

**KINGSTON
GENERAL
HOSPITAL
AUXILIARY
ANNUAL REPORT
2014 – 2015**



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AGENDA

110th KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

June 8, 2015

1. CALL TO ORDER
2. INTRODUCTION OF PAST PRESIDENTS
3. INTRODUCTION OF NEW MEMBERS PRESENT
4. INTRODUCTION OF GUESTS
5. MINUTES of the 109th ANNUAL GENERAL MEETING
6. TREASURER'S REPORT
 - 6.1 That the Financial Statements for 2014/2015 as audited by KPMG be approved
 - 6.2 That the unallocated 2014/2015 surplus revenue of \$497,000.00 be disbursed as follows:

| | |
|------------------------------|---------------------|
| Surplus as at March 31, 2015 | \$497,369.76 |
| Retained for working capital | <u>\$ 79,769.76</u> |
| Unallocated Surplus Funds | \$417,600.00 |
- DISBURSEMENTS
- KGH DEPARTMENTS

| | | |
|---------------------------------|-------------------|------------|
| Sexual/Domestic Assault Program | \$3,000.00 | |
| Social Work Patient Fund | \$3,000.00 | |
| Volunteer Services – Uniforms | \$1,500.00 | |
| Kidd 9 – Compassion supplies | \$1,000.00 | |
| Kidd 10 – Oncology Bead program | <u>\$1,100.00</u> | \$9,600.00 |
- EQUIPMENT

| | |
|--|---------------------|
| To be allocated for major equipment purchase | <u>\$408,000.00</u> |
| Total | NIL |
- 6.3. That the proceeds of the 2015 Golf Tournament be used towards the purchase of a new Renal Dialysis Unit
- 6.4. That the proceeds of the 2015 Teddy Bear campaign be used to purchase equipment, as approved by the KGHA Board of Directors, for paediatric equipment at KGH.
- 6.5. That KPMG Chartered Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2015 to March 31, 2016.
7. CONSTITUTION & BYLAW AMENDMENTS
 - 7.1 **Amendment to Constitution**

CONSTITUTION ARTICLE X – LIQUIDATION AND DISSOLUTION - Section 5 of the Constitution be amended:

Delete: 5. In the event of the dissolution of the Kingston General Hospital Auxiliary, any assets remaining after discharge of liabilities shall be transferred to the Kingston General Hospital Foundation.

Replace with: 5. In the event of the dissolution of the Kingston General Hospital Auxiliary, any assets remaining after discharge of liabilities shall be transferred to the University Hospitals Kingston Foundation, designated to Kingston General Hospital.
 - 7.2 **Proposed Amendment to By-laws**

BY-LAW IX – EVENT COORDINATORS be amended:

Delete: There shall be the following Event Coordinators: Christmas Harvest Bazaar.

Replace with: 1. There shall be the following Event Coordinator: Christmas Bazaar.
8. CHEQUE PRESENTATION
9. GREETINGS
10. ANNUAL REPORT
11. LUNCH
12. PRESENTATION OF AWARDS
13. NOMINATING COMMITTEE REPORT
14. ELECTIONS AND INSTALLATION
15. THANKS & ANNOUNCEMENTS
16. ADJOURNMENT

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MINUTES OF 109th ANNUAL GENERAL MEETING

June 9, 2014

The 109th Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 9, 2014 at the Days Inn, Kingston. There were 63 members and guests present.

1. CALL TO ORDER

The President called the meeting to order at 11.05 a.m. She welcomed everyone and read the Auxiliary Prayer, and asked everyone to observe a minute of silence in memory of those members who have died since the last Annual Meeting: Dorothy Scala & Marga Spiegel.

2. PAST PRESIDENTS

Jenny Raymond, President, welcomed and introduced the Past Presidents of the Auxiliary present at the meeting:

| | | | |
|------------------|-------------|-------------------|-------------|
| Glenna Nesbitt | 1965 | Alice Robertson | 1996 |
| Sandy Thomas | 1986 & 2013 | Mary Lapeer | 1998 |
| Shirley Abramsky | 1988 | Jean Fraser | 2004 |
| Estelle Salamon | 1990 | Annastasia Cliffe | 2006 & 2009 |
| Hilda Lake | 1994 | Sandra Fletcher | 2011 |

3. INTRODUCTION OF NEW MEMBERS PRESENT – Sheena Lucas was welcomed.

4. INTRODUCTION OF GUESTS

Jenny Raymond introduced today's guests: Scott Carson, Chair of the Board of KGH, Shannon Graham, Vice-President PSOE, Jim Flett, Chief Operating Officer, George Thompson, Vice-Chair KGH Board, Jane Batey, HAAO S.E. Region Chair and Sharon Suddergard, President Hotel Dieu Volunteer Association.

5. MINUTES of the 108th ANNUAL GENERAL MEETING

It was moved by G. Fitzpatrick, seconded by B. Arniel, that the Minutes of the 108th Annual General Meeting held June 11, 2012 be accepted as circulated. Motion carried.

6. TREASURER'S REPORT

The Treasurer, Peter Ginn, presented the financial report. The surplus as of March 31, 2014 was \$508,178.14.

6.1 Peter Ginn moved, seconded by S. Thomas, that the Financial Report for the year ended March 31st, 2014, prepared by KPMG Chartered Accountants be accepted as printed. Motion carried.

6.2 It was moved by P. Ginn, seconded by D. Riddell, 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 | \$ 81,178.14 |
| 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 |
| To be allocated for major equipment purchase | | <u>\$410,000.00</u> |
| Total | | NIL |

Motion carried.

6.3. It was moved by P. Ginn, seconded by J. Fraser, that the proceeds of the 2014 Golf Tournament be used towards the purchase of a new Renal Dialysis Unit. Motion carried.

