

**KINGSTON
GENERAL
HOSPITAL
AUXILIARY
ANNUAL REPORT
2015 – 2016**



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AGENDA

111th KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

June 13, 2016

1. CALL TO ORDER
2. INTRODUCTION OF PAST PRESIDENTS
3. INTRODUCTION OF NEW MEMBERS PRESENT
4. INTRODUCTION OF GUESTS
5. MINUTES of the 110th ANNUAL GENERAL MEETING
6. TREASURER'S REPORT

6.1 That the Financial Statements for 2015/2016 as audited by KPMG be approved

6.2 That the unallocated 2015/2016 surplus revenue of \$454,224.82 be disbursed as follows:

Surplus as at March 31, 2016	\$454,224.82
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Retained for working capital	<u>\$ 72,724.82</u>
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Unallocated Surplus Funds	\$381,500.00
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DISBURSEMENTS

KGH DEPARTMENTS

Social Work Patient Fund	\$4,000.00
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Volunteer Services – Uniforms	\$2,000.00
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Kidd 10 – Oncology Bead program	<u>\$ 500.00</u>	\$6,500.00
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EQUIPMENT

To be allocated for major equipment purchase	<u>\$375,000.00</u>
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Total	NIL
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6.3. That the proceeds of the 2016 Teddy Bear campaign be used to purchase equipment, as approved by the KGHA Board of Directors, for paediatric equipment at KGH.

6.4. That KPMG Chartered Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2016 to March 31, 2017.

7. CONSTITUTION AMENDMENT

7.1 ARTICLE VIII - MEETINGS

DELETE

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

NEW

1. Two (2) General Meetings of the membership shall be held each year. The fiscal year shall be the same as that of the hospital.

7.2 BY-LAW AMENDMENTS

BY-LAW I – MEETINGS

7.2.1 DELETE

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

NEW

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

7.2.2 DELETE

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.

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NEW

3. The Board of Directors and Council Meetings of the organization shall be held in the months of September, March and May.

7.2.3 DELETE: VI - STANDING COMMITTEES

1. There shall be the following Standing Committees: Archives, Awards, Constitution, Finance, Millennium Fund Raising, Nominating, Policies and Procedures. Other Standing Committees may be named.

NEW: VI - STANDING COMMITTEES (removing Archives)

1. There shall be the following Standing Committees: Awards, Constitution, Finance, Millennium Fund Raising, Nominating, Policies and Procedures. Other Standing Committees may be named.

7.2.4 DELETE: VII - AUXILIARY SERVICES (amending Maternity/HUGS to HUGS)

1. There shall be the following Auxiliary Services: Artistic Outreach, Cafe, Coffee Cart, Gift Shop and Tuck Shop, Family Service, Hair Care, HELPP, Library, Lottery Booth, Maternity/HUGS, and Special Care.

NEW: VII - AUXILIARY SERVICES

1. There shall be the following Auxiliary Services: Artistic Outreach, Cafe, Coffee Cart, Gift Shop and Tuck Shop, Family Service, Hair Care, HELPP, Library, Lottery Booth, HUGS, and Special Care.

7.2.5 DELETE: VIII - SPECIAL OFFICERS (deleting Scribe and inserting Newsletter Editor)

1. There shall be the following Special Officers: Hospitality, Membership, Memorial Fund, Patient Comforts, Paymaster, and Scribe. Other Special Officers may be named.

NEW: VIII - SPECIAL OFFICERS

1. There shall be the following Special Officers: Hospitality, Membership, Memorial Fund, Newsletter Editor, Patient Comforts, and Paymaster. Other Special Officers may be named.

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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KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

MINUTES OF 110th ANNUAL GENERAL MEETING

June 8, 2015

The 110th Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 8, 2015 at Minos Restaurant, Kingston. There were approximately 62 members and guests present.

1. CALL TO ORDER

The President, Jenny Raymond, called the meeting to order at 11.00 a.m. She welcomed everyone and noted that, due to a recent Supreme Court decision regarding religious prayers at public meetings, she would not be reading the Auxiliary prayer but will read instead the HAAO Mission Statement: As a Provincial association, we are advocates of community partnerships in the support of health care in Ontario through education, fund-raising opportunities and the promotion of volunteer services to people. She noted that HAAO was giving consideration to this issue.

The President then asked everyone to observe a moment of silence in memory of those members who have died since the last Annual Meeting: Shirley Barr, Ruby Campbell and Hope Carnegie.

