions.

The Help Desk team fills a useful role at KGH. We consider ourselves working at the "front line" as we deal with anyone who walks through the front doors of the hospital. We answer many questions related to locating patients, clinics, food, parking, nursing units, staff members, newspapers, finding places in Kingston etc. It is to everyone's advantage that we are well informed so we can do the best job possible.

Thank you for the ongoing help and support from the Volunteer Office, Jill Holland-Reilly, Kim Kelly, the new Volunteer Office employee, Carol Botting and Theresa Hill, Auxiliary Assistant.

Judy Strahan, Help Desk Convenor

### **HELPP LOTTERY**

The HELPP Lottery netted \$5,093.14 in the 2012/13 fiscal year, considerably less than previous years. The change in location to a spot near to the Kidd elevators and too few volunteers are contributing factors to this slump in revenue.

During the year, the fund purchased EZ Rest chairs for the hospital costing \$11,053.50.

Many thanks to our dedicated volunteers who keep the HELPP Lottery cart rolling: Ann Forcier, Alice Robertson and Catherine Maley.

The HELPP Lottery really needs help itself .....  
So, if you are interested in joining the team, please contact the Auxiliary Office.

Ron Pushcar, Convenor

### **HOSPITALITY REPORT**

Three General Meetings were arranged at Cooke's Portsmouth United Church. The Church members were most accommodating. The lunches were nicely served and were enjoyed by all.

Day's Inn has been booked for the Annual General Meeting on June 10<sup>th</sup> 2013.

The 16<sup>th</sup> Staff Appreciation Tea was held on January 30<sup>th</sup> in the Atrium. 374 Staff attended and were very appreciative. Thanks to Sue Cummins (Café Manager, Compass) and the dedicated Auxiliary Members who helped make another successful Tea.

Thanks to Theresa Hill and Karen Kitney for their support over the past year.

Hilda Lake, Convenor

### **H.U.G.S. PROGRAM**

This has been a very busy year for the HUGS program. There were a total of 94 packages given out this year, down in numbers from the last years.

We have many dedicated volunteers behind the scenes, who are helping to supply all our needs to provide baby items for those in need in our community.

The Limestone and Heirloom quilters have been very dedicated, providing the many quilts that we put in all packages. The Queen's knitting group make many of the hats and the small blankets that are used in the NICU and Labor and Delivery areas. A group of wonderful ladies at the Edith

## **ANNUAL REPORT 2012 - 2013**

Rankin Church have for the past two years, held a yearly sewing bee, providing us with receiving blankets, bereavement envelopes, medical education dolls, and many knitted items. The two Coordinators are retiring this April, so we will be looking for some other avenues of supplying these needed items. Many others out in the community sense the need, and support us with donated baby clothes, knitted items and blankets.

We have also been able to meet the supply of bereavement envelopes and memory blankets to Emergency for their Early Pregnancy Loss Program, as well as to Maternity, Labor and Delivery and NICU. We have shared quilts and blankets with Paediatrics and Family Services. Thanks to everyone who has helped support this program over the past year. Your kindness and thoughtfulness is so very much appreciated by all.

I would also like to welcome my new co-convenor Angela Van Dalen, and say, "welcome aboard!", and I look forward to working together.

Jan Sansom/Angela VanDalen Co-Convenors

### **LIBRARY**

The Library receives many magazines and paper back novels as well as some hard cover books for which we and our patients are very grateful. These are distributed to waiting rooms and patient floors. Donations may be dropped off at the Volunteer Office or at the Help Desk in the main lobby.

A big thank you and fond farewell to one of our Volunteers – Mary Pritchard, who has moved to Toronto.

Linda Patry, Convenor

### **LOTTERY BOOTH**

Over the past year, we have seen a slight decline in revenues from the Lottery Booth. This is partly

as a result of the relocation of the booth but mainly stems from the fact that the booth has been closed more often due to the lack of volunteers. Our regular volunteers do a fantastic job when they are able but like many retired people go south in the winter. Unfortunately our pool of people able and willing to fill the vacancies has been reduced and thus we have had to reduce the hours of opening and on some days we have had to close the booth.

Since our profits results from commissions paid by OLG for both ticket sales and prizes redeemed, if we are not open, these commissions are zero. This year we were able to transfer our targeted amount of \$20,000 to the Auxiliary by using \$2,000 of the previous years' surplus to supplement the \$18,000 raised in commissions.