6.4 It was moved by P. Ginn, seconded by H. Breck, that the proceeds of the 2014 Teddy Bear campaign

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be used to purchase equipment, as approved by the KGHA Board of Directors, for paediatric equipment at KGH.

6.5 It was moved by P. Ginn, seconded by L. Nesbitt, that KPMG Chartered Accountants be appointed as Auditors for the KGHA for the fiscal year April 1, 2014 to March 31, 2015. Motion carried.

7. CONSTITUTION AMENDMENTS

7.1 The membership was asked and agreed to the amendments being presented as a unit with one motion to approve. Thus the following amendments to the Constitution were moved by Sandra Fletcher, Chair of the Constitution Committee, seconded by E. Einarson.

ARTICLE V- BOARD OF DIRECTORS

DELETE:

The affairs of the Auxiliary will be managed by a Board of Directors. The Board of Directors shall consist of seven (7) Members or such other number of Members as may be determined from time to time by special resolution. The Board of Directors shall be the Officers and two (2) Elected Members. The Officers shall be the President, the Past President, the Vice President, the Secretary, and the Treasurer.

INSERT:

The affairs of the Auxiliary will be managed by a Board of Directors. The Board of Directors shall consist of seven (7) Members or such other number of Members as may be determined from time to time by special resolution. The Board of Directors shall be the Officers and two (2) Elected Members. The Officers shall be the President, the Past President, the Vice President, the Secretary, and the Treasurer. All directors must give written consent to serve as a director within 10 days of election or appointment. The following persons are disqualified from being a director of the corporation:

1. A person who is not an individual.
2. A person who is under 18 years old.
3. A person who has been found under the Substitute Decisions Act, 1992 or under the Mental Health Act to be incapable of managing property.
4. A person who has been found to be incapable by any court in Canada or elsewhere.
5. A person who has the status of bankrupt.

ARTICLE VII – ELECTIONS AND TERMS OF OFFICE

DELETE:

1. The Nominating Committee shall present a slate of Board of Directors for approval and installation for election at the Annual Meeting. If a vacancy occurs in any office, the Nominating Committee shall provide the name of a successor to complete the unexpired term of the former occupant.

INSERT:

1. The Nominating Committee shall present a slate of Board of Directors for approval and at the Annual Meeting. Each person elected as a Director shall consent in writing to hold office as a director before, or within 10 days after, such an election. A quorum of Directors may fill a vacancy among the Directors.

ARTICLE VIII – MEETINGS

DELETE:

2. An Annual Meeting shall be held for the election of Board of Directors; the presentation of annual reports; proposed amendments to the Constitution; consideration of financial statements; appointment of an accountant for the following year and any other business requiring action.

INSERT:

2. An Annual Meeting shall be held for the presentation of annual reports; proposed amendments to the Constitution; consideration of financial statements; appointment of an auditor for the following year; the election of the Board of Directors every second year; and any other business requiring action.

DELETE:

3. A Special Meeting of the organization may be called by the President at any time in case of an emergency.

INSERT:

3. A Special Meeting of the organization may be called by the Board of Directors at any time in case of an emergency.

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ARTICLE IX – AMENDMENTS

DELETE:

2. Any proposed amendment to the Constitution must be presented at an Annual Meeting, requiring a two-thirds majority vote in support by the members present, a Notice of Motion having been given at the preceding General Meeting, or by letter sent to each member, at least one week prior to the date of the Annual Meeting.

INSERT:

2. Any proposed amendment to the Constitution must be presented at an Annual Meeting, requiring a two-thirds majority vote in support by the members present, a Notice of Motion having been given at the preceding General Meeting, or by letter sent to each member, not less than 10 days and not more than 50 days prior to the date of the Annual Meeting.

ARTICLE X - LIQUIDATION AND DISSOLUTION

DELETE

1. In the event of the dissolution of the Kingston General Hospital Auxiliary, any assets remaining after discharge of liabilities shall be transferred to the Kingston General Hospital Foundation.

INSERT

(1) The members of the organization may, by special resolution at a meeting of the members, require the organization to be wound up voluntarily.

(2) At the meeting of the members, the members shall appoint one or more persons, who may be directors, officers or employees of the organization, as liquidator of the estate and effects of the organization for the purpose of winding up its activities and affairs and distributing its property, and may at that, or any subsequent meeting, fix the liquidator's remuneration and the costs, charges and expenses of the winding up.

(3) The organization shall file notice of a resolution requiring the voluntary winding up of the corporation with the Director, who will be appointed by the Minister, within 10 days after the resolution has been passed and shall publish the notice in The Ontario Gazette within 20 days after the resolution has been passed.

(4) The organization may be dissolved if it is authorized to do so by:

(a) a special resolution passed at a meeting of the members duly called for the purpose; or

(b) the consent of all the members entitled to vote at a meeting of the members.

(5) In the event of the dissolution of the Kingston General Hospital Auxiliary, any assets remaining after discharge of liabilities shall be transferred to the Kingston General Hospital Foundation.

The motion to approve these amendments was carried.

AMENDMENT TO THE BY-LAWS

It was moved by S. Fletcher, seconded by H. Lake that By-law 1 Meetings, section 3 be amended by deleting the April meeting of the Board & Council to now read:

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 and May. Motion carried.

8. CHEQUE PRESENTATION

A cheque was presented to Scott Carson and KGH Jim Flett representing the 2013/2014 contribution of \$472,000.

9. GREETINGS

Scott Carson, Chair of the KGH Board of Directors, thanked the Auxiliary for its contributions to the hospital, both in volunteer and monetary offerings and noted that we are an integral and important part of the life of KGH. Jim Flett, Chief Operating Officer, also thanked us and said he valued our contribution especially through the many changes and challenges with which both the Auxiliary and the hospital have faced. He also mentioned that there will be a celebration of the final removal of the carpets at the Strawberry Social to be held on June 24. This year the hospital has a balanced budget and is now able to apply funds towards capital equipment purchases.

