

KINGSTON GENERAL HOSPITAL AUXILIARY

ANNUAL REPORT

2016 – 2017



ANNUAL REPORT 2016 - 2017

INDEX

REPORT TITLE

PAGE

Agenda	3
Minutes of 2016 Annual Meeting	5
President's Report	9
Artistic Outreach	11
Awards Committee	11
Café	11
Christmas Bazaar	11
Coffee Cart	12
Constitution Committee	12
Correspondence	12
Family Service	12
Gift Shop & Tuck Shop	13
Hair Care	13
HELPP Lottery	13
Hospitality	14
HUGS (Helping Us Grow Strong)	14
Library	14
Lottery Booth	15
Membership	15
Memorial Fund	15
Millennium Endowment Fund	15
Millennium Fundraising.	15
Newsletter	16
Patient Comforts	17
Policies & Procedures	17
Secretary	17
Special Care	17
Director Volunteer Services and Corporate Accessibility	18

ANNUAL REPORT 2016 - 2017

AGENDA

112th KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

June 12, 2017

1. CALL TO ORDER
2. INTRODUCTION OF PAST PRESIDENTS
3. INTRODUCTION OF NEW MEMBERS PRESENT
4. INTRODUCTION OF GUESTS
5. MINUTES of the 111th ANNUAL GENERAL MEETING
6. TREASURER'S REPORT & FINANCIAL MOTIONS

6.1 It will be moved that the Financial Report for the year ended March 31st, 2017, prepared by KPMG Chartered Accountants be accepted as printed.

6.2 It will be moved that the unallocated 2016/2017 surplus revenue of \$442,789.61 be disbursed as follows:

Surplus as at March 31, 2017	\$442,789.61
------------------------------	--------------

Retained for working capital	\$ 76,589.61
------------------------------	--------------

Unallocated Surplus Funds	\$366,200.00
---------------------------	--------------

DISBURSEMENTS

KGH DEPARTMENTS

Kidd 4 Orthopedics	\$ 200.00
--------------------	-----------

Social Work Patient Fund	\$4,000.00
--------------------------	------------

Elder Life Program	\$ 500.00
--------------------	-----------

Aboriginal Navigator	<u>\$1,000.00</u>
----------------------	-------------------

	\$5,700.00	\$5,700.00
--	------------	------------

To be allocated for major equipment purchase	\$360,500.00
--	--------------

15 Defibrillators	\$150,000.00
-------------------	--------------

28 Pacemakers – temporary to sustain cardiac rhythm	\$182,000.00
---	--------------

1 BiPAP Visions Non-invasive positive pressure vent device	<u>\$28,500.00</u>
--	--------------------

Total	NIL
-------	-----

6.3 That the proceeds of the 2017 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, 2017 to March 31, 2018.

7. AMENDMENTS TO THE CONSTITUTION & BY-LAWS

7. 1. AMENDMENT TO THE CONSTITUTION - Owing to the integration with Hotel Dieu under the new name of Kingston Health Sciences Centre (KHSC), the following amendments to our Purposes are required. This will require a submission of Supplementary Letters Patent to the Provincial government following a Special Resolution approving the change. It will be moved that a Special Resolution be made to support the submission of Supplementary Letters Patent to show a change to our purposes in that Article III will be deleted.

ARTICLE III - PURPOSES

The purposes of the organization shall be:

1. To provide volunteer auxiliary services to Kingston General Hospital to improve patient care as requested by the hospital administration in liaison with the Director of Volunteers and the President of the organization.

2. To raise funds for the Kingston General Hospital to be allocated in a manner satisfactory to the Administration of the hospital and the Auxiliary and in harmony with the planning of the community.

