

**KINGSTON  
GENERAL  
HOSPITAL  
AUXILIARY  
ANNUAL REPORT  
2013 – 2014**





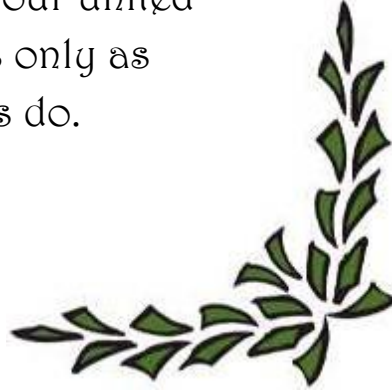

## Prayer for Hospital Auxiliaries

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***

*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.*

*2006 to 2014 the Auxiliary has 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>QSAAB (until it disbanded in 2013)</i>	<i>\$25,465.00</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>\$1,971,000.00</i>
<i>Grants to KGH Departments</i>	<i>\$281,760.00</i>
<i>Millennium Education Fund</i>	<i>\$40,000.00</i>
<i>HELP</i>	<i>\$33,054.00</i>
<i>Memorial Fund</i>	<i><u>\$29,800.00</u></i>
<i>For a Total of</i>	<i><u>\$7,628,079.00</u></i>

*Total funds raised and contributed to the hospital over the past 21 years is over \$15,000,000!!*

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### **MINUTES OF THE 108<sup>TH</sup> ANNUAL GENERAL MEETING**

**June 10, 2013      Day's Inn, Kingston      11 a.m.**

The 108<sup>th</sup> Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 10, 2013 at the Day's Inn, Kingston. There were 59 members and special guests present.

The President (ST) called the meeting to order at 11:00 am. She welcomed those in attendance to the 108<sup>th</sup> Annual General Meeting and asked members to join her in repeating the Auxiliary Prayer. After the prayer the President read the names of the members who had died since the last Annual Meeting and a minute of silence was observed to honour and remember those members who were: Sheila Barker, Elizabeth Dalton, Samuel Haggerty, Shally Mahood, Janet Swaine, and Toni Borhi, Kinston General Hospital Auxiliary, Auxiliary Assistant.

#### **1. PAST PRESIDENTS**

The President (ST) welcomed and introduced the Past Presidents of the Auxiliary who were present at the meeting:

Glenna Nesbitt	1965	Alice Robertson	1996
Sandy Thomas	1986	Mary Lapeer	1998
Shirley Abramsky	1988	Annastasia Cliffe	2006
Estelle Salamon	1990	Sandra Fletcher	2009
Hilda Lake	1994		

#### **2. INTRODUCTION OF NEW MEMBERS PRESENT**

The President (ST) introduced the new Auxiliary members who were in attendance: Vinod Vohra, Cheryl Turner, and Barbara MacDougall.

#### **3. INTRODUCTION OF SPECIAL GUESTS**

The President (ST) introduced the following special guests in attendance: George Thomson, Kingston General Hospital Board member, Chair of the Governance Committee and previous liaison of the Auxiliary; Shannon Graham, V.P. People Services and Organizational Effectiveness; Jim Flett, Chief Operating Officer; Mary Smith, President, Volunteer Services to Hotel Dieu Hospital; Jane Batey, President, Belleville General Hospital Auxiliary and Vice-Chair of South East Region. She read a letter from our HAAO President Elayne Meharg who was unable to attend the meeting.

#### **4. MINUTES OF THE 107<sup>TH</sup> ANNUAL GENERAL MEETING**

It was moved by the Past President (SF), seconded by the Hospitality Officer (HL), that the minutes of the 107<sup>th</sup> Annual General Meeting held June 11, 2012 be accepted as circulated. Motion carried.

#### **President's Comments**

The President (ST) thanked Auxiliary members, especially the Board members for their support over the past two years. She noted the efforts of all of the members who were involved in the first full audit of the Auxiliary. She also mentioned that two reports on the activities of the Auxiliary have been sent to the Board over the past year and the President attended the Board meeting on May 29, 2013, to speak to the Board members. At that meeting Tom Buchanan, the KGH Board Chairman, expressed how important the Auxiliary is to the life of the hospital and stated that the concerns that had been expressed by the Auxiliary would be dealt with.

The President said that although the final financial results are lower this year there has been much dedication to improving these results and credit must go to our managers, Linda Martin and Stacey Robertson who are constantly providing new menu items and ideas to improve sales. She reported that there are more changes planned for the Gift Shop due to the need to replace the flower refrigerator. The new one is smaller creating an opportunity for more display space in that area of the shop. A plan for the renovation has been completed. She added that the Hair Salon will soon be refreshed with a new floor and paint and the signage for the Café will be completed at the back door near the

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Davies/Kidd elevators. She commented that all of the improvements will enhance the areas and provide the potential to increase business. She stated that HELPP lottery volunteers continue to be needed and asked the members to spread the word to anyone who might be interested in assisting in this endeavour. The President added that the move of many clinics to Hotel Dieu Hospital has affected the route for the Coffee Cart and the Library Service as well as impacting business for the Café. However, she stated that there has already been a request to add a new location for the Coffee Cart to visit and there is opportunity for expansion of the Library Cart to the Burr Wing. She reported that the HUGS (Helping Us Grow Stronger) Program is being expanded in order to centralize the many donations that come to Kingston General Hospital such as gently used clothing for Burr 4 and Emergency as well as comfort items such as lap blankets and head scarves and hats for the Cancer Centre. The Hair Salon receives all wig donations.