We said goodbye to 2 volunteers this year – Robin Lamond & Judy Torrents who moved over to the Cancer Centre. We welcomed Mary Johnston, who is taking over as Convenor for the coming year and welcomed back Marjorie Musgrave and Eddie Whelan who returned after taking personal leave. We gained one new volunteer, Dan McLaughlin, but we can always use more.

A big thank you is expressed to **ALL** our volunteers.

Sandra Fletcher, Convenor

### **MEMBERSHIP**

As of April 1, 2013 the KGH Auxiliary has 303 members. We have welcomed 8 new members, all of whom received welcome letters.

Sadly, 11 of our faithful members have died over the past year.

In the summer of 2012, it was necessary to have a very close look at our list of members and contact

## ANNUAL REPORT 2012 - 2013

those whom we had not heard from for a long time. The result was that we had 34 members resign. I am most grateful to Theresa Hill, Sandra Fletcher and Sandra Thomas for their help in sorting and tidying the membership list.

Six newsletters were sent out over this past year and many more members are now receiving their newsletter electronically. I am also grateful to the volunteers who helped to prepare the newsletter for posting.

Lorraine Coull, Convenor

### MEMORIAL FUND

This Report covers the period April 1, 2012 to March 31, 2013.

#### **Opening Balance**

April 1, 2012	\$11,257.13
Donations 143	\$9,131.00
<b>Sub total</b>	<b>\$20,388.13</b>

3 Wheelchairs  
Occupational Therapy Unit - \$9,800.00

#### **Closing Balance**

March 31, 2013	<b>\$10,588.13</b>
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The Auxiliary purchased 3 special wheelchairs for Occupational Health at a total cost of \$9,800.00. This expenditure was authorized at the June 2012 Annual Meeting.

A special 'Thank You' to Dale Rashotte who inscribes the names in the Memorial Book.

We were deeply saddened by the death of two of our long time Auxiliary Members: Shally Mahood – February 13, 2013 and Janet Swaine – March 7, 2013. They were also long-time dedicated Volunteers with the Gift Shop as their main focus. They will be greatly missed for many years to come.

Shirley Brunke, Special Officer

### MILLENNIUM ENDOWMENT FUND

The Endowment Fund was one of the ways in which the Auxiliary chose to mark the new Millenium. Fund raising commenced in 2000 with projects over and above the usual fundraising activities of the Auxiliary. The endowment fund was established in 2003 with a gift of \$200,000 from the Auxiliary.

All recipients are required to meet established criteria. Bursaries are given to support education programs which will enhance patient care at Kingston General Hospital.

#### 2004 December

Susan Hall R.N.	\$3000.00
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#### 2006 February

HannahKaufman MSS,RSW	\$5000.00
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#### 2007 January

Susan Hall R.N.	\$2996.00
Rachael Smith-Tryon	\$5000.00

#### 2008 March

Hannah Kaufman	\$3000.00
Rosemary Wilson R.N.	\$5000.00
Rachel Smith-Tryon	\$3000.00

#### 2009 March

Rosemary Wilson R.N.	\$1000.00
Dr. Tim Hanna	\$1000.00
Mae Squires	\$4000.00
Susan Hall R.N.	\$1000.00
Mike MacDonald	\$5000.00

#### 2010 March

Teresa Clinkinboomer	\$500.00
Mike MacDonald	\$2,000.00
Jeanette Suurdt	\$5,000.00

#### 2010 September

Lenora Duhn	\$1,500.00
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#### 2011 November

Lynn Newton	\$1,000.00
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#### 2012 Recipients:

Lynn Newton	\$2,000.00
Lori Proulx	\$1,000.00

<b>Total Distributed to Date</b>	<b>\$42,996.00</b>
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## **ANNUAL REPORT 2012 - 2013**

Members of the selection Committee were: Tanja Doiron, Organization Development and Learning, KGH; Sandy Thomas, Auxiliary President (Chair); Shirley Abramsky, Millennium Fundraising Committee and Auxiliary Member; and Jenny Raymond, Auxiliary Vice President. I would like to thank the committee members for their thoughtful consideration and assistance.

Sandy Thomas, Chair

### **MILLENNIUM FUNDRAISING**

The Millennium Fundraising Committee is committed to raising funds to help provide equipment or special services to Kingston General Hospital.

In 2012 the Millennium Fundraising Committee raised \$65,502.23

Our largest fundraiser is the annual golf tournament held in May at Loyalist Golf and Country Club. The 2012 Golf Tournament, the twelfth annual, raised \$40,249.84. Proceeds went to support the Mental Health Unit at KGH.