3. To advance education by providing funding for educational programs at Kingston General Hospital

And the following inserted:

ARTICLE III - PURPOSES

ANNUAL REPORT 2016 - 2017

The purposes of the organization shall be:

1. To provide Auxiliary services to Kingston General Hospital site of Kingston Health Sciences Centre (KHSC) to improve patient care as requested by the hospital administration in liaison with the Director of Volunteers and the President of the organization.
2. To raise funds for the Kingston General Hospital site of KHSC to be allocated in a manner satisfactory to the Administration of the KHSC and the Auxiliary and in harmony with the planning of the community.
3. To advance education by providing funding for educational programs at Kingston General Hospital site of KHSC.

As the KHSC is now the legal entity which includes both HDH and KGH, references in our Constitution and By-laws to KGH must now be referred to as the KGH site of KHSC. Thus, the following changes are necessary.

7.2 It will be moved that ARTICLE IV – MEMBERSHIP be amended by inserting “site of KHSC” as indicated.

Membership in the organization shall be open to all adults interested in the Kingston General Hospital site of KHSC and by payment of the membership fee as established by By-Law.

7.3 It will be moved that ARTICLE X – LIQUIDATION AND DISSOLUTION Section 5 be amended by inserting “site of KHSC” as indicated:

5. In the event of the dissolution of the Kingston General Auxiliary, any assets remaining after discharge of liabilities shall be transferred to the University Hospitals Kingston Foundation designated to the Kingston General Hospital site of KHSC.

7.4 AMENDMENTS TO THE BY-LAWS: It will be moved that By-law VI - STANDING COMMITTEES be amended by deleting the word Millennium from Millennium Fund Raising.

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

7.5 It will be moved that By-law IX - EVENT COORDINATOR be amended by
Deleting

1. There shall be the following Event Coordinator: Christmas Bazaar.

And inserting

1. There shall be Event Coordinators as approved by the membership.

7.6 It will be moved that Article XII #1, Section E & F be amended as follows:

XII - DUTIES OF THE BOARD OF DIRECTORS

1. The President:

E. Shall liaise with the Administration/President of the Kingston Health Sciences Centre (KHSC)

F. Shall have regular meetings with the Chair of the KHSC Board of Directors and/or the KHSC CEO or representative and shall present a full report to the KHSC Board of Directors as required

7.7 It will be moved that Article XII #2, Section C be amended as follows:

2. The Vice-President:

C. Shall be a member of the Constitution, Fundraising and the Policies and Procedures Committees

7.8 It will be moved that Article VIII – Special Officers be amended by deleting Patient Comforts. This service will be transferred to HUGS.

7.9 It will be moved that Article VII – Auxiliary Services be amended by deleting Coffee Cart. This service is transferred to the Gift/Tuck Shop

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

ANNUAL REPORT 2016 - 2017

KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

MINUTES OF 111th ANNUAL GENERAL MEETING

June 13, 2016

The 111th Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 13, 2016 at Minos Restaurant, Kingston. There were approximately 64 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 read 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.

The President mentioned the passing on June 5, 2016 of a Past President of the KGH Auxiliary, Glenna Nesbitt. Glenna was president in 1965.

2. PAST PRESIDENTS

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

Sandy Thomas	1986 & 2013	Jean Fraser	2004
Hilda Lake	1994	Sandra Fletcher	2011
Alice Robertson	1996	Mary Lapeer	1998
Estelle Salamon	1990	Annastasia Cliffe	2006 & 2009

3. INTRODUCTION OF GUESTS

J. Raymond introduced the guests present: Scott Carson, KGH Board Chair, Jim Flett, Interim President & CEO, Sandra Carlton, Joint Vice-President & Chief Human Resources Officer, Diane Kelly, Auxiliary Liaison KGH Board, Mary Smith, HAAO S.E. Region Chair, Carol Hazell, President of Volunteer Services to Hotel Dieu Hospital.

4. MINUTES of the 110th ANNUAL GENERAL MEETING

It was moved by J. Fraser, seconded by G. Fitzpatrick, that the Minutes of the 110th Annual General Meeting held June 8, 2015 be accepted as circulated. Motion carried.