10. ANNUAL REPORT

The President presented the Annual Report and thanked the Auxiliary Assistant Theresa Hill for the work involved in preparing the report. Acceptance of the Report as printed was moved by J. Fraser, seconded by E. Salamon. Motion carried.

11. **LUNCH** - The meeting adjourned at this point for lunch at 11.35 and S. Thomas said grace.

The meeting continued after lunch at 1.00.

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12. PRESENTATION OF AWARDS

Barbara Arniel, Chair of the Awards Committee, announced the award recipients and Jenny Raymond, President, with the help of our Honorary President, Margaret McGowan, presented the awards.

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

Helen Grime, Catherine Maley, Gord Martin, Gudrun Parkes, Susan Matsalla and Mary Johnston

Certificates were also announced for non-members: Jay Abramsky, (Golf), Erin Bennet (Coffee Cart), Alicia Gordon (Golf), Matt Manor (KGH Public Affairs), Sarah McAuley (Coffee Cart) and Terry Tait (Golf).

Outstanding Service pins were awarded to the following Auxiliary members in recognition of their long and valued service: Patsy Andersen, Lorraine Coull, Bill Mutch, Sarah Pickett, Jenny Raymond and Francis Szeicz.

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 Janet Rosser (Leadership) and Linda Patry (Long Service).

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

Honorary KGHA Life Membership was awarded to Hilda Lake.

Honorary President for 2014-2015 is Margaret McGowan for a second year.

Mrs. J.C. Connell Award. Estelle Salamon

Flowers were given to Estelle Salamon.

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

13. NOMINATING COMMITTEE REPORT

Sandy Thomas, 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 today who are new to their positions.

14. ELECTIONS AND INSTALLATION – Sandy Thomas, Chair of Nominating, announced that there were some changes to the Board. She then presented the Proposed Board of Directors as submitted by the Nominating Committee. The Board of Directors for 2014-2015 was declared elected. The new Board is as follows;

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

She introduced the new members and asked them to come forward to be formally installed. Jane Batey, President of S.E. Region issued the oath of Office and declared the Board duly elected for 2014/2015.

15. THANKS & ANNOUNCEMENTS

Jenny Raymond thanked Sandy Thomas for organizing the meeting and lunch and the Days Inn for their good food and service.

16. ADJOURNMENT

There being no further business, declared the meeting adjourned at 1.15 pm.

Jenny Raymond
President

Sandra Fletcher
Secretary

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PRESIDENT'S ANNUAL REPORT

This report covers the events and activities that occur between April 1st and March 31st each year. Three of our members attended the S.E. Region spring conference in Bancroft, we enjoyed the friendliness, the food and the excellent presentation.

A few changes have taken place in our Gift/Tuck Shops. Our manager is on extended sick leave and we have a great interim manager who manages to solve every problem that arises. Our sales are still down but our buyers are doing a great job of stocking and decorating the gift shop with the aid of our new gift shop assistant. The dip in sales may reflect the changing dynamics in the hospital with fewer clinics and also the state of the economy. The new Gift Shop Sign was installed last year and is easily visible with the spotlights centred on it. This wall was recently painted green as part of the new Wayfinding project and contrasts well with the sign and the contents of the store.

Our Café manager continues to do an amazing job creating new and tasty specials each day. A large effort is made to purchase food products from local businesses and to use local produce. Coffee sales are still down in both the Café and Tuck Shop but this may be due to the fact that many offices have purchased single cup coffee makers.

The KGH Human Resources Department helped us modify the terms for applying for a Millennium Fund Bursary which was advertised on the KGH website. This resulted in a large response by KGH employees and we gave out over \$11,000 this year, to help cover costs of further training and education. Please read the actual report for details.

The official recognition event to rename the new Burr 0 Lobby took place in October. The lobby is named the KGH Auxiliary Lobby for 10 years in recognition of the significant donations the Auxiliary has given to KGH over the years. Several members of the KGH board, Auxiliary members and staff attended the ceremony. Several members of the Board attended the annual HAAO Convention in Toronto last November. Two new Provincial Life Members, Linda Patry and Janet Rosser were announced at our AGM last June and our student, Alison Michels, received one of the four \$750 Student Awards. All three were able to attend the banquet at the Royal York Hotel with their families.

We hosted our 15th Annual Staff Appreciation Tea at the end of January. This is always greeted well by the staff and provides an opportunity for the staff and Auxiliary members to socialize in the middle of a long, cold winter. Fewer staff attended this year but a larger number of cookies and cupcakes made their way back to the wards and offices for those less fortunate to attend!

Sandra Fletcher, Jill Holland-Reilly and I attended the joint OHA/HAAO/PAVRO conference in Toronto in February entitled "Leaders of Volunteers – Moving Forward". Jill gave a report of the conference and an update of the new Wayfinding project at the general meeting in March.

The Millennium Fund Raising events this past year were the Spring Fling in April, the Annual Golf Tournament in May with Dr. David Walker as Honorary Chair and, of course, the annual trip to Stratford in June. A Dialysis machine was purchased for the Renal Unit with the proceeds from the golf tournament. The Teddy Bear Campaign was an outstanding success again, raising over \$24,000. This was in part due to extra media coverage including a short spot with a TV host on the local station and more involvement of high school students.

I wish to give a sincere thank you to all who volunteer their time, enabling the Auxiliary to improve patient care at KGH. I also want to thank the executive and our Auxiliary Assistant, Theresa H., for supporting me in this role as President.

Jenny Raymond

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ARCHIVES

The upcoming switch of archival cupboards will present an opportunity to weed out redundant and space-consuming materials. However, any weeding will be done in consultation with the Executive.