Other fundraisers included The Spring Fling Luncheon and Bridge held April 26 at Cooke's Portsmouth United Church which netted \$507.00 and our popular bus trip to the Stratford Festival in June to see two excellent plays, which brought in \$2,525.12

Two new projects initiated last year were "Search For Gold" and "Pennies For Patients". In early 2011 we asked our members to search for their old gold or silver, old watches, gold jewellery etc. The gold was then exchanged for cash. Proceeds from this project were \$1,753.00.

Last summer we set up an old baby isolette in the Volunteer Office and asked members to drop off discontinued pennies; to date our Treasurer

Peter Ginn has collected, counted and cashed in pennies for a total value of \$592.03.

The Field of Miracles Mural, located on Kidd - Davies 5, honouring a child's birth at KGH, is an ongoing fundraiser. Since its inception in 2005, 439 plaques have been sold including 28 plaques purchased in 2012.

The 2012 Teddy Bear Campaign in support of pediatric programs at KGH netted \$21,598.84. Proceeds from the 2012 campaign went toward the purchase of a Vein Viewer machine to assist in visualizing vessels to increase the success rate in starting IV lines and drawing blood in young patients. In addition more than 500 large & small bears were distributed to children receiving treatment at KGH. This year's campaign was dedicated to Teddy Bear Committee member Toni Borhi. Thirty-eight bears were on the tree to honour her memory.

A special thanks to Judy Strahan, Convenor of the Field Of Miracles Mural; Hilda Lake ,Convenor of Spring Fling; Heather Breck & Alice Robertson, Convenors of the Teddy Bear Campaign; Volunteers with our Golf Tournament and to all members of our hardworking Fundraising Committee. Thanks also go to Theresa, Jill & Kim for all their help and support throughout the year.

Jean Fraser & Heather Breck, Co-Chairs

### **PATIENT COMFORTS**

Thanks to the help of the Gift Shop Manager, Linda Martin, we were able to buy small seasonal hanging ornaments to be given to the In-patients on Christmas Eve. These were taken to the patients by five Auxiliary Volunteers and five High School students. The help of the students was especially appreciated.

## **ANNUAL REPORT 2012 - 2013**

A very nice 'Thank You' letter was received from a patient.

Through the year we continued to supply toothbrush and hair care kits and also other small items as needed.

Estelle Salamon, Special Officer

### **POLICIES AND PROCEDURES**

The Policies and Procedures Committee met on 3 occasions this year. Revisions were made to Policy #2.2 Code of Behavior; amendments to Policy # 4 Remuneration; additions to Policy # 7 Leaves of Absence; a new Policy #18 Educational Opportunities for Staff was created. Decisions were made regarding all wage and salary increases as per Policy #4 Remuneration and these increases have been ratified by the Board of Directors. I would like to thank all committee members, Sandra Fletcher, Secretary, Peter Ginn, Shirley Hicks, Annastasia Cliffe, Jenny Raymond and Ron Pushcar for their assistance and commitment to this task.

Sandy Thomas, Chair

### **QSAB**

The Queen's Student Auxiliary Branch (QSAB) experienced a very successful year.

QSAB, as a ratified club within the Alma Mater Society, was able to collect money through Student Opt Out Fees. This added considerable money to the amount which they were able to take in this year. Through this source and fundraising activities QSAB was able to raise over \$6,000.00. As a result of their efforts, the students will be able to purchase a Dynamap for Kidd 7, Oto/opthalmoscopes for Oncology, an IV pole for Medicine, and Glucometers for Cardiac.

The Annual Medical School Panel, sponsored by the Education Committee, was well received.

Two outstanding students were successful in receiving the KGH Auxiliary Student Volunteer Education Bursary.

The Annual Student Volunteer Appreciation Event held on March 27, 2013 highlighted QSAB's outstanding year. The statistics reported were amazing. Thirty-five students were in attendance at 80% or more of their volunteer shifts. Four students did not miss any of their shifts.

Sincere thanks goes to the QSAB President, members of the Executive, the Director of Volunteer Services and Corporate Accessibility, and the Volunteer Services Coordinator for their support throughout the year.

Alberta Saunders, QSAB Liaison

### **SCRIBE**

The newsletter is the Auxiliary's primary vehicle for keeping members informed of the activities of the Auxiliary, its members and the hospital.

The newsletter is distributed to Auxiliary members six times per year – September, November, January, March, May and July. It serves to keep members informed of Auxiliary activities; what has been accomplished; what other members are doing and profiles Auxiliary members and volunteers at KGH. Members who have died are also remembered and new members welcomed.