5. TREASURER'S REPORT

The Treasurer, Peter Ginn, presented the financial report. The unallocated surplus as of March 31, 2016 was \$454,224.82

5.1 P. Ginn moved, seconded by G. Pivnick, that the Financial Report for the year ended March 31st, 2016, prepared by KPMG Chartered Accountants be accepted as printed. Motion carried.

5.2 It was moved by P. Ginn, seconded by M. Johnston, that the unallocated 2015/2016 surplus revenue of \$454,224.82 be disbursed as follows:

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

DISBURSEMENTS

KGH DEPARTMENTS

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

EQUIPMENT

To be allocated for major equipment purchase	<u>\$375,000.00</u>
--	---------------------

Total	NIL
-------	-----

Motion carried.

ANNUAL REPORT 2016 - 2017

5.3 It was moved by P. Ginn, seconded by A. Cliffe, that the proceeds of the 2016 Teddy Bear campaign be used to purchase pediatric equipment for KGH, as approved by the KGHA Board of Directors.

Motion carried.

5.4 It was moved by P. Ginn, seconded by J. Sansom, that KPMG Chartered Accountants be appointed as Auditors KGHA for the fiscal year April 1, 2016 to March 31, 2017.

Motion carried.

6. AMENDMENTS TO CONSTITUTION & BY-LAWS

6.1 AMENDMENT TO THE CONSTITUTION

It was moved by A. Saunders, seconded by S. Thomas, that ARTICLE VIII – MEETINGS be amended by
DELETING

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.

ADDING

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.

Motion carried.

6.2 AMENDMENT TO THE BY-LAWS

It was moved by A. Saunders, seconded by J. Fraser, that BY-LAW I – MEETINGS (1) be amended by
DELETING

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

ADDING

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.

Motion carried.

It was moved by A. Saunders, seconded by B. Arniel, that BY-LAW I – MEETINGS (3) be amended by
DELETING

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

ADDING

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

Motion carried.

It was moved by A. Saunders, seconded by A. Cliffe, that BY-LAW VI - STANDING COMMITTEES be amended by
DELETING

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.

ADDING

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

Motion carried.

It was moved by A. Saunders, seconded by J. Sansom, that BY-LAW VII - AUXILIARY SERVICES be amended by
DELETING

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.

ANNUAL REPORT 2016 - 2017

ADDING

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.

Motion carried.

It was moved by A. Saunders, seconded by P. Ginn, that BY-LAW - VIII - SPECIAL OFFICERS be amended by DELETING

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

ADDING

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

Motion carried.

7. CHEQUE PRESENTATION

A cheque was presented to Scott Carson, KGH Board Chair and Jim Flett, KGH Interim President and CEO, representing the 2015/2016 contribution of \$ 401,500.00.

8. GREETINGS

Scott Carson, Chair of the KGH Board of Directors, thanked the Auxiliary for its contributions to the hospital and stated that the encouragement and support that was given by the Auxiliary to the hospital was invaluable. He stated that in a time of financial restraint the extra support provided by donors enabled the hospital to provide services that it otherwise could not provide.

Mary Smith, President of S. E. Region HAAO brought greetings thanking the Auxiliary for the many hours of service contributed to assisting families who had loved ones in the hospital.

Jim Flett, KGH Interim President and CEO, brought greetings. He indicated that it had been an extremely busy year. One of the major challenges was patient flow. He thanked the Auxiliary for the financial support it has provided to the hospital. He indicated that it would go a long way in meeting critical needs of the hospital.

9. PRESENTATION

Jill Holland Reilly, Director of Volunteer Services and Corporate Accessibility presented a 30 year pin for volunteer service to Angela Van Dalen.

J. Fraser and A. Robertson introduced a new lottery fundraiser for the Auxiliary in the form of a quilt donated by M. Waugh a member of the Limestone Quilters of Kingston. Tickets will be sold until the Christmas Bazaar, November 30, 2016 at which time a winner will be announced.