Although this is my first year, I am most impressed by the wealth of history which the archives present and by the on-going devotion to the interests of KGH on the part of Auxiliary members through the decades.

Bill Mutch, Chair

ARTISTIC OUTREACH

We continue to visit patients' rooms and will change pictures at the request of patients. However, if the patient likes the picture already hanging there, we leave it. We continue to receive the most requests for picture changes on Kidd 9. We purchased 13 pictures size 9 by 11 at the Art Gallery of Ontario as these pictures could be laminated and easily wiped off when removed from a patient's room. Unfortunately pictures have to be smaller because of limited space on the walls. Three of our larger pictures were sold at the Christmas Bazaar as they will not fit in patients' rooms.

We have requests from other floors to hang pictures which we hope we can accommodate in 2015.

Janet Rosser, Convenor

AWARDS

The Awards Committee met in February and March. The Committee submitted names of Auxiliary Members for our 2015 awards to be presented at our Annual Meeting and Lunch in June.

The recipients' names were approved by the Committee and forwarded to the Board for approval. The Board also approved the HAAO recipients, Honorary President for

2015-2016 and the recipient for the Mrs J C Connell Award.

Thank you to the following committee Members for their assistance and guidance, Sandra Fletcher, Bev Fluhrer, Jean Fraser, Lorraine Coull, Jill Holland-Reilly (ex-Officio) and Jenny Raymond.

All Auxiliary Members deserve recognition for their worthwhile contributions to the KGH Auxiliary.

Barbara Arniel, Chair

CAFÉ

This year we have used the café space to advertise Auxiliary events within the hospital. During the fall we had an active table top campaign advertising our Teddy Bear fundraising event and our Christmas Bazaar date, location and time. Last spring we had a tray-sized advertisement of our Auxiliary businesses and a list of our equipment donations for the last year.

Our major purchases this year were new security gates around the food display area, a fridge, panini maker and microwave. A new recycle station was also designed and constructed by Countrywide Kitchens and Kingston Monuments with input from Stacey R., our café manager. It now includes places to recycle plastic, cans and paper products as well as garbage. Our takeout containers, plastic single serving containers, soup bowls and cutlery are all recyclable. We hope to get a second unit built this year.

Stacey and her staff continue to provide wholesome food choices. Our fruit pies, cheese cake, pumpkin and banana muffins, sandwich fillings and a wide variety of specials are all made in house. Locally sourced ingredients are a priority.

At our staff appreciation dinner last May we were very pleased to present our employees with 5, 10, 15 and 20 year pins. Denise T. received her 20 year pin last year

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and Teresa B. her 20 year pin this year. Congratulations to both.

Thanks to our dedicated staff who work tirelessly to give our customers a variety of food items to choose from and friendly, courteous service each day.

Shirley Hicks, Convenor

CHRISTMAS BAZAAR

The 2014 Christmas Bazaar was held on Wednesday, November 26, on Connell 3 (C3) Allergy Study Unit, 9:30 am – 2 pm. In preparation for this important event display tables were filled with an impressive array of items donated by Auxiliary members, volunteers, friends, staff and business community donors. Long-time supporters of this event know that this is significant as a fund raiser as well as a way to preserve the legacy of Auxiliary history of community relationships in our hospital.

The dedicated, creative committee was gratified to have C3 as the ideal site for our purpose. Special thanks to Terry Walker, coordinator of the study unit, for generously allowing us the use of equipment and “whatever is needed” to ensure effective utilization of the space.

Increased publicity through the distribution of more flyers and a TV appearance by our President, Jenny Raymond, inviting public attendance at the bazaar as well as the great effort made by the phone committee, organized by Jean Fraser, to contact members and friends soliciting support in terms of sale items or monetary donations, helped us to raise \$6,300.

Thanks to Treasurer, Peter Ginn, for managing all the finances of the Bazaar and depositing the monies in the Auxiliary General Account to be used for programs to enhance patient care.

Gift Shop sales at the Bazaar totaled \$2,105. A 15% discount for the day meant record sales in the Kidd/Davies 1 Gift Shop.

By offering a more substantial lunch than the light refreshments that could be

purchased at the Bazaar, the Café also reported that their special menu increased their day's receipts.

At the review meeting the committee noted some changes that worked well this year including the following:

- Fewer, more practical silent auction items allowed more space for display. Increased receipts were noted.
- Wreaths and other Christmas items donated by local florists and Auxilians located in the ante room, complemented by CD Christmas music, provided a pleasant introduction to the Christmas theme of the main sale room.
- Centre of main room designated to Gift Shop sales.
- Table convenors recruited volunteers for their area. Some members were assigned to circulate and attend to requests as needed.

Overall the Bazaar was a successful team effort and an opportunity for many volunteers to be actively engaged. Following the Bazaar, the Director of Volunteer Services, Jill Holland-Reilly reported receiving a message from a visitor who was so impressed with our efforts that her interest in volunteering was renewed.

A sincere thank you is extended to all who helped to make the 2014 Christmas Bazaar a worthwhile event.

Connell 3 has already been booked for the 2015 Bazaar (to be held on Wednesday, November 25).

Alice Robertson and Merna Manders
Co-Convenors

COFFEE CART

Over the past year the coffee cart has become more valued to patients as well as staff. We now go into the Cancer Centre and are well received.

Money has been saved by purchasing less milk and cream.

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Last summer, we had a good summer with the help from the students.

Volunteers are always welcome for this rewarding job.

Anne Worden, Convenor

CONSTITUTION

The Constitution committee met in September of 2014 to discuss and formulate amendments to the By-Laws of the KGH Auxiliary. An amendment to the By-Laws was presented at the November General Meeting to the general membership and was approved. The Constitution committee met again in March of 2015 and further amendments to the Constitution and By-Laws were considered. These amendments to the By-Laws and Constitution will be presented to the 2015 Annual General Meeting.