2. PAST PRESIDENTS

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

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

3. INTRODUCTION OF NEW MEMBERS PRESENT – A new member Shirley McCullum was introduced and welcomed by the President.

4. INTRODUCTION OF GUESTS

J. Raymond introduced the guests present: Scott Carson, KGH Board Chair, Leslee Thompson, President & CEO, Shannon Graham, Vice-President & Chief Human Resources Officer, Diane Kelly, Auxiliary Liaison KGH Board, Jane Batey, HAAO S.E. Region Chair, Sharon Suddergard, President of Volunteer Services to Hotel Dieu Hospital, and Elen MacMillan, HAAO President.

5. MINUTES of the 109th ANNUAL GENERAL MEETING

It was moved by J. Fraser, seconded by G. Fitzpatrick, that the Minutes of the 109th Annual General Meeting held June 9, 2014 be accepted as circulated. Motion carried.

6. TREASURER'S REPORT

The Treasurer, Peter Ginn, presented the financial report. The unallocated surplus as of March 31, 2015 was \$497,369.76.

6.7 P. Ginn moved, seconded by S. Fletcher, that the Financial Report for the year ended March 31st, 2015, prepared by KPMG Chartered Accountants be accepted as printed. Motion carried.

6.8 It was moved by P. Ginn, seconded by L. Coull, that the unallocated 2014/2015 surplus revenue of \$497,369.76 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 10 Bead Program	\$1,100.00

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Kidd 9 Compassion Cart supplies	<u>\$1,000.00</u>
	\$9,600.00

EQUIPMENT

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

Motion carried.

6.3. It was moved by P. Ginn, seconded by J. Fraser, that the proceeds of the 2015 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 J. Sansom, 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. Motion carried.

6.5 It was moved by P. Ginn, seconded by A. Cliffe, that KPMG Chartered Accountants be appointed as Auditors for the KGHA for the fiscal year April 1, 2015 to March 31, 2016. Motion carried.

The Treasurer noted that J'Neene Coghlan had advised that, due to savings in the past purchases of equipment, there was residual funding of over \$250,000. In July 2014, the hospital identified the purchase of a portable X-ray unit for the Operating Room as another priority item for funding consideration. The need for this item is still current. A new portable x-ray unit will decrease the time of the exposure for the patient. It produces a better image than the current equipment; there is less chance of blurring of the image because of movement, and more of a guarantee that a diagnostic image can be achieved on larger patients. Therefore the Board authorized the purchase of the portable X-ray unit for the OR. The savings were as follows:

Microscope, mass spectrometer	\$11,259
Paeds, NICU & OBs/GYN equipment	77,368
Ceiling lifts	6,298
C-Arm, Clarity Dose Software	<u>157,388</u>
Total	\$252,313

7. AMENDMENT TO CONSTITUTION & BY-LAWS

7. a. AMENDMENT TO THE CONSTITUTION

It was moved by A. Saunders, seconded by S. Thomas that ARTICLE X – LIQUIDATION AND DISSOLUTION Section 5 of the Constitution be amended by DELETING Kingston General Hospital Foundation, and by ADDING University Hospitals Kingston Foundation, designating funds to Kingston General Hospital. Motion carried.

7. b. AMENDMENT TO THE BY-LAWS

It was moved by A. Saunders, seconded by A. Robertson that BY-LAW IX - EVENT COORDINATORS be amended by DELETING

1. There shall be the following Event Coordinators: Christmas Harvest Bazaar and
ADDING

BY-LAW IX - EVENT COORDINATOR

1. There shall be the following Event Coordinators: Christmas Bazaar. Motion carried.

8. CHEQUE PRESENTATION

A cheque was presented to Scott Carson, KGH Board Chair and Leslee Thompson, KGH President and CEO, representing the 2014/2015 contribution of \$469,600.00

9. GREETINGS

Scott Carson, Chair of the KGH Board of Directors, thanked the Auxiliary for its contributions to the hospital and noted that it is an integral and important part of the life of KGH. He added that the amount donated was more than 2% of the capital budget of KGH. Leslee Thompson, President & CEO, also thanked the Auxiliary for the personal support given to her, and said she valued the fantastic relationship between the Auxiliary and the hospital. Shannon Graham, Vice-President & Chief Human Resources Officer, thanked the Auxiliary for the many ways it contributed to the hospital. Elen MacMillan, HAAO President, congratulated KGHA on its 110th anniversary. She brought greetings from HAAO. She indicated that volunteers across Ontario had contributed over \$20 M to hospitals.