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 J. Raymond, seconded by E. Salamon.

Motion carried.

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

The meeting reconvened at 1:15 p.m.

12. PRESENTATION OF AWARDS

B. Arniel, Chair of the Awards Committee, with the help of the President, J. Raymond, presented the following awards:

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

Pamela Owen, Anne Worden.

Certificates were also announced for non-members: Florence Kimberley (Jeweler), Shawn Noonan (KGH Maintenance), Allan Jones (President of the Royal Canadian Legion, 560, Women's Auxiliary, Young at Heart Club), Kathie Dillabough-Bos (Coffee Cart), Ann Forcier (HELPP), Myrna Garrison (Gift Shop), Nikki Lyons (Coffee Cart), David Mutch (KGH Peoples Services Advisor), Mariette Ringuette (Gift Shop), Oleksander (Alex) Yanshpun (Café).

ANNUAL REPORT 2016 - 2017

Outstanding Service pins were awarded to the following Auxiliary members in recognition of their long and valued service: Brad Guest (posthumously), Gail Guest, Shirley Hicks, Karen Kitney, Sandra Weller.

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: Lois Irwin (Long Service), Julie Robinson (Long Service), Mary Walker (Long Service).

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

Honorary KGHA Life Membership was awarded to Eddie Whelan.

Honorary President Alice Robertson was named Honorary President for 2015-2017 (2nd year).

Mrs. J.C. Connell Award Sandy Thomas was named recipient of the Mrs. J. C. Connell Award.

Flowers were given to Sandy Thomas.

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

12. NOMINATING COMMITTEE REPORT

S. 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 who were new to their positions.

13. ELECTIONS AND INSTALLATION – S. Thomas, Chair of Nominating, presented the Proposed Board of Directors as submitted by the Nominating Committee. The Board of Directors for 2016-2018 was declared elected. The new Board is as follows;

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

S. Thomas introduced the new members of the Board and asked them to come forward to be formally installed. Mary Smith, Chair of S.E. Region HAAO, issued the oath of Office and declared the Board duly elected for 2016-2018.

S. Fletcher thanked J. Raymond for her three years of service as president of the Auxiliary. She was presented with a gift for her service.

14. THANKS & ANNOUNCEMENTS

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

15. ADJOURNMENT

There being no further business, the President declared the meeting adjourned at 1:40 p.m.

ANNUAL REPORT 2016 - 2017

PRESIDENT'S ANNUAL REPORT

After taking office in June following the AGM, fortunately the summer was fairly uneventful. Having served as your President once, things were a little easier this time around!

In October of 2016, the Millennium Endowment Fund received many applications from KGH staff wishing to improve their education and skills. Almost \$7,000 was disbursed to ten applicants and some of the funds were retained for future applications. On October 31st, Dr. Ron Levy MD, PhD, FRCSC, was the presenter at our General Meeting. On behalf of his department he thanked the Auxiliary for the funding of the new Neuronavigation system and explained what this is and how it works.

Four members attended the Annual HAAO Convention in Toronto in November and all sessions attended have proved useful in our ongoing work with the Auxiliary. Our three 2016 Provincial Life Members attended with their guests. These were Lois Irwin, Julie Robinson and Mary Walker. This was the last year the Convention was held at the Royal York as the costs have become prohibitive. The sessions of the Convention will also be held at a new venue in the future.