New signage to increase the Auxiliary profile is in the early planning stages for all KGHA businesses. This new signage will replace the previous six signs that stated our annual donation to the hospital. The Auxiliary has been encouraged by KGH Public Affairs as well as HAAO to make better use of social media in order to reach those who regularly use this medium for their information. The President reported that some responses to the questionnaire regarding a desired location for the General Meetings have been received and members can continue to submit comments for another short period of time. She requested that these be submitted as soon as possible. In the meantime Cooke's-Portsmouth Church has been booked for the September General Meeting to be held on Sept 23, 2013.

### 5. TREASURERS REPORT

The Treasurer (PG) presented the Financial Report. The surplus as of March 31, 2013 was \$538,412.08.

5.1 The Treasurer (PG) moved, seconded by Gloria Fitzpatrick that the Audit for the year ended, March 31, 2013 be accepted as printed. Motion carried.

5.2 The Treasurer (PG) moved, seconded by Hugs/Maternity Co-convenor (JS) that the unallocated surplus revenue of \$538,412.08 be disbursed as follows:

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

#### DISBURSEMENTS

##### KGH DEPARTMENTS

Spiritual Care	\$ 1,000.00	
Sexual/Domestic Violence Program SADV	\$ 6,000.00	
Social Work Patient Fund	\$ 4,000.00	
Volunteer Services-Uniforms	\$ 1,000.00	
ICU Coffee Fund	\$ 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	
CG Machines (5)	<u>\$ 90,000.00</u>	<u>\$440,000.00</u>

#### BALANCE

**NIL**

Motion carried.

5.3 It was moved by the Treasurer (PG), seconded by the Vice-President (JR) that KPMG Chartered Accountants be appointed as Auditors for the KGHA for the Fiscal Year, April 1, 2013 to March 31, 2014. Motion carried.

5.4 It was moved by the Treasurer (PG), seconded by the Gift Shop Convenor (AC) that the proceeds for the 2013 Golf Tournament be used towards the purchase of one new Renal Dialysis Unit. Motion carried.

5.5 It was moved by the Treasurer (PG), seconded by the Co-chair Millennium (HB) that the proceeds of the 2013 Teddy

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Bear Campaign be used to purchase equipment, as approved by the KGHA Board of Directors, for Paediatrics/NICU at KGH. Motion carried.

5.6 It was moved by the Treasurer (PG), seconded by Ann Forcier that \$15,000.00 of the proceeds of the HELPP Lottery be used to purchase 3 Trauma Beds for Emergency. Motion carried.

### 7. CHEQUE PRESENTATION

A cheque was presented by the President (ST) to KGH Board member and Chair of the Governance Committee, George Thomson, and Vice-President People Services and Organizational Effectiveness, Shannon Graham representing the Auxiliary 2012-2013 contribution to Kingston General Hospital of \$527,750.00.

### 8. GREETINGS

George Thomson, KGH Board Member and Chair of the Governance Committee, brought greetings on behalf of the KGH Board of Directors. He expressed appreciation for the significant donation by the Auxiliary to the hospital and congratulated the President (ST) on the fine work that she had done in her capacity and President. He spoke of the changes at KGH over the past few years and noted that these had impacted on KGHA as well. He complimented the Auxiliary on its ability to adapt to the changes that had occurred. He recognized the challenges that the Auxiliary has faced regarding recognition and communication concerning the purchases that it has made to benefit the hospital. He noted how timely it is that the Auxiliary is beginning to work on a strategic plan for the organization.

Shannon Graham, VP, People Services and Organizational Effectiveness, thanked the President (ST) and the Board of Directors for their work and dedication over the past year. She congratulated Auxiliary member, Hilda Lake, on her long time service to the hospital as a nurse and then as a volunteer and an Auxiliary member. She reported on the progress in Way Finding indicating that there will be new external signs within the next month and that these will include hospital services as well. She concluded by thanking the Auxiliary for its contributions to the hospital and noted that the staff is seeing a difference in their work as a result of purchases by the Auxiliary.

### 9. ANNUAL REPORT

The President (ST) presented the Annual Report. She thanked the Scribe (SF), the Auxiliary Assistant (TH) and the KGH Printing Department for the preparation of the Annual Report. She also expressed her thanks to all of the members who submitted their respective reports.

### 10. ADJOURNMENT FOR LUNCH

The meeting adjourned at 11:45 a.m. for lunch. The Vice-President (JR) asked the blessing.

The meeting reconvened at 1:00 p.m.

### 11. AWARDS PRESENTATION

President (ST) introduced the Awards Chair (BA) who thanked the Awards Committee for their assistance with the selection of appropriate individuals for the awards. With the assistance of the Past President (SF) and the President (ST) she presented the following awards:

**Certificates of Appreciation** were presented to the following members and non-members for service to the Auxiliary:

**Members:** Dini Blundell, Marcia Bowes, Norma Hargreaves, Shirley Hicks, Ellie Nelson, Jane Peddle, Gail Pieper

**Non Members:** Erin Eardley (JPO) Judith Gould (Christmas Bazaar), Jane Hannaford (Café), June Hickman (Tuck Shop), Susan Kennedy (Gift Shop), Pat McCue (Café), Nancy Smith (Gift Shop), Kid Tauchid (Help Desk), Cheryl Turner (Gift Shop), Vinod Vohra (Lottery Booth)

**Outstanding Service Pins** were awarded to the following Auxiliary members in recognition of their long and valued service:

Marion Attack, Marilyn Bennett, Peter Ginn, Moira Miller, Dona Riddell, Alberta Saunders, Liz Spotswood, Carol Wade, Mary Walker

**HAAO Life Memberships** Each year the names of members who have served in the Leadership and Executive Service

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category or as long time members are submitted to the HAAO for consideration as recipients of Provincial Life Memberships. This year the names of the following members have been submitted and accepted as recipients by HAAO:

### **For Leadership and Executive Service**

Heather Breck

Judy Strahan

### **For Longstanding and Reliable Service**

David Smith

Marsha Smith

**Honorary KGHA Life Memberships** were awarded to:

Margaret McGowan

Gloria Fitzpatrick

### **Mrs. J.C. Connell Award**

Janet Swaine received this award post humously. The award was accepted by her two children Kendra Swaine and Jon Swaine.