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Sharon Suddergard, President of Volunteer Services to Hotel Dieu Hospital, brought greetings from the Executive and Board on the 110th anniversary of KGHA and presented flowers from her organization. Jane Batey, HAAO S.E. Region Chair brought greetings from the South East Region and congratulated KGHA on the 110th anniversary.

10. ANNUAL REPORT

The President presented the Annual Report and thanked the Auxiliary Assistant, Theresa Hill, for the work involved in preparing the report and thanked KGH Printing department for its work in its presentation.

Acceptance of the Report as printed was moved by M. Lapeer, seconded by J. Sansom. Motion carried.

The President read a letter from KCVI thanking the Auxiliary for being a work placement site for their transition students.

11. LUNCH - The meeting adjourned at 11:40 a.m. for lunch. S. Thomas gave thanks for the meal.

The meeting reconvened at 1:10 p.m.

12. PRESENTATION OF AWARDS

Barbara Arniel, Chair of the Awards Committee, with the help of the Honorary President, Margaret McGowan, presented the following awards:

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

Jane Hannaford, Merna Manders, Marion Swan and Sandra Weller.

Certificates were also announced for non-members: Jane Peddle (Gift Shop), David Walker (Golf), Kathleen Vance (Golf), Geoff James (Golf), Helen Smith (KGH Public Affairs), Judy Sulley (HUGS Knitter/Sewer) and Cooke's Portsmouth Church (Catering).

Outstanding Service pins were awarded to the following Auxiliary members in recognition of their long and valued service: Dini Blundell, Linda Luhtala, Ron Pushcar, Claudette Trudeau, Doug Strahan, Susan Taylor and Betty Ann Wilson.

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 Alberta Saunders (Leadership) and Joan Adamson and Barbara Cogan (Long Service). The recipients hopefully will attend the HAAO Convention in November to receive this honour.

Honorary KGHA Life Membership was awarded to Eleanor Rivoire (Retired KGH Chief Nursing Executive). E. Rivoire thanked the Auxiliary for the honour.

Honorary President Alice Robertson was named Honorary President for 2015-2017.

Mrs. J.C. Connell Award Glenna Nesbitt was named recipient of the Mrs. J. C. Connell Award.

Flowers were given to Glenna Nesbitt, Eleanor Rivoire and Alice Robertson.

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 was one change to the Board. She then presented the Proposed Board of Directors as submitted by the Nominating Committee. The Board of Directors for 2015-2016 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)	Mary Johnston
		Elected Member (2)	Merna Manders

She introduced the new members of the Board 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 2015/2016.

15. THANKS & ANNOUNCEMENTS

J. Raymond thanked S. Thomas for organizing the meeting and lunch and Minos Restaurant for their good food and service.

16. ADJOURNMENT There being no further business, the President declared the meeting adjourned at 1:35 p.m.

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PRESIDENT'S ANNUAL REPORT

The Annual Report covers events and activities that occur between April 1st and March 31st each year.

The first event of the year was the District meeting for the HAAO S.E. Region held in Belleville. Two of our members attended, it was a good meeting, well attended with good discussions and a great lunch.

The Cafe and the Gift/Tuck Shops continue to work hard to generate income. Stacey Robertson, our Cafe manager is providing interesting specials each day and has increased the amount of local food and produce available. The result of this is that sales in the Cafe are up this year.

Linda Martin, our Gift Shop manager was on extended sick leave and made the decision to retire in January so she could spend more time with her family. We thank her for her many years of dedicated work. Michelle Bauder, the temporary manager was hired on a permanent basis as she had done an amazing job during Linda's absence. We have two new part time employees in the Tuck Shop, they are Kate Hearn and Cathy Myers.

The Millennium Endowment Fund again had many applications. Details for applying are now on the KGH intranet and readily available. Just over \$14,000 was disbursed to nine applicants. For more information, check the Millennium Fund report.

Three members of the Board attended the annual HAAO Convention in Toronto last November. Three 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 Joan Adamson, Barbara Cogan and Alberta Saunders.

The major fund raising events this year comprised of the Spring Fling Luncheon and Bridge in April, the Annual Golf Tournament in May, the theatre trip to Stratford in May and the Christmas Bazaar in December. The honorary chairperson for the Golf tournament was David Walker and it raised \$26,400 and with a few extra funds from the general account, a Dialysis machine was purchased for the Renal Unit. This September, the Golf Committee reviewed the past few years and with some sponsors dropping out and new ones difficult to find, they decided that the 2015 tournament would be the last.