Also in November was the kick off for the Teddy Bear Campaign. The goal this year for the 2016 Annual Teddy Bear campaign was \$20,000 but the campaign exceeded this and was an amazing success raising \$27,000. The Royal Canadian Legion Branch 560 and the Branch 560 Ladies Auxiliary were our major sponsors and we received donations from some of the High Schools through the support of students who volunteered last summer at KGH. This year, the funds were used to purchase 2 large size cribs and a Hi-Lo examining table. The extra funds made it possible to have these items purchased with electric controls so staff are able to raise and lower them more easily and with less strain. In addition, there were surplus funds from this campaign and past ones to purchase a special Omni cell fridge for medication dispensing and 6 electronic weigh scales. This year we had great coverage through CKWS television. The campaign was featured on the Morning Show in November and again, following the conclusion of the campaign, on March 1st. The bears have been distributed to Child Life, Adolescent Psychiatric unit, Sexual Assault & Family Violence, Same Day Surgery, Emergency, NICU, Kidd 5 Maternity, Hotel Dieu Child Development Centre and new this year, to Northern Communities affiliated with KGH.

H. Breck and I attended the one day joint HAAO/OHA/PAVR-O conference in Toronto in February and this proved very useful in many respects. Seminars included managing the aging volunteer, accessibility legislation and compliance, and methods to improve communicating with patients. We also had the opportunity to interact with our counterparts and volunteer co-ordinators.

The Auxiliary continues to support several KGH programs which include the Social Work Patient Fund, uniforms for Volunteers and diversionary items for the Elder Life program. This program cares for Alternate Level of Care patients who are waiting for placement in nursing homes or other facilities. Auxiliary members have supplied knitted Therapeutic muffs for patients and these are being used

ANNUAL REPORT 2016 - 2017

successfully to reduce anxiety in patients with dementia. Other items, such as playing cards and games, have been supplied to entertain patients.

Family Services is in its 25th year and continues to receive very positive feedback with some great donations from appreciative families. In order to recognize the contributions of Mrs. Shirley Abramsky whose vision made this area possible, we held a farewell luncheon at Minos in November to wish her well and thank her for her time with the Auxiliary and the hospital. Over 35 people attended the lunch. Shirley moved to Toronto in December, after over 55 years of service to the Auxiliary and the hospital.

The Staff Appreciation Tea was held in February with a Valentine theme. Cupcakes and some of the cookies were donated by Compass who is responsible for nutrition services in the hospital. Our own Café also provided cookies. Almost three hundred staff members attended and many took plates of goodies back to the floors for the less fortunate who could not spare the time. Door prizes consisted of flower arrangements provided by a local florist, Kevin Blaney, as well as gift certificates for coffee or tea from the Café and Tuck Shop.

At our General Meeting in March, our speaker was Jim Flett, KGH Interim President and CEO. He gave a very comprehensive update on the integration and its effects on both hospitals. Jim told us that he would not be able to attend our AGM as he will be vacationing at that time. As we wished to recognize his support to the Auxiliary and due to this coming absence, we presented him with an Honorary Life Membership in our Auxiliary as well as a copy of the 2nd edition of the Auxiliary cook book.

With the integration of Kingston General and Hotel Dieu hospitals under the name of Kingston Health Sciences Centre (KHSC), I, along with our Vice-President, met a few times with our counterparts at the Hotel Dieu Hospital. We will continue to keep in touch with them on a regular basis. The legal firm in Toronto, who has been advising the KHSC, and the Hotel Dieu and Kingston General Hospital sites, checked over our legal documents in January to see where, if at all, they required changes. Many of the changes suggested are part of the Constitution recommendations to the General Membership as they require membership approval at our AGM in June. We will not be required to change our name!

I would like to thank the Board and the members of Council for their support and hard work over the past year. Theresa has kept us all on the straight and narrow and for this, we are all grateful. It has been a pleasure to serve as your President over the past year, even though, as is expected, there have been challenges. Hopefully, the coming year will be a smooth one!

Sandra Fletcher

ANNUAL REPORT 2016 - 2017

ARTISTIC OUTREACH

We continue to visit patients' rooms and will change pictures at their request. 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 2017.

Janet Rosser, Convenor

AWARDS

The Awards Committee met in February to submit and consider recipients for our 2017 Auxiliary Awards to be presented at our annual meeting in June.