**Honorary President** for 2013-2014 is:

Margaret McGowan

It was noted that those award winners who were not able to be present will be given their awards at a later date.

Flowers were presented to Margaret McGowan, the children of Janet Swaine, Gloria Fitzpatrick, and to Hilda Lake in recognition of her illustrious career of 68 years with KGH, 23 years as a volunteer. Sandy Thomas was presented with a flower basket in recognition of her excellent leadership as President over the past two years.

## **8. NOMINATING COMMITTEE REPORT**

The Chair of the Nominating Committee (SF), presented the list of those members who have agreed to serve on Board and Council for the coming two years. She introduced the new members of Council to the membership.

## **8. INSTALLATION OF OFFICERS**

The Chair of the Nomination Committee called the new Board of Directors forward. The Chair of the South East Region of HAAO (AC) issued the Oath of Office and declared them duly elected to serve until their successors were elected. The gavel was handed over to the new President (JR).

## **9. THANKS AND ANNOUNCEMENTS**

Shannon Graham, Vice-President People Services and Organizational Effectiveness, spoke about the upcoming 175<sup>th</sup> anniversary of Kingston General Hospital. She announced that the Gala would be held on September 23, 2013. She left copies of the 2012-2013 Kingston General Hospital Annual Report.

The newly elected President thanked the outgoing President (ST) for her service and the Auxiliary Assistant (TH) for the work that she had done throughout the past year. She was presented with flowers.

## **10. ADJOURNMENT OF ANNUAL MEETING**

There being no further business the meeting was adjourned at 1:35 p.m.

Sandy Thomas  
President

Alberta Saunders  
Secretary



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

The Annual Report covers events and activities that occur between April 1<sup>st</sup> and March 31<sup>st</sup> each year. The first event of the past year was the Annual S.E. Region HAAO spring conference which we hosted on April 16 2103 at the Christ Church Parish Centre on Sydenham Road. This was well attended and featured a presentation on the newly instituted Patient and Family Care initiative. The gift shop volunteers put on a wonderful display of wares for our guests.

The Cafe and the Gift/Tuck Shops continue to work hard to generate income but with the competition from Tim Horton's and the relocation of many clinics at Hotel Dieu Hospital, sales are down. Stacey Robertson, our Cafe manager is working very hard to provide interesting specials each day and increase the variety of food items available. Linda Martin, our Gift Shop manager is currently on sick leave and Erin Dickson is working full time while she is away. All the volunteers in the stock room are working hard to fill in the gaps.

Terms of Reference for all Auxiliary positions being held by KGHA members from 2013-2015 were reviewed, revised and developed (as appropriate), by the Elected Members, Alberta and Heather, of the Board. Sincere thanks go to the other members who assisted with this major process.

We had our first full audit last year and it went very well thanks to the hard work of our Treasurers in the Cafe and Gift/Tuck shop. Hopefully it will be the same this year. There were no applications for the Millennium Endowment fund this year so the monies have been held over for future years.

Several members of the Board attended the annual HAAO Convention in Toronto last November. The astronaut, Chris Hadfield was the Plenary OHA speaker and gave an excellent talk. Four new PLMs were announced at the AGM last June and all were able to attend the banquet at the Royal York Hotel with their families. These were Heather Breck, Marsha and David Smith and Judy Strahan.

The Millennium Fund Raising events this year comprised of the Spring Fling Luncheon and Bridge in April, the Annual Golf Tournament in May with Alicia Gordon as our Honorary Chairperson again and the theatre trip to Stratford in June. Over \$30,000 was raised and a Dialysis machine was purchased for the Renal Unit. The Teddy Bear campaign in which over 200 bears were purchased was a great success, raising over \$24,000. This was used to buy a CO2 monitor, a heart monitor, two nursing chairs and upgrades to electronic devices for the Paediatric Oncology Playroom. Dr. Robert Connelly, Head of Pediatrics, spoke at our general meeting in January and showed us how the "Vein Viewer" we purchased last year functions. This was a very rewarding experience to see how the money raised is put into use.

The major piece of equipment purchased last year was a Mass Spectrometer for the Microbiology Laboratory to enable the fast identification of infections in patients. I was recently talking to Dr. Lewis Tomalty and he said it's amazing and will save so much time in terms of turn-around time of results as well as technician time.

We received some very good news in November that the new Burr lobby will be named the KGHA Lobby for 10 years in recognition of our significant donations to KGH. We are also the only donor listed as a 'Distinguished Guardian' in the Hall of Honour on Kidd 1 in recognition of over \$5M in contributions to KGH.

With regard to the services we provide, Family Services has received very positive feedback with some great donations from appreciative families. Our volunteers in Special Care have not increased in numbers but their dedication has and the number of visits they made last year increased by over 50%. The Coffee Cart and Library Cart services continue to be enjoyed. We have a new stylist in the Hair Salon whose name is April. There is new signage in the corridor outside the salon and hopefully this will attract more customers. Several of our members are satisfied customers so do try her.

We hosted our annual Staff Appreciation Tea in January in the Burr 1 Conference Room, the cupcakes and some of the cookies were donated by Compass and we made the tea and fruit punch which kept costs down. Three hundred staff attended and some took extra items back to their floors for the less fortunate who could not spare the time. This is always a great time to socialize with staff and increases the profile of the Auxiliary.