I would like to thank the committee members: Sandy Thomas, Jenny Raymond, Sandra Fletcher, Mary Lapeer, Teresa Tait and Heather Breck.

Alberta Saunders, Chair

CORRESPONDENCE

For the period April 1, 2014-March 31 2015, the following cards were sent:

| | |
|--------------|-----------|
| Sympathy | 20 |
| Get Well | 6 |
| Misc. | 3 |
| <u>Total</u> | <u>29</u> |

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

As I pass on the responsibilities to a new Elected Member, I would like to express my appreciation for the opportunity to serve the Auxiliary in this role for so many terms.

Heather Breck, Elected Member #1

FAMILY SERVICE

In September of 2015, Kingston General Hospital, recognizing the vital role families play in the recovery, care and advocacy of

their family member in hospital, made an innovative decision and cancelled visiting hour restrictions. Family Service, offered by the Auxiliary, provides a facility that helps families take advantage of this decision.

Family Service, established in 1992 at the request of Shirley Abramsky, an Auxiliary member, consists of nine rooms and two kitchens conveniently located in the hospital. It allows families of critically ill patients and those who have a distance to travel, to get some much needed rest and yet be in close proximity to their loved ones. An Auxiliary Committee monitors the area making sure the rooms are comfortable and the bathrooms are stocked with shampoo, soap and shower caps. Coffee tea and cookies are provided along with a refrigerator.

As you can imagine families are very grateful for this service and the following is an excerpt from one of the many letters we received. "This room was such a gift to us. We were able to be with our family member throughout the night and took turns getting some much needed rest."

Donations for the year totalled \$3,666.00 and the occupancy rate was 81%.

I would like to thank the following Committee members, I.C.U. liaison Fran Berrigan, Auxiliary Assistant Theresa H., Social Work liaison Cathy MacGillivray, Past Convenor Shirley Abramsky, Auxiliary President Jenny Raymond, Sandy Thomas, Sandra Fletcher, Angela VanDalen, Julie Robinson, and Estelle Salamon. Thank you to everyone who enabled the Auxiliary to offer this service to the community.

Mary Lapeer, Convenor

GIFT AND TUCK SHOP

This has been a very challenging year, unfortunately we did not meet our goal of \$225,000; however we did transfer the full commitment to the Auxiliary.

Many changes have taken place – Moira M., a long-time volunteer for the Gift Shop was

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hired as Gift Shop assistant in May and Interim Manager, Michelle B., was hired in September. These two ladies have excellent communication skills, as well as creativity, flexibility, initiative and ability to multitask. Michelle B. has a keen sense when it comes to new ventures, problems and problem solving. She has produced an incredible "How to Binder" for everyone's guidance.

Erin D. began her maternity leave at the beginning of October. She left her friends at KGH and is now spending her time with her beautiful daughter Ella. Kate H. was hired to replace Erin on her maternity leave. With Michelle G. on leave, Janet K. was hired to replace her for four months.

All these changes, and the positive input from our department personnel, Claudette Trudeau (baby wear), Moira M. (lingerie), Eva Duffe (knitting), Lynn Van Winckle (jewellery), Liz Spotswood & Joan Robertson (gifts), Margaret McGowan & Anastasia Cliffe (toys & plush), Margaret McGowan (sundries) and the guidance and hard work of our treasurer Dona Riddell, have added to the makings of our successful year. Many thanks to our loyal customers, without their support we would not be in existence.

Thank you to all our wonderful VOLUNTEERS who keep our shops flourishing. It is only with your help that we succeed.

Our long awaited "Auxiliary Gift Shop", signage along with new lighting to brighten it up, arrived in September. In November/December our computer system started to give us major problems. At that point it was inevitable that a new system was needed, so Michelle B. began an intensive research. New features will assist inventory management, sales tracking etc. New flooring for the Gift Shop has been put on hold at this time.

Last but not least I wish to thank Theresa H., KGH Aux. Assistant for all her support and assistance with our jobs in the Gift / Tuck Shops and Stock room.

In June, after several years Linda Luhtala and I will be stepping down as Convenor and co-Convenor of the Gift / Tuck Shop. It has been a wonderful experience for us. We thank everyone for their support and friendship. We are not leaving entirely; Linda Luhtala will continue as a Stock Room assistant, I hope to become a regular volunteer in the Gift Shop and will, of course, carry on as Toy / Plush Buyer.

A hearty welcome to Merna Manders who comes aboard as Gift / Tuck Shop Convenor. Anastasia Cliffe, Convenor

HAIR CARE

Since my last annual report it appears that even though we are still not busy 100% of the time, business seems to be picking up.

We are very pleased with April S., our hairdresser, who does enjoy her work. She is an excellent stylist, a colour expert and is able to make a difference - especially with patients and their families.

April S. has received cards of thanks from families. One person, on her death, had left instructions that donations be directed to hair care.

We also appreciate that doctors and nurses, as well as office staff and volunteers, are making good use of our service.

We have more ways to advertise the salon. One of these is a new Hair Care sign on the cart that goes up to the patients rooms for an in-room hair do. Plus there are two new signs outside the salon.

As of February 3rd of this year, it was necessary to raise our prices; this is a small increase to cover the rising costs of our professional products. However our prices are still much lower than many places in the city.

We are open Tuesdays, Thursdays and Fridays and look forward to meeting and greeting you there.

Gloria Pivnick, Hair Care Convenor.

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HELPP LOTTERY

This year HELPP funds were used to provide equipment for a new project at KGH – Music Intervention in the Post-Operative Area. Music intervention (often called music medicine) is when a patient listens passively to pre-recorded music that is offered. Music has been seen as a safe, economical, easy way of relieving pre-operative anxiety and promotes relaxation to individuals awaiting surgery. This new equipment will be used in the Operating Room, Same Day Admitting Centre and the Recovery Room. The aim of the program is to make the patient experience a positive one at KGH.