The recipients' names were approved by the committee and forwarded to the Board for approval. The Board also approved the HAAO recipients and the Mrs. J. C. Connell Award.

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

All Auxiliary Members are very worthy of recognition for their valuable contributions and volunteering.

Barbara Arniel, Chair

CAFÉ

It is a pleasure to write the end of the year report for the café this year. We have met our budget and managed to put away more money than anticipated into our renovation budget. Our success comes from the combined efforts of many and I wish to acknowledge their contributions in this report.

Our staff has worked tirelessly to make our customers a priority. Service is performed with a smile and often customers are greeted by name. Many of the food items we offer are made from scratch. Apples are peeled and cored, cheesecake ingredients are measured by hand and specials are assembled on site. These are only a few of the products that are made in our small but well organized kitchen.

At the helm of this team is our café manager Stacey. Ordering, organizing, thinking up new food items that can be assembled and sold to our customers are only a few of the tasks she works on each day. There are also administrative duties concerning staff and with the hospital planning our renovations.

Theresa is our scheduling master for the volunteers in the Auxiliary office.

Our Café committee is made up of people with an interest in the café business. We meet five times a year hearing the manager's and the treasurer's reports and reviewing relevant items concerning the café.

Our volunteers are the host and hostess part of the team. As well as keeping the seating area clean and tidy, they assist customers needing an extra hand.

To all of the above, a heartfelt thank you for your time and effort in making this year a success.

Shirley Hicks, Café Convenor

CHRISTMAS BAZAAR

The Christmas Bazaar took place on Wednesday, November 30, 2016.

Visitors were welcomed to the bazaar by a wonderful display of Christmas wreaths provided by local florists and greenhouses. These were eagerly purchased by shoppers. Structural changes have been made to the "Old Cafeteria" with the creation of a special room which was set up for the Silent Auction with many interesting items displayed for sale.

ANNUAL REPORT 2016 - 2017

Sales at The Bake Table and The Candy Table were brisk; all items were sold, for a record profit of \$2,000.

The Jewelry Table was, as always, another popular draw with customers lining up at the door to get first crack at the choice items.

The Knitting Table was nicely displayed with attractive items hand made by our Auxiliary volunteers. The Book Table did very well with hundreds of donated books for sale. Unsold books were taken to the Library for sale by the Tuck Shop.

A colourful display of toys and lingerie from the Gift Shop was popular with the Christmas shoppers. Coffee, tea and scones were available.

A 15% discount was available for shoppers in The Gift Shop while The Cafe produced a special lunch menu.

Total receipts from the day exceeded \$6,000.

We would like to extend special thanks to all who participated: volunteers, the telephone committee, donors, bakers and the visitors who joined us. Thanks also to Environmental Services who helped so efficiently with set up and clean up.

It takes the co-operation of all to achieve such excellent results. Special thanks to Theresa Hill for her tireless efforts on our behalf.

Jean Fraser, Barb Arniel and Anne Worden, Co-Convenors

COFFEE CART

Over the past year the Coffee Cart has been very successful. The route of the Coffee Cart is expanding to reach many more people.

We have been able to track sales with our new accounting system.

The Coffee Cart will have a good summer with our student volunteers.

In closing I would like to say thank you to Theresa for all her help.

Anne Worden, Coordinator

CONSTITUTION

The Constitution committee met in May of 2016. An amendment to the Constitution and amendments to the By-Laws were presented at the 2016 Annual General Meeting and were approved. The Constitution committee met again in March of 2017 and further amendments to the By-Laws were considered. These amendments will be presented at the 2017 Annual General Meeting.

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

Alberta Saunders, Chair

CORRESPONDENCE

For the period April 1, 2016 - March 31 2017, the following cards were sent:

Sympathy 21

Get Well 5

Misc. 3

Total 29

Mary Johnston, Elected Member #1

FAMILY SERVICE

The Family Services Area provides temporary accommodation free of charge for families of critically ill patients within the hospital. This service is provided by the Auxiliary and is monitored by a committee which meets on a regular basis and offers 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 \$319.41 was spent on supplies and \$4,153.00 was donated to the Auxiliary by grateful family members. The occupancy rate was 87%.