The Teddy Bear campaign was an amazing success this year raising \$31,100. This was due in part to a large donation from a local construction firm and the increased involvement of High School students who volunteered last summer at KGH. The monies raised were used to purchase 4 CARESCAPE V 100 monitors, a wheelchair scale and 3 Noise Monitoring units for the NICU.

The major equipment purchased last year were 51 High/Low beds for the patient wards. This means that almost all beds in the hospital have been replaced. The Auxiliary continues to support several KGH programs which include the Beads Of Courage in Paediatric Oncology, Social Work, uniforms for Volunteer Services and Compassion Supplies for families of patients on Kidd 9.

With regard to the services we provide, Family Services continues to receive very positive feedback with some great donations from appreciative families. Our volunteers in Special Care have not increased in numbers but their dedication continues. The Coffee Cart and Library Cart services continue to be appreciated. We have reduced the days the Hair Salon is open. It is now open Thursdays and Fridays and this appears to be more efficient. There is new signage in the corridor outside the salon and hopefully this will attract more customers. Several of our members and staff are satisfied customers so do give April a try.

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. Two hundred staff attended, which is fewer than before, but many 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 for the last three years as President.

Jenny Raymond

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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. Unfortunately the art cart was not available for a period of time as it was stored in a new location and we had to wait for maintenance to move it. We have requests from other floors to hang pictures, which we hope we will be able to accommodate in 2016.

Janet Rosser, Convenor

AWARDS

The Awards Committee met in February and March to consider recipients for awards to be presented at the June 2016 Annual Meeting.

The recipients' names were approved by the Committee and presented to the Board for approval. The Board also approved the three HAAO recipients and the recipient for the Mrs. J.C. Connell Award.

Thank you to the Committee; Sandra Fletcher, Beverley Fluhrer, Lorraine Coull, Heather Breck, Sandy Thomas, Jenny Raymond and Jill Holland-Reilly (ex officio) for their assistance and guidance.

All Auxiliary Members are very worthy of recognition for their valuable contributions. Barbara Arniel, Chair

CAFÉ

Thanks to the staff, volunteers and our manager Stacey Robertson, the Café successfully met the budget this year.

One of the primary goals over the past months was to change our coffee cups to recyclable ones. Stacey organized the changeover last fall. Although the cups are slightly more expensive, the positive

comments from customers reinforced to us that the right decision was made.

We are now working with the hospital's Joint Planning Office (JPO) to plan the future replacement of the front counter. A renovations budget line was added a couple of years ago to our budget in order to put away money for this long term project. JPO will help us to estimate the final cost that includes removal of the current counter, replacing display fridges with modular units, electrical and plumbing work.

Stacey has enticed customers throughout the year to come to the Café for the daily special. Added touches such as a homemade flavoured mayonnaise make each person feel that they are getting something extraordinary. Gluten free bread is available and the Café staff is now making gluten free brownies which are selling very well. Homemade pies, apple crisp, cheesecakes with fruit toppings made in our kitchen and many other items in our display cases have attracted customers to the Café and the quality of our food keeps them coming. Thank you to everyone for a great year.

Shirley Hicks, Convenor

CHRISTMAS BAZAAR

The annual bazaar, featuring a Christmas theme, was held on Wednesday, December 2, 2015 in Dietary 3 (Environmental Exposure Unit) at the hospital. A steady stream of visitors attended to browse or to shop for books, jewelry, home baking, toys, holiday decorations and artisan items, to bid on silent auction items, or to have a refreshment break.

Net receipts of \$6,475 were transferred to the Auxiliary general account for the purchase of hospital equipment for patients. In addition, Gift Shop sales from toys and lingerie totaled \$2,105.

We were grateful for support of the Allergy Study Manager who reserved the venue for us and provided some necessary

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equipment. The assistance of Environmental Services Staff in setting up display tables and clearing up after the event was also a great help.

We are gratified by the generosity of Auxiliary Members, friends, Volunteers, Staff and community businesses who contributed to the success of our Christmas Bazaar.

Dietary 3 has been booked for the 2016 Bazaar on November 30th and a Committee will meet in September to begin planning for the event.

Alice Robertson and Anne Worden,
Co-Convenors

COFFEE CART

I am pleased to submit this report. Over the past year we have made some changes. Some prices have been increased and Clinic D has been added to the route. Hopefully this year more time could be spent in the same day waiting area, as I feel there is business there. Our sales have been consistent and the service very much appreciated. We have a great group of volunteers and summer students will join us soon. We can always use more volunteers.