I sincerely want to thank everyone who volunteers their time for the Auxiliary to improve patient care at KGH and I especially thank the executive and our Auxiliary Assistant, Theresa Hill for supporting me in this new role as President.

Jenny Raymond



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### **ARCHIVES**

Documents transferred to the Hospital Archives after the Annual Meeting in June 2013 included those from committees no longer in existence - Gananoque Branch of the Auxiliary, records pertaining to the Cash Draw, the Shrinking Coffee Party and interesting photographs. These records are of historical value and were transferred under the President's signature. A copy of the Authorization for Disposition form will be retained in the Auxiliary's Archive cupboard which is located in the Volunteer Office.

Minutes of the General, Annual and Committee meetings are received on a regular basis and all secretaries are thanked for their cooperation in ensuring the Archives are supplied with their individual Minutes. Newspaper articles relating to the Auxiliary, Obituaries, cards and letters of thanks have been placed in a scrap book.  
Eileen Pike, Chair

### **ARTISTIC OUTREACH**

Because of updating on some floors we had to remove pictures which will be hung again once the work is completed. Three of our large pictures were sold at the Christmas Auxiliary Bazaar as wall space is very limited in patient rooms and most pictures have to be medium or small in size.

We continue to visit Connell 9, 3 and Kidd 9. We also have had a request from another floor to hang pictures and this will be done, once Maintenance has installed the picture hangers.

Janet Rosser, Convenor

### **AWARDS**

The Awards Committee met in January and March to consider the recipients for awards at the Auxiliary Annual Meeting – June 9, 2014.

The Committee submitted the names of two Auxiliary Members for Provincial Life Membership 2014 and Member names for Certificates of Appreciation, Outstanding Service Pins, the Mrs J C Connell Award and Honorary Life Membership in our Auxiliary. Thank you to Committee Members: Sandra Fletcher, Bev Fluhrer, Jean Fraser, Lorraine Coull, Jenny Raymond and Jill Holland-Reilly (ex officio) for their guidance and assistance.

Barb Arniel, Chair

### **CAFÉ**

This has been the year for raising the profile of the Café within the hospital. We bought new signage for the gate at the elevator entrance of the café that boldly announces who we are to visitors and staff. We also added advertising of our prices, hours of operation, specials and useful information about the Auxiliary to the front entrance and on the back wooden gate.

Stacey Robertson has added several signature items to our menu that are made in our kitchen. Cheesecake with homemade fruit compote on top, chickpea salad, potato salad, pasta salad, apple crisp and apple pie slices have been added over the year. In response to customer inquiries gluten free bread is available for sandwiches and gluten free products are offered provided by a local bakery. Innovative daily specials entice customers to the café on a regular basis. Specials are advertised on the hospital's e-mail system.

The Café successfully made their budget this year which included a contingency fund to cover large ticket items that may be needed in the future. Heartfelt thanks goes to our hardworking staff and our Café manager Stacey Robertson who offer friendly service and wholesome food to our customers.

Shirley Hicks, Convenor

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### **CHRISTMAS HARVEST BAZAAR**

The 2013 Christmas Harvest Bazaar was held on Wednesday, November 27, 9:30 A.M. - 2 P.M. in the Environmental Exposure Unit, Connell 3. Auxiliary Administrative Assistant, Theresa Hill, reserved the space and tables for the event in early August. The Bazaar Committee met in September and October to confirm table convenors, theme, and to plan details of the sale. It was decided to have a Christmas theme and to follow the revised plan of recent years. Therefore, the Gift Shop display was limited to Toys and Lingerie. Lunch was not offered but light refreshments of scones, muffins, and beverage could be purchased for \$2.00. It was noted on the Publicity Flyer that the Auxiliary Café would be offering a special lunch and that the Gift Shop was giving a 15% discount on all sales throughout the day. Both services reported a noticeable increase in their sales that day.

Community support in the form of: Musical entertainment by students of Queen's Department of music and a volunteer harpist; pies and other baked goods donated by local bakeries; wreaths and Christmas centerpieces from local florists; silent auction and artisan items; door prizes; costume jewelry - was greatly appreciated and acknowledged with a note from a committee member.

Overall the bazaar was successful thanks to the dedication and hard work of many auxiliary members. The Auxiliary treasurer, Peter Ginn, deserves our special thanks for managing all financial concerns of the sale. Proceeds of \$5931.87 were transferred to the Auxiliary account for purchase of equipment to benefit patient care. Gross receipts of toys and lingerie were \$1243. Sale of HELPP Lottery tickets that replaced the raffle were \$127.50.

We would like to thank everyone who contributed to the success of the Christmas

Harvest Bazaar: donors, volunteers, staff and shoppers.

Alice Robertson and Annastasia Cliffe, Co-Convenors

### **COFFEE CART**

Thank you to all the workers on the coffee cart, 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 continues to offer a valuable free service to our patients and families while at the same time making a modest amount of "profit" in donations.

### **CONSTITUTION**

The Constitution committee communicated through email in July of 2013 to assess the need at this time for any amendments to the Constitution and By-Laws of the KGH Auxiliary to ensure compliance with Bill 65. Bill Mutch, an Auxiliary member and retired lawyer, looked at the Bill and our Constitution and By-laws regarding any necessary amendments. He submitted suggested amendments to the committee and the Committee met in September to look at these. The amendments to the By-laws were presented at the November General Meeting to the general membership and were approved. The amendments to the Constitution will be presented at the 2014 Annual General Meeting.

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

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### **CORRESPONDENCE**

For the period April 1 2013 – March 31 2014, the following cards were sent:

Sympathy: 16      Get Well: 5

Total: 21

The record of the recipients has been sent to KGH Auxiliary Archives.

Heather Breck, Elected Member #1

Department liaison, Cathy MacGillivray, Auxiliary President, Jenny Raymond, Sandy Thomas, Sandra Fletcher, Angela Van Dalen, Julie Robinson and Estelle Salamon.