The newsletter is usually mailed on the second Wednesday of each month of issue notifying members of General Meetings. This includes the Annual General Meeting and other special events. Information is gathered from the various convenors. Profiles and other reports thought to be of interest to members are written and collated. This year more members have

## ANNUAL REPORT 2012 - 2013

requested receipt of the letter by email and this has saved paper, postage and time. The newsletters are made ready for mailing by Membership Chair Lorraine Coull. It is very important that any changes of address are registered promptly at the Auxiliary office to ensure timely receipt of the letter.

The other duty of the Scribe is to ensure the Auxiliary website is updated as needed and this has been taken care of during the past year. Regular updates on our events and achievements have also been submitted to HAAO for their website and for the Volunteer Newsletter.

Special thanks go to Theresa Hill, Auxiliary Assistant, for organizing the printing and emailing of the letter as well as proof reading.

Sandra Fletcher, Scribe

### **SECRETARY**

During the past year, minutes have been taken at the Annual General Meeting, three General Membership Meetings, six Board of Directors and Council meetings, and four Board of Directors meetings. I would like to thank Board Elected Member 1 for assuming the secretarial role during my vacation absence.

I am grateful to the President, for her assistance in providing me with comprehensive Meeting Agendas, and in editing the completed Minutes. This was a great help to me in recording the Minutes. Also, I would add my appreciation to the Auxiliary Assistant, for her work in filing and distributing the Minutes. It should be noted that official copies of all General Meetings and Board of Directors and Council Meeting Minutes are kept on file by the Auxiliary Assistant in her office.

These are available to any member who wishes to examine them. Minutes of all meetings are filed in the Archives.

I have enjoyed my term as Secretary and look forward to continuing to serve the Auxiliary.

Alberta Saunders, Secretary

### **SPECIAL CARE**

Special Care currently has seven active volunteers. There was another Palliative Care training course this March and three prospective new volunteers attended. The total number of meaningful visits made during the fiscal year 2012 – 2013 was 1090, this is up by 150 visits over last year.

The volunteers met informally with the new Advanced Practice Nurse on the Palliative Care team in February so that everyone could get acquainted.

Two volunteers attended a one day conference on March 21, 2013 hosted by Hospice Kingston titled "Care of the Dying: Making Meaning at the End of Life". This was a very thought provoking day and has generated a lot of discussion amongst the Palliative Care team. This team meets weekly to discuss social aspects of the patients in their care and is attended by one or two Special Care volunteers.

Jenny Raymond, Convenor



## **ANNUAL REPORT 2012 - 2013**

### **VOLUNTEER SERVICES DIRECTOR**

This year 845 volunteers expressed their commitment to patient-centred care by contributing 80,592 hours. This represents an 8% decrease in volunteers and a 4% decrease in hours. Of these activities, 223 volunteers contributed 44,355 hours to services of the Kingston General Hospital Auxiliary. This is a decrease in hours of 2% and an increase of volunteers of 3% over the previous year.

The KGH leadership had the opportunity to formally thank the volunteers at the Community Volunteer Appreciation evening and Student Volunteer events. Seven volunteers received service recognition awards at the Ministry of Citizenship and Immigration event held in June. In January, volunteers were included in the employee event to receive their milestone pins.

The Summer Youth volunteers (high school students) spent many hours supporting Auxiliary services. These volunteers were placed in weekday shifts in Elder Life, FAVORS, Mental Health, Renal Unit, Pediatrics, Cancer Centre, Coffee Cart, Café, Tuck Shop. This group raised close to \$600 with 2 ice cream sundae sales and held a volunteer education day that included tours of the Queen's Anatomy Lab, Patient Simulation Lab and presentations from an Advanced Practice Nurse and Resident.

In the fall, the Ontario Division of Canadian Cancer Society Board of Directors decided to discontinue funding the volunteer resources coordinators position at regional Cancer Centres. In December, Shelley Pilon-McKeen, the CCS coordinator for Kingston resigned. To determine how Volunteer Services can be efficient and effective and most importantly continue to support the volunteers to be successful in their program areas, a departmental review was initiated. Volunteer satisfaction, recruitment and retention will continue to be priorities for the Volunteer Services staff. In an effort to address expressed volunteer requests and to engage volunteers in processes, planning for a Volunteer Advisory Council commenced. This group will aid in the development of a strategy to increase volunteer satisfaction and improve learning opportunities.