Anne Worden, Coordinator

CONSTITUTION

The Constitution committee met in September of 2015. An amendment to the Chart of Committees was presented at the September General Meeting to the general membership and was approved. The Constitution committee met again in February of 2016 and a further amendment to the By-Laws was considered. This amendment was presented at the March General Meeting and was approved by the members present. Further amendments to the By-Laws and an amendment to the Constitution will be presented at the 2016 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, 2015 - March 31 2016, the following cards were sent:

Sympathy 15

Get Well 5

Misc. 1

Total 21

Mary Johnston, Elected Member #1

FAMILY SERVICE

The Family Service Area, located within the hospital, provides free of charge, temporary accommodation for families of critically ill patients. This service is provided by the Auxiliary and is monitored by a committee which meets on a regular basis and provides tea, coffee and cookies, makes sure the rooms are comfortable and the washrooms are stocked with soap and shower caps. The area consists of nine rooms and two kitchens, one of which has a refrigerator where family members can store food.

Last year \$571.40 was spent on supplies and \$4,359.50 was donated to the Auxiliary by grateful family members. The occupancy rate was 85%.

I have had the privilege to chair this committee for the past six years and I feel it is now time to step aside. I would like to thank the many people who have greatly assisted me along the way. First of all, Shirley Abramsky, who founded Family Service in 1992 and after 24 years, still remains actively involved; Theresa Hill the Auxiliary Assistant, who does such a good job of being our liaison with housekeeping, maintenance, security, the Social Work Department and the I.C.U. Volunteers: Julie Robinson who for many years has shopped for supplies for the kitchen and finally the

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committee members: I.C.U. liaison Fran Berrigan, Social Work liaison Cathy MacGillivray, Past Convenor Shirley Abramsky, Auxiliary President Jenny Raymond, Sandy Thomas, Angela VanDalen, Julie Robinson, Estelle Salamon, and Betty Ann Wilson. Thank you to everyone. It has been a rewarding and fulfilling experience.

Mary Lapeer, Convenor

GIFT AND TUCK SHOP

Both the Gift and Tuck Shops have had a busy and successful year. Our new computer system was installed in the Gift and Tuck Shops as well as in the stockroom in August of 2015. The new system has made entering purchases and the management of inventory control much easier. It is also very user friendly.

The display space in the Gift Shop was reorganized to reflect the space required for growing sales from each department. New lines of beautiful fashions that have been added to both jewellery and lingerie departments in the Gift Shop have benefited from having more space and existing space is used to greater advantage. Toys, books, gifts and baby departments all introduced new and exciting items for every season and occasion.

There were two patio sales, end of June and August. Hall sales were begun this April with lingerie and gifts participating. These sales will continue on the last Wednesday of each month with different departments taking part each time. The patio sales will be discontinued. Our Tuck Shop, too, has done very well this year. New confections have been stocked and coffee is now available in one size, large.

We have had some staff changes this year. Linda M. has retired and our thanks and Best Wishes are with her as she has more time to enjoy family and friends. Linda was Manager of the Gift/Tuck Shops for ten years. Michelle B. has become the Manager of the Gift and Tuck Shops and Kathy M. has

joined the Tuck Shop staff as Afternoon Assistant. We were very pleased to welcome new volunteers in both the Gift and Tuck Shops.

I would like to thank those who work so creatively and passionately to make the Gift/Tuck Shops very successful. Their creative insight keeps all the displays looking new, bright and attractive. Thank you to all the volunteers for your dedication in helping to make our Shops successful in supporting the work of the Kingston General Hospital Auxiliary.

Merna Manders

Convenor, Gift and Tuck Shops

HAIR CARE

In this past year we have gone from 3 days a week to only two days.

By having this change, the appointments are arranged over the Thursday and Friday when the Hair stylist is in.

This does not mean that we are always completely booked. On the contrary, we can usually add more names to these days. Also we must remember that this is a hospital and a patient may make an appointment and then he or she may not feel well enough to go through with it. This then means a space opens up and hopefully we can fill that time with someone else.

We would like to remind you that the salon uses only professional products for colours and perms, and the stylist keeps updated on all the latest trends.

We look forward to seeing you support our Salon.

Gloria Pivnick, Convenor

HELPP LOTTERY

We have experienced a slowdown in sales this year due to a shortage of volunteers to man the desk. We have been very fortunate over the past few years to have a dedicated and reliable group of members who have

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been instrumental in making a success of this fundraising and enjoyable venture.