Thank you to everyone who has helped Family Service run efficiently and enabled the Auxiliary to offer this service to the community.

Mary Lapeer, Convenor.

### **FAMILY SERVICE**

Observing families of critically ill patients admitted to KGH trying to rest while sitting on uncomfortable chairs, Shirley Abramsky asked the administration of the hospital if something could be done. The result was the creation of the Family Service Area. Established in 1992, Family Service consists of nine rooms, and two kitchens conveniently located within the hospital allowing family members to be in close proximity to their loved ones. The Area is monitored by members of an Auxiliary Committee, Department of Social Work and ICU volunteers. Coffee tea and cookies are provided.

The following is an excerpt from a letter received from a grateful family member:

Being close to my only son, so ill, is priceless. I could not imagine leaving him. It gives you some feeling of peace at such a difficult time. To know that if there is a problem, you can be there in minutes. I hope you can provide this service for other families in need. Thank you.

There is a cost to running the Area. Beds have to be changed, floors cleaned and furnishings replaced, so we are most grateful for the \$5445.00 in donations we received this year. The majority has come from families who have used the Area, but donations from any source are most welcome.

I would like to thank the Committee members: Past Convenor, Shirley Abramsky, ICU liaison Fran Berrigan, Auxiliary Assistant, Theresa Hill, Social Work

### **GIFT AND TUCK SHOP**

This year has had many ups and downs. With Tim Horton's in the lobby of the hospital we continue to see the loss of coffee revenue in the Tuck Shop. With the sales of new products i.e. sandwiches, butter tarts, brownies milk, greeting cards etc., we have managed to keep our sales in a profitable range.

The Gift Shop has done exceptionally well, which has made it possible for us to reach our commitment of \$225,000.00.

The staff and volunteers have worked very hard this year and continue to provide a warm, friendly atmosphere for everyone who comes through our doors. Many thanks go to Erin and Michelle for helping to make this happen.

We are ever grateful also to the other members of our committee who continue their commitment to the shops - Claudette – baby; Moira - lingerie; Eva and her talented knitters - knitting; Lynn – jewellery; Liz, Joan, & Linda - gifts; Margaret & Anastasia - toys; Cheryl – packaging; and Margaret – sundries. Thanks to Dona, our treasurer who continues to work very hard to keep our accounts up to date.

Of course a very big thank you goes to our customers; without your support we would not be in existence.

Our Manager, Linda, has been a wonderful asset to our shops. Her innovations and practises have helped to keep us profitable. Because of Linda's example and thoroughness the tuck shop/gift shop and

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stock room have continued to thrive as Linda convalesces at her home.

Last but not least I wish to thank our KGH Aux Assistant for all her help, many times at a moment's notice. Our whole committee thank you from the bottom of our hearts Theresa.

Annastasia Cliffe, Convenor

### **HAIR CARE**

This has been quite the year for the Hair Salon. First we had a new Hairdresser, Betsy who started with us in September 2012 and decided to go back to School in the fall of 2013.

In September 2013 we employed another stylist, April. April has come to us with much experience and a good knowledge of style, cuts, color and perms. April is experienced in barbering. We also have a good variety of wigs available that are reasonably priced. Before Christmas the salon was given a boost. We have had the walls painted and new window blinds which made us look a lot fresher. We have new signs on the door as well as the wall outside the salon. Also we have a new flyer, which is displayed in the various lounges throughout the hospital.

The salon is not viewed as a retail business but more of a service, a service to the patients but also to the staff and volunteers. We have received wonderful feedback from family members on various occasions. They tell us how grateful they are that the Auxiliary offers this wonderful service in this hospital.

Gloria Pivnick, Convenor

### **HELP DESK**

The Help Desk continues the important task of assisting the public visiting KGH. Our role is to provide current information and direction relating to the locations of patients, clinics, and hospital departments.

At this time a large part of the volunteers' time is spent directing people to various areas of the hospital, the use and location of parking machines in the parking garage and in front of the hospital, and helping visitors locate family and friends who are hospitalized.

A meeting was held in May 2013 that included the volunteers from the Help Desk in the Main Lobby and the Welcome Desk in the King Street Lobby. Our invited guests were Brenda Conway who reviewed Emergency codes, the role of Security, and Parking, and Jennifer Foster, Director of Patient Safety, Quality and Risk who updated the group on this new department which replaces Patient Relations.

This past year there has been a major change in that the responsibility for the Help Desk has been moved from the KGH Auxiliary to Volunteer Services. This was necessitated by the increasing scope and complexity of this area which now includes the Welcome Desk in the King Street Lobby, Burr O. As a result of this decision this will be the final Annual Help Desk Report.

Judy Strahan, Convenor

### **HELPP LOTTERY**

The HELPP Lottery netted \$2,691 in the 2013/14 fiscal year, considerably less than previous years. The change in location to a spot near to the Kidd elevators and too few volunteers are still contributing factors to this slump in revenue.

From the profits of previous years, \$15,000 was donated to the Hospital in the last fiscal year to allow the purchase of three Trauma beds for the Emergency Department.

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

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

Ron Pushcar, Convenor

## **ANNUAL REPORT 2013 - 2014**

### **HOSPITALITY REPORT**

This year there were three General Meetings held in September, November and in March. Two of these meetings were again held at Cookes-Portsmouth Church. A change in venue was tried for the March meeting and it was held at Christ Church Parish Centre on Sydenham Road. All of these meetings were enthusiastically hosted with an enjoyable lunch prepared by church volunteers. There were interesting presentations from Lorna Knight, the KGH Archivist on the KGH archives program with several interesting tidbits of our Women's Aid/Auxiliary history, from our own members on the HAAO Annual Convention in Toronto as well from Dr. Robert Connolly on the impact our Teddy Bear Campaign has on the Paediatric department. At the writing of this report the Annual Meeting is scheduled to be held at the Days Inn on June 9<sup>th</sup>.