The HELPP funds were used to purchase 15 iPod Nanos with clip cases, 15 yearly subscriptions to iTunes and 400 disposable headphones.

Many thanks to our dedicated volunteers who keep the HELPP Lottery cart rolling: Ann Forcier, Alice Robertson, Catherine Maley and Pam Owen. If you are interested in joining the team, please contact the Auxiliary Office.

Ron Pushcar, Convenor

HOSPITALITY REPORT

Three General Meetings, September, November and March were held at 2 community churches Cooke's - Portsmouth hosting two meetings and Christ Church Parish hosting one. Each group graciously served a delicious lunch. This change of environment for one of the meetings seems to be appreciated by members and will be continued for next year provided these groups are able to accommodate us.

The presentations at the three meetings included: Karen Pearson, Director of Imaging Services, to tell us more about the value of the recent equipment purchase made by the Auxiliary; Erin Eardley, who is responsible for Planning, to explain the new way finding system within KGH and Jill

Holland Reilly, Director of Volunteer Services and Corporate Accessibility speaking on the many changes that have taken place in the monitoring, training and ongoing support of volunteers.

A change in venue for our Annual General Meeting to Minos Village was supported by the majority of members who commented. Comments are always welcomed and in fact necessary to try to keep members attending these meetings.

All of our Board and Council meetings continue at the Tompkins Funeral Home on Davis Drive. They continue to be generous with their very comfortable meeting space and we are most appreciative of all of their assistance.

This January 29th we again hosted a Staff Appreciation Tea, our 18th annual, in the Burr 1 Conference Room. There was an enthusiastic group of volunteers helping out and they made the tea run very smoothly. Approximately 200 attended and many plates of goodies were prepared ahead to be taken back to staff unable to attend. We were again most grateful for the support of Compass Group who generously donated most of the baked goodies for the event. We also appreciate the assistance of environmental and Maintenance in supplying the room set up and cleaning.

Special thanks to my Co-Convenor, Karen Kitney, for her assistance throughout the year and to Theresa H. who always goes above and beyond to assist us.

Sandra Thomas, Convenor

H.U.G.S. PROGRAM

The HUGS Program continues to thrive and keep up with the demand for baby items for those in need within our community.

We supplied 86 packages to the Women's Clinic, down a little this year. We supplied 36 quilts and blankets to Family Services, Palliative Care and the Elderly, and 18 quilts and blankets to Paediatrics. Numerous

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items were supplied to Labour and Delivery, NICU and Paediatrics.

This year we did not have any group volunteer to supply materials, so we have had to purchase material for receiving blankets, bereavement envelopes and blankets. Unfortunately, we are no longer able to purchase the 'Rainbow' fleece for our Bereavement program, so will have to search for some other suitable fabric.

We are so fortunate to have so many in our community to offer their time and talents with the much needed sewing, knitting and quilting.

I would like to acknowledge the following individuals and groups for their continuing support of the HUGS Program.

Judy Sulley ... knitting; Brockville Red Cross ... Knitting; Jean Tuck and her PAC Canada group ... knitting; Limestone Quilters ... quilts; Heirloom Quilters ... quilts; Queen's Knitting Group United Church ... knitting, sewing, baby clothes; St Andrew's By The Lake United Church ... knitting, sewing, baby clothes; St Paul's The Apostle Catholic Church ... knitting, blankets, dolls; Perth Road Village Crafters ... sewing receiving blankets and bereavement envelopes; Rosewood Retirement Residence ... knitting.

Thanks also to my Co-Convenor, Angela Van Dalen, whose support and assistance is invaluable.

Jan Sansom and Angela Van Dalen
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 Information Desk in the main lobby. Large print books are especially welcome.

Linda Patry, Convenor

LOTTERY BOOTH

Our Lottery Booth did quite well again this year. We had a gross income of \$18,840.26 from commissions but a drastic increase in parking costs brought us down more than anticipated. We did manage to meet our budget of \$18,000 for the Auxiliary using a combination of a net income of \$16,502.26 for 2014/2015 and dipping into our bank account from previous years' surpluses for the balance. Unfortunately, because of the dramatic rise in our parking costs we've been forced to lower our budget to \$17,000 for the 2015/2016 year.

We are so fortunate to have a great team of volunteers including a couple of new ones in this past year. One of our new volunteers, Colin McCue, was interested in helping us reopen the Lottery Booth for a few hours on Mondays. We began training him for this job late last summer and we were open Mondays off and on until mid-September then finally on a regular basis in November. People really seem to have embraced our reopening on Mondays so they can check their tickets and make their purchases right away after the weekend.

Another new volunteer, Doug Soutter, began training with us just before Christmas. He was a great help over the winter months when so many of us were not available for our shifts. He has a regular shift in the Lottery Booth now too plus he helps by filling in on some of the shift vacancies that crop up from time to time. I'm thinking positive and believe we'll continue to do well again this year with the help of all our wonderful volunteers! A huge thank you goes out to them!

Mary Johnston, Convenor

MEMBERSHIP REPORT

As of April 1st 2015, we have 276 Auxiliary members. We have welcomed 4 new members and had 15 members retire.

Two of our faithful members have passed

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away over the past year.

We have sent out 5 newsletters and we are pleased to see so many members switching to email to receive those newsletters. Due to the high cost of postage, we continually encourage others to do the same.

Many thanks to Theresa H. for all that she does. She is truly a valuable asset to the Auxiliary. Many thanks also to the volunteers who help to get the newsletters out on time.

Lorraine Coull, Convenor

MEMORIAL FUND

This Report covers the period April 1, 2014 to March 31, 2015.