We are in need of someone to take over on Wednesdays and times are flexible but lunch times have proven to be the most successful time. A maximum of 3 hours but a minimum of 2 hours is desirable. This is a cash only task that is fairly simple but has its moment when it gets fast paced. Training time is very minimal and we are happy to be with you until you feel comfortable. Speak to Theresa if you think you might be interested. We can use your help other days if you have some flexibility.

HELPP Lottery this year used \$ 1,000.00 to purchase 2 I Pads for the Elder Life Program and in the past has used funds for the purchase of wheel chairs and rest stations. It can be quite profitable but we do need some help.

Ron Pushcar, Convenor

HOSPITALITY REPORT

Our Board and Council meetings continue to be held at the Tompkins Funeral Home. Their continued generosity is a wonderful thing.

All three of our General meetings were held at Cooke's-Portsmouth Church this year. Church members continued to prepare and serve a very pleasant lunch and they appreciate being chosen to host us. All three meetings had speakers who informed members on interesting topics of concern in today's health care system.

The Annual meeting was held at Minos Village for the first time and this venue seemed to be enjoyed by those in attendance.

The 19th Staff Appreciation Tea was held in the Burr Conference Room on January 28 in conjunction with the KGH Showcase Week. Many members assisted and made this tea a very successful event. Compass Group again generously supported the endeavour by donating most of the baked goods. As well, our own Café staff stepped in at the last moment to prepare more cookies when

we feared we would run out. This year we focussed on preparing more plates of goodies for staff to take back to those unable to attend. After the event we heard several comments from staff that were appreciative of being able to participate. By making this effort we were able to thank more staff members.

My thanks to T. Hill who assists us in so many ways, to K. Kitney, co-convenor and to all of the members who assisted with the tea.

Sandy Thomas, Convenor

H.U.G.S. PROGRAM

Since taking on the Hugs program last June, we have done extensive re-organizing. We have new areas to store our donations and a new way of donating our Hugs packages.

We had a very large inventory and decided to expand the program and give Mini Hugs bags to every newborn when they leave the hospital. We also give the Mini bags to the babies in the NICU. We started to give these packages in August and have found parents and staff very appreciative.

Large Hugs bags are delivered to the Women's Clinic and so far, we have delivered 20 packages to that area. Kidd 5 has received 180 bags and the NICU has received 31. We have also delivered 23 bereavement envelopes to the Emergency department, Paediatrics department and the Labour and Delivery area.

Aside from giving packages to newborns, we have given items to Paediatric Oncology, Labour and Delivery, Emergency department and to the Elder Life Program.

We are grateful to so many people in our community as well as others from Deseronto, Peterborough, Brockville, Gananoque and Smiths Falls for their selfless generosity and crafting skills. These people are the ones who make our program a success.

Sandra Weller and Lorraine Coull,
Co-convenors of the HUGS Program

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LIBRARY

There is a continuing need for hard cover books, paper-back novels and magazines, so please think of us when you are having a 'sort out'. The Library team distributes this reading matter to waiting rooms and patient floors where it is gratefully received by patients.

Donations may be dropped off at the Volunteer Office or at the Information Desk in the main lobby. Large print books and magazines are especially welcome.

Linda Patry, Convenor

LOTTERY BOOTH

Thanks to all our wonderful volunteers, we have enjoyed yet another successful year in the Lottery Booth. I'm not aware of any large recent winners but some of the huge jackpots have definitely helped our sales again this year. In the fiscal year 2015/2016, our gross income was up at \$19,418.45. Unfortunately, the increase in parking fees brought our net income down to \$16,725.81. We were able to meet our budget of \$17,000.00 by dipping into previous years' surpluses for the \$274.19 top up. Our budget for 2016/2017 remains at \$17,000.00.

We recently welcomed Marion Pettifer back to our Lottery Booth. She had last worked in the Booth when it was located in the main lobby. It didn't take long for our customers to recognize her familiar face back behind the desk. Good to have you back, Marion. Ron Pushcar has also joined our team in the Lottery Booth to occasionally help us when he can. Both Marion and Ron were a great help to our team this past winter.

As always, a huge thank you goes out to our volunteers who help keep the Booth open year round. We couldn't do it without you! Mary Johnston, Convenor

MEMBERSHIP REPORT

As of April 1st 2016, we have 269 Auxiliary members. We are happy to have six new members.

Sadly, five of our faithful members have passed away over the past year and we had nine retirees.

Five newsletters were sent out over the year and we were very pleased to have so many being emailed to members.

I am most grateful to Theresa H. for her unending support. Many thanks also to the volunteers who help fill the newsletters that are mailed out.