All Board and Council meetings continue to be held at the Tompkins Funeral Home. This generous donation of space is greatly valued by Board and Council members.

On January 23 the Auxiliary once again hosted its 17<sup>th</sup> Annual Staff Appreciation Tea, this time in the Burr Conference Room (formerly Burr Gym). With assistance from Compass Group and our own Café the event was quite successful and enjoyed by all staff able to attend. I would like to thank the great team of Auxiliary members for their assistance in the planning and hosting of this event.

Last but certainly not least I would like to thank Karen Kitney, my co convenor, for her support throughout the year and Theresa Hill for always being there to assist in any way she can.

Sandra Thomas, Convenor

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

The HUGS Program continues to supply baby packages for families in need within the community of Kingston and surrounding area. Response and feedback has been extremely positive in this area. To date we have given out 54 packages to families. Although, this number is significantly down from the last few years, the area is predicting another increase in the need for packages in coming months.

We continue to meet the needs for newborn items for Labour and Delivery and the Neonatal areas. We are able to help Family Services, supplying blankets for families staying over, while they have other family, critically ill in the Intensive Care Unit.

Fortunately we have many organizations and people in this community who continue to support our program at KG H.

The Limestone and Heirloom Quilters, continue to support our program, supplying us with beautiful handmade baby quilts.

This year the St. Andrews by the Lake Church in Reddendale, hosted a program called "Cloth to the Cradle" and contributed 110 items to the Hugs program. St. Paul's the Apostle Church sent in many knitted items for babies and the Red Cross in Brockville contributed baby items for the neonatal area. PAC Canada, a charitable organization based in Brockville, continues to support us with knitted items.

A special mention, needs to be made, of Judy Sulley of Kingston, who for several years has knit blankets, sweater sets, dolls, bereavement gowns and special lap blankets.

We continue to have requests to go and speak to groups in our area, about our program and our needs for the newborns.

A special thank you goes to all those, too numerous to mention, for the continued support of our worthwhile program.

## **ANNUAL REPORT 2013 - 2014**

Without these people, who care, we wouldn't be able to carry on with this program through our Auxiliary.

Jan Sansom and Angela Van Dalen, Co convenors HUGS Program

### **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. Large print books are especially welcome.

Linda Patry, Convenor

### **LOTTERY BOOTH**

The Lottery Booth has done fairly well over the past year. We were budgeted in 2013/2014 for \$15,000 but Sandra Fletcher, the Lottery Treasurer, has told me we made a transfer of \$17,000 to the Auxiliary. Thank goodness for all our volunteers who help keep the Lottery Booth open for our customers.

Our volunteers did a wonderful job of covering all the shifts this past year. Again the winter months posed a problem with a couple of volunteers, myself included, going south for anywhere from a couple of weeks to a month or so. Peter Ginn and Ed Whalen came in to answer Theresa Hill's call for help with those shift vacancies. Now that the winter months have finally left us for another year and everyone has returned to work their regular shifts, both Ed and Peter have stepped back to an "on call" status. Both are taking well deserved rests and I wholeheartedly thank them for their help.

A new volunteer, Dave Mitchell, joined our team this past February. He's done very well. He too picked up some of the shifts while people were away this winter. We've heard from a couple of other people who

have expressed interest in joining us in the Lottery Booth. We have to investigate further and get a few things clarified with these people but we may eventually have enough volunteers to be able to open the booth on Mondays again.

Thanks to all our wonderful volunteers. Thank goodness we have them!

Mary Johnston, Convenor

### **MEMBERSHIP REPORT**

As of April 1<sup>st</sup> we have 288 Auxiliary members. We have welcomed 6 new members and had 3 retirements.

Sadly, we have had one member pass away over the past year.

Five newsletters have been sent out and we are pleased to say that 101 members now receive their newsletter via e-mail. Since the rise in postal rates, we encourage other members to also receive their newsletters this way.

I am grateful for all of Theresa Hill's help and I would also like to thank those volunteers who help to get the newsletters distributed in a timely manner.

Lorraine Coull, Convenor

### **MEMORIAL FUND**

This Report covers the period April 1, 2013 to March 31, 2014.

#### **Opening Balance**

April 1, 2013 \$10,588.13

Donations 101 \$5,219.30

**Subtotal** \$15,807.43

Ceiling Lift –

Emergency Department \$9,353.00

#### **Closing Balance**

March 31, 2014 **\$6,454.43**

The Auxiliary purchased a ceiling lift for the Emergency Department at a cost of \$9,353.00. This expenditure was authorized at the September General Meeting.

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



## ANNUAL REPORT 2013 - 2014

The Memorial Book was removed from the Hall of Honour during the renovations to the Hospital. We will likely not be able to put the book back in its original place. Until a suitable location is found the Memorial Book will be kept in the Auxiliary Office.

Shirley Brunke, Special Officer

### **MILLENNIUM ENDOWMENT FUND**

The Endowment Fund was one of the ways in which the Auxiliary chose to mark the new Millennium. 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**

Hannah Kaufman 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
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Lori Proulx	\$1,000.00
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<b>Total Distributed to Date</b>	<b>\$42,996.00</b>
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There were no applicants for the Millennium Endowment fund this year so the money has been held back and will be distributed at a later date.

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.

Jenny Raymond, Chair

### **MILLENNIUM FUNDRAISING**

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

In 2013 the Millennium Fundraising Committee raised \$52,500.00.