Opening Balance

April 1, 2014 \$6,454.43

Donations 79 \$3,943.00

Subtotal \$10,397.43

Blanket Warmer /

Pocket Talkers \$7,000.00

Closing Balance

March 31, 2015 **\$3,397.43**

The Auxiliary purchased a Blanket Warmer for Davies 5 at a cost of \$6,000.00 and 5 Pocket Talkers for the Elder Life Program at a cost of \$1,000.00. These expenditures were authorized at the March General Meeting.

The Memorial Book is safely stored in the Archives cupboard until a suitable location to display it can be found. Annastasia Cliffe has agreed to contact Dale Rashotte to see if he is willing to inscribe the names to bring the book up to date

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

2006 February

Hannah Kaufman MSS,RSW \$5000.00

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

2011 November

Lynn Newton \$1,000.00

2012 Recipients

Lynn Newton \$2,000.00

Lori Proulx \$1,000.00

2013 Recipients

No applicants

2014 Recipients

Nathan Tompkins \$3,000.00

Beatriz Renwick \$2,929.00

Lisa Thibeault \$1,261.00

Adrenne Andress \$1,217.00

Gary Bracken \$1,100.00

Shelley Clancy \$1,100.00

Jill Holland-Reilly \$600.00

Total \$11,207.00

Total Distributed to date \$54,203.00

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The total amount for disbursement was \$13,685 and the amount applied for was approximately \$45,000. It was decided to keep back \$2,478 which will be added to the amount available next year.

Members of the Selection Committee were: Karen Allan, KGH Leadership and Learning; Jenny Raymond, Auxiliary President (Chair); Sandra Fletcher, Auxiliary Vice President; Shirley Abramsky, Heather Breck and Jean Fraser, Millennium Fund Raising Committee and Auxiliary members.

I would like to thank the committee members for their thoughtful consideration and assistance.

Jenny Raymond, Chair

MILLENNIUM FUNDRAISING

The Millennium Fundraising Committee is responsible for organizing fundraising events, with all proceeds designated for equipment or special services at Kingston General Hospital. In 2014 the Millennium Fundraising Committee raised \$64,291.00

One of our largest fundraisers was the annual golf tournament held May 21, 2014 at Loyalist Golf and Country Club in Bath. The 2014 Golf Tournament, our fourteenth annual, raised \$26,401.00. Proceeds went to purchase a Dialysis Machine for the Renal Unit at KGH.

The 2014 Teddy Bear Campaign launched on November 10 and ran until December 19. The launch, in the Watkins Lobby at KGH, was well-attended by volunteers, staff and the media.

Our goal was \$20,000 to purchase a Linear Array Scanner for paediatric patients. We exceeded our goal by nearly \$4000 and this surplus will be used to purchase additional equipment for paediatrics.

We received a \$4000 donation from Kawartha Credit Union to cover the costs of running the campaign. However, they have only proposed a \$2000 donation for the 2015 campaign. We are hoping to find another corporate sponsor so that we can

continue to direct all funds raised from bear sponsorships to the purchase of equipment. Again, this year, we were fortunate to receive large donations from Legion 560, including the Women's Auxiliary and the Young at Heart Club, Photos with Santa, Maggie Axford and Sandra Fletcher (knitting sales), Wilton Cheese Factory, the Frontenac Fury Girls Hockey, Edward Scarpazza (Toni's son and his friends), Holy Cross Secondary School and a few other individual donations. With Theresa H.'s help, we created a Certificate of Appreciation which was awarded to each of these generous supporters.

Thanks to everyone for their continued commitment and enthusiasm.

Other fundraisers included The Spring Fling Luncheon and Bridge held April 8, 2014 at Cooke's Portsmouth United Church which netted \$680.00; and our popular bus trip to the Stratford Festival in June to see two excellent plays, "Crazy For You" and "Hayfever" which saw a profit of \$2,525.65.

The Field Of Miracles Mural, located on Kidd/Davies 5; honouring a child's birth at KGH, is an ongoing fundraiser. In 2014, 17 plaques were purchased, bringing the number of plaques on the mural to 465 at the end of the year.

A special thanks to Judy Strahan, Convenor of the Field Of Miracles Mural, volunteers with our golf tournament and to all the members of our hardworking Fundraising Committee. Special thanks also go to Theresa H. our Auxiliary Assistant.

Jean Fraser & Heather Breck, Co-Chairs

PATIENT COMFORTS

The past year has been much as usual. We are still supplying toothbrush, toothpaste & comb kits for those patients that need them. The only real change was for Christmas Eve. For many years we have, with the help of volunteers and high school students, given small gifts to patients who

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had to stay in the hospital through the holiday. It has been increasingly difficult to purchase suitable items at a reasonable price. So, this past year, with much help from our President, greeting cards were printed. These had a front cover showing the only remaining entrance door from the first hospital building, dating from 1835. The card also contains this interesting information and in addition lists many of the donations made by the Auxiliary to the hospital in 2014. The cards were well received and they are likely to have made more people aware of the Auxiliary and its contributions to the hospital.

Estelle Salamon, Special Officer

POLICIES AND PROCEDURES

Several policies have been revised during the past year.

Policy #7 was revised to include a section on Maternity/Paternity Leave and a new Leave of Absence Form has been created. Hiring Policy #50 was reviewed and small changes were made.

Policy #8 "Absence from Work due to Sickness" has been changed to "Absence from work due to Illness". Several changes were made to this policy to align it more closely to the KGH policy. Similar changes were also made to Policy #66 regarding Sick Leave Benefits for Salaried employees.

Jenny Raymond, Chair

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. Should it be warranted, a Newsletter in January may also be distributed although this will not necessarily be an annual issue. The Newsletter 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 H., Auxiliary Assistant, for organizing the printing and emailing of the letter as well as proof reading.