Lorraine Coull, Convenor

MEMORIAL FUND

This Report covers the period April 1, 2015 to March 31, 2016.

Opening Balance

April 1, 2015 \$3,397.00

Donations 8 \$310.00

Closing Balance

March 31, 2016 **\$3,707.00**

Donations to the Memorial Fund have been declining over the past few years. This year we only had 8 donations made mostly by Auxiliary Members.

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.

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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
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Rachael Smith-Tryon	\$5000.00
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2008 March

Hannah Kaufman	\$3000.00
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Rosemary Wilson R.N.	\$5000.00
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Rachel Smith-Tryon	\$3000.00
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2009 March

Rosemary Wilson R.N.	\$1000.00
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Dr. Tim Hanna	\$1000.00
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Mae Squires	\$4000.00
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Susan Hall R.N.	\$1000.00
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Mike MacDonald	\$5000.00
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2010 March

Teresa Clinkinboomer	\$500.00
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Mike MacDonald	\$2,000.00
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Jeanette Suurdt	\$5,000.00
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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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2013 Recipients

No applicants

2014 Recipients

Nathan Tompkins	\$3,000.00
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Beatriz Renwick	\$2,929.00
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Lisa Thibeault	\$1,261.00
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Adrenne Andress	\$1,217.00
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Gary Bracken	\$1,100.00
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Shelley Clancy	\$1,100.00
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Jill Holland-Reilly	\$600.00
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2015 Recipients

Genevieve Handforth	\$3,000
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Christal Scheel	\$2,436
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Astrit Hyseni	\$2,090
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Wendy Benn-Abrams	\$1,603.90
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Heather Schreder	\$1,464
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Brittney Conroy	\$1,434
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Todd Bradley	\$893.36
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Lynn Newton	\$500
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Jessica Bonney	\$495
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Amount distributed to date: \$68,204.26.

The amount for disbursement was \$21,720 and the funds applied for were approximately \$45,000. The total amount distributed this year was \$14,001.26 and the remaining \$6,719 will be added to the monies 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, Jean Fraser Millennium Fund raising Committee and Auxiliary members Shirley Abramsky and Heather Breck.

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

Jenny Raymond, Chair.

MILLENNIUM FUNDRAISING

The Millennium Fundraising Committee of the KGH Auxiliary is committed to raising funds to help provide specific equipment or special services to Kingston General Hospital. In 2015 the Millennium Fundraising Committee raised \$64,291.

Our largest fundraiser was the annual golf tournament held in May at Loyalist Golf and Country Club in Bath. The 2015 Golf Tournament raised \$26,401. Proceeds went to purchase a Dialysis Machine for the Renal Unit at KGH.

After 15 years, with increasing competition for scarce charitable funds and diminishing returns, it was decided that 2015 would be our last tournament.

Other fundraisers included The Spring Fling Luncheon and Bridge held April 14 at Cooke's Portsmouth United Church which netted \$640. Our popular bus trip to the Stratford Festival in June to see two excellent plays saw a profit of \$2,525.

Under the leadership of Heather Breck and Alice Robertson, the 2015 Teddy Bear Campaign launched on November 9 and ran until December 21. The launch, in the

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Watkins Lobby at KGH, was well-attended by volunteers, staff and the media.

Our goal was to raise \$20,000 to purchase four CARESCAPE V100 monitors for the pediatric patients. This goal was surpassed and we raised \$33,100. Some of the surplus funds have been forwarded to KGH to purchase additional equipment for the Pediatric Unit on Kidd 10 and for the NICU. We received a \$2000 donation from Kawartha Credit Union to cover the cost of purchasing the bears. Kawartha did not approve our application to support the 2016 campaign and we are currently looking for a sponsor so we can continue to direct all funds raised from the bear sponsorships to the purchase of equipment. Bears were distributed to several pediatric departments including Child Life, Emergency, SAFV, NICU, Same-day surgery, Burr 4, and the Child Development Centre at HDH.

We were fortunate to receive large donations from Cruickshank Construction, Legion 560, including the Women's Auxiliary and the Young at Heart Club, Photos with Santa, Camera Kingston, Wilton Cheese Factory, The Frontenac Fury Girls Hockey, Frontenac High School and several individuals. Certificates of Appreciation have been sent to these generous supporters.

Our dedicated and enthusiastic Committee will meet in September to plan the 2016 Campaign.