Our largest fundraiser is the annual golf tournament held in May at Loyalist Golf and Country Club in Bath. The 2013 Golf Tournament, the thirteenth annual, raised \$26,351.70. Proceeds went to purchase Dialysis Machines for the new Renal Unit at KGH.

Other fundraisers included The Spring Fling Luncheon and Bridge held April 9 at Cooke's Portsmouth United Church which netted \$725.00; and our popular bus trip to the Stratford Festival in June to see two excellent plays, "Fiddler On The Roof" and "Romeo And Juliet" which brought in \$1,995.26.

The Field Of Miracles Mural, located on Kidd - Davies 5: honouring a child's birth at KGH, is an ongoing fundraiser. In 2013, 18 plaques were purchased. This is fewer than normal which is related to the area where the Field Of Miracles Mural is located being



## **ANNUAL REPORT 2013 - 2014**

closed for an extended time while the carpets were replaced by flooring. At the end of 2013 a total of 448 plaques had been sold.

The 2013 Teddy Bear Campaign was very successful, raising \$23,566.01 to purchase a CO2 monitor and a cardiac monitor for paediatric oncology and two nursing chairs for the NICU. In addition, the committee approved designating \$5000.00 to go towards upgrading the electronic equipment used by patients in the paediatric oncology playroom, and \$1500 to fund the "My Bead Story of Courage" programme for paediatric patients coping with a variety of chronic conditions.

Two hundred and eight bears were sponsored by 144 donors and several donations were received to reach our fundraising goal. We have received approval from Kawartha Credit Union for funding for the 2014 campaign which will launch in the fall.

Thanks to a dedicated and enthusiastic committee we have been able to purchase equipment for paediatric patients and distribute hundreds of bears to comfort children and teens who receive treatment at KGH. Everyone's commitment is very much appreciated.

A special thanks to Judy Strachan, 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 the members of our hardworking Fundraising Committee. Special thanks also go to Theresa Hill our Auxiliary Assistant.

Jean Fraser & Heather Breck, Co-Chairs

### **PATIENT COMFORTS**

This service does not change very much from year to year. We continue to supply toiletry items to patients who need them.

On Christmas Eve, small gifts are given to in-patients who have to remain in the hospital through the holiday. These are delivered by Auxiliary Volunteers and also by Student Volunteers whose help is much appreciated. On average, each year the number of gifts is usually around three hundred. Each one has a seasonal tag explaining that it is from the Auxiliary.

Estelle Salamon, Special Officer

### **POLICIES AND PROCEDURES**

The committee has been busy this year. During the summer, a new policy, 13D 'Workplace Violence Prevention' was drawn up. In addition, 13B 'Workplace Harassment & Discrimination' and 15A 'Occupational Health and Safety' policies were approved. Earlier this year, policy #2 Orientation Policy and #4 Remuneration Policy were revised. Jenny Raymond, Chair

### **QUALITY OF PATIENT CARE**

I attended 4 QPCC meetings and reported to Council. In January I reported at the General Membership luncheon meeting. Kathy Wirsig, Special Officer

### **QUEEN'S STUDENT AUXILIARY BRANCH (QSAB)**

In 2013 Volunteer Services developed the Volunteer Services Advisory Council which included in its membership former QSAB positions with the exception of the fundraising branch.

The formal relationship between QSAB and KGHA was dissolved in late spring of 2013. In September, the Queen's students formed an independent fundraising organization which was named the Queen's Student Club in Support of Kingston General Hospital. The new club has shown some interest in having its donations to the hospital flow through KGHA.

## **ANNUAL REPORT 2013 - 2014**

Again this year, two outstanding students were successful in receiving the KGH Auxiliary Student Volunteer Education Bursary, Diandra Budd, a volunteer in Pediatrics, and Yolanda Ma, a volunteer in Emergency.

Sincere thanks go to the Queen's students, Director of Volunteer Services and Corporate Accessibility, and the Volunteer Services Coordinator for their support throughout the four years that I have had the privilege of working with this enthusiastic group of young people.  
Alberta Saunders, QSAB Liaison

### **SCRIBE/NEWSLETTER**

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 now distributed to Auxiliary members five times per year – September, November, 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 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. A special thanks must go to Theresa Hill, Auxiliary Assistant, for organizing the printing and emailing of the letter as well as proof reading.

Sandra Fletcher, Scribe

### **SECRETARY'S REPORT**

During the past year, I have attended and taken the minutes at three General Membership Meetings, four Board of Directors' and Council meetings and 10 Board of Directors' meetings, three of which were electronic meetings.

I would like to thank the Auxiliary Assistant, Theresa Hill, for her help with the distribution of Minutes. It should be noted that Theresa keeps a copy of all General Meeting and Board of Directors' & Council Meeting Minutes in her office should any member wish to examine them.

I look forward to continuing to serve the Auxiliary during the coming year if this is the wish of the membership.

Sandra Fletcher, Secretary

### **SPECIAL CARE**

Special Care currently has eight volunteers who have all completed the 24 hour Palliative Care training course. This course was not offered this spring. Our volunteers have been very busy this year and made 1660 meaningful visits compared to 1090 the previous year.

We receive most of our referrals from the Palliative Care team which comprises of Physicians, residents, a palliative care nurse, social worker, chaplain, dietician and a Special Care volunteer. We also get referrals from other nursing stations, social workers and family members.