The Scribe is also responsible for keeping the information on the Auxiliary website up to date and Helen Smith of KGH Strategic Management and Communications department ably assists in this respect.

Sandra Fletcher, Scribe

SECRETARY'S REPORT

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

I would like to thank the Auxiliary Assistant, Theresa H., 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 Theresa H. in her office. These are available to any

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

Alberta Saunders, Secretary

SPECIAL CARE

Special Care currently has seven volunteers who have all completed the 24 hour Palliative Care training course. We made 1378 meaningful visits compared to 1660

the previous year, reflecting that one volunteer moved on to become a medical student.

We receive most of our referrals from the weekly Inter professional care meeting to which a physician, residents, palliative care nurse practitioner, chaplain, dietician and volunteers. We also get requests from nursing, social workers and family members.

Jenny Raymond, Convenor.

VOLUNTEER SERVICES

The goal of the Volunteer Department is to enhance the patient experience by inviting talented and engaged individuals from our community to share their time and talent. It is our duty, as a responsible organization and, in accordance with the Excellence Care for All Act, to ensure that we conduct a survey every two years to glean information about volunteer satisfaction. The 2013 Volunteer Satisfaction survey results (received in February 2014) revealed areas of the volunteer experience that could be improved. In response, this year the focus of the staff team was to improve the recruitment process; address shift vacancies and consistency of service; and offer additional training.

Carol B., Kim K. and I dissected each step of volunteer intake process and were able to quantify and qualify each task and, in the end, realigned some of the tasks. In an effort to provide volunteers with more flexibility and to allow program volunteers to cover additional shifts, most of the schedules were put online through Volgistics. This resulted in more consistent service delivery.

Three areas of focus for training were new volunteer orientation, mentoring and communication training. The orientation was redesigned as was the volunteer handbook. New volunteers now take a component of the orientation on-line and then attend a two hour in person session. The volunteers are then matched with the mentor/convenor of the service for program based training.

All volunteers have been invited and encouraged to attend the mandatory corporate H.E.A.R.T. training. "Communicate with H.E.A.R.T" is a service excellence program created by the Cleveland Clinic which presents a common approach for interaction with others. It's a healthcare-focused model that will provide all KGH staff, along with volunteers and physicians, with the practical knowledge to help them address patient concerns. The training will be offered through 2015 and 2016. The goal is to offer other training topics for volunteers in the upcoming fiscal year.

A few new volunteer services were initiated this past year. A program for the tiniest patients' and their families, allows volunteers to "cuddle" babes in the Neonatal Intensive Care Unit. The other program is an expansion of the music program that was launched last year. We expanded the music at the bedside. Volunteer guitarists, violinists and flutists share their talents throughout the inpatient units.

We hear that the North American trend that we can expect to see is that there will be fewer volunteers, but those that commit will have a tendency to offer more of their time. This year compared to last, overall there were 9 more volunteers (824 total) and the total hours contributed were 0.3% less. Volunteers performed 76,011 hours. Of the total hours, 34,323

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were in KGHA services and there was one less volunteer than the previous year (185). So far the commitment has not wavered at Kingston General Hospital. Volunteer Services will continue to endeavour to meet the volunteer requirements and, through a satisfaction survey in the fall, will strive to retain and enhance the volunteer experience.

Jill Holland-Reilly, Director Volunteer Services and Corporate Accessibility

NOTICE OF MOTIONS – FINANCE

1. That the Financial Statements for 2014/2015 as audited by KPMG be approved

2. That the unallocated 2014/2015 surplus revenue of \$497,000.00 be disbursed as follows:

| | |
|------------------------------|---------------------|
| Surplus as at March 31, 2015 | \$497,369.76 |
| Retained for working capital | <u>\$79,769.76</u> |
| Unallocated Surplus Funds | <u>\$417,600.00</u> |

DISBURSEMENTS

KGH DEPARTMENTS

| | |
|---------------------------------|-------------------|
| Sexual/Domestic Assault Program | \$3,000.00 |
| Social Work Patient Fund | \$3,000.00 |
| Volunteer Services – Uniforms | \$1,500.00 |
| Kidd 9 – Compassion supplies | \$1,000.00 |
| Kidd 10 – Oncology Bead program | <u>\$1,100.00</u> |

\$9,600.00

EQUIPMENT

| | |
|--|---------------------|
| To be allocated for major equipment purchase | <u>\$408,000.00</u> |
|--|---------------------|

Total NIL

3. That the proceeds of the 2015 Golf Tournament be used towards the purchase of a new Renal Dialysis Unit
4. That the proceeds of the 2015 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, 2015 to March 31, 2016.

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BOARD OF DIRECTORS 2015-2016

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

MEMBERS OF COUNCIL – 2015-2016

STANDING COMMITTEE CHAIRS

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

CONVENORS OF SERVICES

| | | | |
|-------------------|----------------|---------------------|----------------|
| Artistic Outreach | Janet Rosser | HELPP | Ron Pushcar |
| Café | Shirley Hicks | HUGS/Maternity - Co | Lorraine Coull |
| Coffee cart | Anne Worden | HUGS/Maternity - Co | Sandra Weller |
| Family Services | Mary Lapeer | Library | Linda Patry |
| Gift Shop | Merna Manders | Lottery Booth | Mary Johnston |
| Gift Shop - Co | | Special Care | Jenny Raymond |
| Hair Care | Gloria Pivnick | | |

SPECIAL OFFICERS

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

EVENT CO-ORDINATORS

| | |
|------------------|---------------------------------|
| Christmas Bazaar | Merna Manders & Alice Robertson |
|------------------|---------------------------------|

MEMBERS AT LARGE

| | |
|------------------|------------------|
| Beverley Fluhrer | Lynn Van Winckle |
| Judy Strahan | Betty Ann Wilson |
| Teresa Tait | Kathy Wirsig |