The Field Of Miracles Mural, located on Kidd - Davies 5; honouring a child's birth at KGH is an ongoing fundraiser. In 2015, 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, 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

Toiletry kits are still made available to patients who need them. Recently, small emery boards have been added, this was a good suggestion & I feel sure they will be appreciated. As was done last Christmas Eve for the first time (since we could no longer afford gifts) greeting cards were designed for the Auxiliary & were well received. The cards were updated for this past Christmas so that the amount of donations made to the hospital by the Auxiliary during the year could be included & also show the items purchased. Again we thank the students who helped take the cards to the various floors.

Estelle Salamon, Special Officer

POLICIES AND PROCEDURES

The Policy and Procedures committee met several times this year. Many of these meetings were to discuss performing a Market Survey of similar Cafes in the Kingston area, accepting the proposal of Janise Scott who performed the survey last fall, and then reviewing her recommendations. The whole process was not completed until after this fiscal year. One other topic which was discussed was the new Accessibility Act. Every business including the Auxiliary has to comply with this and have a five year plan in place. This is a work in progress. Policies that have been reviewed this year are Policy #6 Vacation for Hourly paid employees, policy #55 involving our Employee Evaluation form. Policy #13C Termination of Employment was updated to comply with the Employment Standards Act.

Jenny Raymond, President

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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 was distributed to Auxiliary members five times this 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 with lots of help from Theresa in the office. It is very important that any changes of address are registered promptly at the Auxiliary office to ensure timely receipt of the letter. Over the past year, the KGH website underwent a major overhaul. The Auxiliary was involved with our section of the new site. We also learned how to update the information and how to make any necessary changes.

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

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

I would like to thank Mary Johnston for taking the Minutes at the November Board of Directors' and Council meeting at which I was not able to be present.

Also, I would like to thank the Auxiliary Assistant, Theresa Hill, 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 Hill in her office. These are available to any 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 1215 meaningful visits compared to 1378 the previous year. The lower numbers reflect that several volunteers took a leave of absence or were away on extended vacation.

We receive most of our referrals from the weekly Inter professional care meeting with a physician, residents, palliative care nurse practitioner, chaplain, dietician and volunteers. We also receive requests from nursing, social workers and family members. We had a get together in the fall over lunch to which Melissa Touw, the Palliative Care Nurse Practitioner came. This gave everyone an opportunity to renew friendships and get to know Melissa.

Jenny Raymond, Convenor.

VOLUNTEER SERVICES

Knowing that the volunteers come because they want to be at KGH; they want to serve here and they are excited about what they do here is inspiring. Volunteers are here because they have the heart for it. They are here because they have the need to help the community. Talents are shared that need an outlet and a recipient. No matter the motivation, volunteers are an inspiration for other volunteers and for those who are paid to work here, as well as the patients, families and visitors. We know that volunteers impact patient and family satisfaction; they help to reduce risk; allow us to buy much needed equipment.

A Standardized Volunteer Opinion Survey was initiated in the fall to gain valuable feedback from volunteers about their experiences. The survey provided feedback on the volunteer experience, respectful and supportive workplace, volunteer impact, team work and safety. The responses were received at the end of the fiscal year and we will take the first quarter of the new fiscal year to analyze the results and make plans to address opportunities for improvement and to celebrate our strengths. The most impressive finding is that 99% of respondents would recommend KGH as a place to volunteer!

32 volunteers were awarded for their years of service. In addition, we were pleased to nominate KGHA members, Patricia Anderson, Marilyn Bennett and Estelle Salamon for the Ontario Volunteer Services Award. Recipients of this award are recognized by the Province of Ontario for their continuous years of service to a single community organization. Between the three individuals 70 years of service were contributed!

On behalf of the Volunteer Services department, I sincerely thank each one of our 815 volunteers who have contributed almost 74,000 hours in support of KGH, the patients we serve and the programs. Specifically, 193 volunteers contributed over 34,000 hours to KGHA services and functions. Your commitment is incredible and for that we are truly grateful.

Jill Holland-Reilly, Director
Volunteer Services and Corporate Accessibility

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BOARD OF DIRECTORS 2016-2018

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

MEMBERS OF COUNCIL – 2016-2017

STANDING COMMITTEE CHAIRS

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

CONVENORS OF SERVICES

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

SPECIAL OFFICERS

Hospitality	Jenny Raymond	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	Mary Johnston
		Newsletter Editor	Sandra Fletcher

EVENT CO-ORDINATORS

Christmas Bazaar	Jean Fraser
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MEMBERS AT LARGE

Beverley Fluhrer	Judy Strahan
Mary Lapeer	Betty Ann Wilson
Alice Robertson	Kathy Wirsig