Volunteer Services piloted having musical trio perform in Burr 0 lobby for patients and staff. The response validated the desire to expand the program with other musical guests. Volunteers from Queen's School of Music are being recruited.

The Mental Health "Expressions" Gallery was unveiled on Burr 2. The rotating gallery allows patients to exhibit their work and also a goal to reduce the stigma associated with mental illness. This gallery is a result of patient contributions from a therapeutic art session on Burr 4 that is co-facilitated by an occupational therapist and a volunteer and funded by the Auxiliary and private donations.

It has been a privilege for me and the Volunteer Services staff team to work with the Auxiliary leadership, members and volunteers who continue their service of transforming the patient experience at KGH. We are continually regaled with stories from grateful staff, patients and families for what volunteers provide. We are energized by these stories, but also from those of the volunteers who speak about the impact that volunteering at KGH has for them. Thank you!

Jill Holland-Reilly, Director Volunteer Services and Corporate Accessibility



# ANNUAL REPORT 2012 - 2013

## NOTICE OF MOTIONS – FINANCE

1. It will be moved that the unallocated 2012/2013 surplus revenue of \$538,412.08 be disbursed as follows:

Surplus as at March 31, 2013	\$538,412.08
Retained for working capital	<u>\$80,662.08</u>
Unallocated Surplus Funds	<u>\$457,750.00</u>

### DISBURSEMENTS

#### KGH DEPARTMENTS

Spiritual Care	1,000.00	
Sexual/Domestic Assault Program	6,000.00	
Social Work Patient Fund	4,000.00	
Volunteer Services – Uniforms	1,000.00	
ICU Coffee	750.00	
Mental Health	<u>5,000.00</u>	<u>\$17,750.00</u>

### EQUIPMENT

To be allocated for major equipment purchase	350,000.00	
ECG Machines (5)	90,000.00	<u>\$440,000.00</u>

Total **NIL**

2. That KPMG Chartered Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2013 to March 31, 2014.
3. That the proceeds of the 2013 Golf Tournament be used towards the purchase of a new Renal Dialysis Unit.
4. That the proceeds of the 2013 Teddy Bear campaign be used to purchase equipment, as approved by the KGHA Board of Directors, for paediatric equipment at KGH.
5. That \$15,000 of the proceeds of the HELPP Lottery be used to purchase 3 Trauma beds for Emergency.

## **ANNUAL REPORT 2012 - 2013**

### **KINGSTON GENERAL HOSPITAL AUXILIARY** **BOARD OF DIRECTORS 2013-2015**

President	Jenny Raymond	Vice-President	
Treasurer	Peter Ginn	Elected member (1)	Heather Breck
Secretary	Sandra Fletcher	Elected Member (2)	Alberta Saunders
Past-President	Sandy Thomas		

### **MEMBERS OF COUNCIL – 2013 - 2015**

#### **STANDING COMMITTEE CHAIRS**

Archives	Eileen Pike	Millennium Fund	Jean Fraser
Awards	Barb Arniel	Co-Millennium Fund	Heather Breck
Constitution	Sandra Fletcher	Nominating	Sandy Thomas
Finance	Peter Ginn/	Policies & Procedures	Jenny Raymond

#### **CONVENORS OF SERVICES**

Artistic Outreach	Janet Rosser	Help Desk	Judy Strahan
Café	Shirley Hicks	HELPP	Ron Pushcar
Coffee cart		Library	Linda Patry
Family Services	Mary Lapeer	Lottery Booth	Mary Johnston
Gift Shop	Annastasia Cliffe	Maternity/HUGS	Jan Sansom/Angela Van Dalen
Co-Gift Shop	Linda Luhtala	Special Care	Jenny Raymond
Hair Care	Gloria Pivnick		

#### **SPECIAL OFFICERS**

Hospitality	Sandy Thomas	Patient Comforts	Estelle Salamon
Co-Hospitality	Karen Kitney	Co-Patient Comforts	Merna Manders
Membership	Lorraine Coull	Paymaster	Ron Pushcar
Memorial Fund	Shirley Brunke	Co-Paymaster	Fran Berrigan
Newsletter/Scribe	Sandra Fletcher		

#### **EVENTS CO-ORDINATORS**

Christmas Harvest Bazaar	Annastasia Cliffe & Alice Robertson
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#### **LIAISON POSITIONS**

Representative to Quality of Patient Care	Kathy Wirsig
Representative to QSAB	Alberta Saunders
QSAB President	

#### **MEMBERS AT LARGE**

Beverley Fluhrer	Lynn Van Winckle
Teresa Tait	Betty Ann Wilson