Jenny Raymond, Convenor

## **ANNUAL REPORT 2013 - 2014**

### **VOLUNTEER SERVICES**

This year, the volunteer services department has continued to focus on supporting the KGH strategy to provide “Outstanding Care, Always.” Volunteers are an integral member of the KGH team with a distinct opportunity to directly impact the patient and family experience. Aligned with the corporate milestone to ensure the “top opportunities for improvement in staff engagement with KGH are addressed”, we participated in the Professional Administrators of Volunteer Resources Ontario (PAVR-O) volunteer satisfaction survey. The response rate was over 54%. The respondents indicated a need for additional training; opportunity for program information exchanges; addressing shift vacancies and improved program support. Updating volunteer orientation will be the initial initiative to be addressed in the upcoming fiscal year. Addressing the concerns and suggestions articulated in the survey will be the focus for the department.

From the 2011 volunteer engagement survey, one of the areas for improvement presented an opportunity to develop a mentor program. After a recruitment and interview process, more than 20 volunteers met the mentor selection requirements. Through this program, which complements the KGHA convenor role, volunteer leaders received training to train incoming volunteers. Convenors were invited to participate. The program goal is to coordinate training, communication and support within the program areas. The mentors are linked with a staff person within the program area.

Also associated with the survey results and corporate milestones, two continuous improvement projects were conducted. The first resulted in realigning the volunteer services staff functions related to the volunteer on-boarding process. The second, which is still in progress, is scheduling. Volunteers have been asked to use an online schedule. This system allows for volunteers to “self-schedule” time off and to fill in for vacant shifts.

In April 2013, the dissolution of memorandum of understanding with the Canadian Cancer Society led to a reduction in staffing in Volunteer Services. This decision was provincial one that impacted cancer programs across the province. In an effort to maintain programs, a department review was conducted.

Music enhances the healing and work environment at KGH. The music program at the King Street entrance has continued to thrive and grow. Through funding from the Healing Arts Society, Music Performance Trust Fund, Kingston’s Musician’s Union and University Hospitals Foundation Kingston and very generous volunteers there has been a daily roster of performers at the noon hour. Performers often use the grand piano which was relocated from Connell 3. In 2014, a harpist joined the volunteer

## **ANNUAL REPORT 2013 - 2014**

department. She travels to both inpatient and outpatient areas. She can focus on a single patient at end of life or a group such as the renal unit.

The volunteer services team worked with departments to develop a few new roles for volunteers. A volunteer position was introduced in the Sexual Assault and Domestic Violence program to provide diversionary activities in paediatric treatment. A wellness/diversion program was implemented in the Child and Adolescent unit of Burr 4. Activities include yoga, range of motion activities and games.

This year the FAVORS program was reviewed. FAVORS (Friendly Assisting Volunteer Offering Room Service) volunteers provide patients with basic mealtime assistance, diversion and comfort. Upon completion of the review a new model was trialed which led to a recommendation to continue to have a program on Kidd 4. The Connell 9 and 10 programs were aligned to the Hospital Elder Life Program. Volunteers with the support of the mentor and HELP staff have identified that they are much better connected with the care teams on those units. Other unit FAVORS programs will be considered pending meetings with program leadership to determine who will provide volunteer support for training and volunteer tasks.

783 volunteers contributed over 74,000 hours this past year. It is the shared commitment of every single volunteer to quality, compassionate, and people centred care that makes KGH such a special place. The commitment and reliability of the KGHA members is extraordinary. You truly are models of engagement. Twelve percent of the volunteers are Auxiliary members. These individuals contribute forty percent of the volunteer hours. It has been a pleasure this year to work with all of the volunteers, Jenny Raymond, President and the board and council of the Kingston General Hospital Auxiliary.

Jill Holland-Reilly, Director Volunteer Services and Corporate Accessibility

## **ANNUAL REPORT 2013 - 2014**

### **NOTICE OF MOTIONS – FINANCE**

1. That the Financial Statements for 2013/2014 as audited by KPMG be approved
2. That the unallocated 2013/2014 surplus revenue of \$508,178.14 be disbursed as follows:

Surplus as at March 31, 2014	\$508,178.14
Retained for working capital	<u>\$ 81,178.14</u>
Unallocated Surplus Funds	<u>\$427,000.00</u>

#### DISBURSEMENTS

##### KGH DEPARTMENTS

Spiritual Care	\$1,000.00	
Sexual/Domestic Assault Program	\$5,000.00	
Social Work Patient Fund	\$4,000.00	
Volunteer Services – Uniforms	\$1,500.00	
ICU Coffee	\$500.00	
Mental Health	<u>\$5,000.00</u>	\$17,000.00

##### EQUIPMENT

To be allocated for major equipment purchase \$410,000.00

\$410,000.00

Total

NIL

3. That the proceeds of the 2014 Golf Tournament be used towards the purchase of a new Renal Dialysis Unit
4. That the proceeds of the 2014 Teddy Bear campaign be used to purchase equipment, as approved by the KGHA Board of Directors, for paediatric equipment at KGH.
5. That KPMG Chartered Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2014 to March 31, 2015.

## **ANNUAL REPORT 2013 - 2014**

### BOARD OF DIRECTORS 2014-2015

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

### MEMBERS OF COUNCIL – 2014-2015

#### STANDING COMMITTEE CHAIRS

Archives	Bill Mutch	Millennium Fund	Jean Fraser
Awards	Barb Arniel	Co-Millennium Fund	Heather Breck
Constitution	Alberta Saunders	Nominating	Sandy Thomas
Co-Finance	Sandra Fletcher	Policies & Procedures	Jenny Raymond
Co-Finance	Peter Ginn		

#### CONVENORS OF SERVICES

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

#### SPECIAL OFFICERS

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

#### EVENTS CO-ORDINATORS

Christmas Harvest Bazaar	Alice Robertson & Merna Manders
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#### LIAISON POSITIONS

Representative to Quality of Patient Care	Kathy Wirsig
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#### MEMBERS AT LARGE

Beverley Fluhrer	Teresa Tait
Betty Ann Wilson	Lynn Van Winckle
Sandra Weller	Judy Strahan