KGH has been very supportive of this area and recently completely renovated one of

ANNUAL REPORT 2016 - 2017

the showers. They have also committed to installing two monitors in the public areas which will make the family members feel safe as they move around within the unit.

This area formally opened on May 27 1993 and was spearheaded by the vision of Shirley Abramsky and her committee. The Auxiliary held a lunch in November to recognise Shirley's contributions to the Auxiliary over the past 57 years. Shirley has moved to Toronto to be closer to her family and we wish her all the very best in the future.

Jenny Raymond, Convenor

GIFT AND TUCK SHOP

Both the Gift and Tuck Shops have enjoyed a very busy and successful year. New lines of beautiful fashions have been added to both jewellery and lingerie departments. Toys, books, gifts and baby departments all introduced new and exciting items for every season and occasion. Hall sales continued throughout the year on the last Wednesday of each month with different departments taking part each time. Our Tuck Shop, too, has done very well this year. New confections have been stocked and coffee is now available in flavours as well as regular and decaf. Pepsi is now the supplier of soft drinks and has many new refreshing products. In June, the KGH Auxiliary staff recognition dinner was held for the Gift/Tuck Shop Staff. The Gift/Tuck Shop staff and volunteers enjoyed a Christmas Dinner Party in December. We were very pleased to welcome new volunteers in both the Gift and Tuck Shops. However, we would like to invite anyone interested in volunteering in a retail setting to call the KGH Auxiliary office for information. 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. I would like to thank our

Manager, buyers, office staff and the volunteers for working as a team 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

This past year we have seen more patients as customers in the salon as well as the continued support from the staff, volunteers and some visitors. Customers are pleased that they can purchase re conditioned wigs at a very low cost and we always welcome gently used wigs to the salon. We only use professional products whether colours, perms or shampoo. There have not been many changes other than the odd purchase. 2 new trolleys were purchased at a 2 for 1 deal. The 2 that we had were more than 20 years old and were beyond repair.

Please watch for our advertisement on the Television screens in the various waiting areas throughout KGH.

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

We are in need of someone to take over on Wednesdays - 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

ANNUAL REPORT 2016 - 2017

interested. We can use your help other days if you have some flexibility.

This year the HELPP Lottery contributed \$10,000 to KGH to assist in the purchase of Staxi Transport Chairs. The HELPP Lottery can be quite profitable but we do need some help.

Ron Pushcar, Convenor

HOSPITALITY

Board and Council meetings continue to be held at no cost at the Tompkins Funeral Home. We also receive free coffee and greatly appreciate their generosity.

Both of our General meetings were held at Cooke's-Portsmouth Church. There was a small glitch in serving the first lunch but this was remedied at the second general meeting when coffee was served at 11 am and the hall was nice and warm. There was a good attendance at the second meeting where Jim Flett, Interim KGH CEO and President, told us all about the new Kingston Health Sciences Centre and the amalgamation of KGH and HDH hospitals which took place on April 1st 2017.

The Annual meeting was held for the second time at Minos Village. This venue is an ideal size, has a good atmosphere and again we had a very pleasant lunch.

The 20th Staff appreciation Tea was held in the Burr Conference Room on February 16th. Many members assisted with the tea to make this event very successful. It was so successful that we ran out of cookies and cupcakes and only had ginger ale and tea to offer after 2.30pm! Compass Group again generously supplied the baked goods which were supplemented with cookies from the Cafe. Lots of plates of goodies were taken back to the floors for the less fortunate staff who could not attend the tea.

We received many grateful comments from the staff who certainly felt appreciated.

Grateful thanks go to T. Hill who does so much to make the day run smoothly.

Jenny Raymond, Convenor

HUGS PROGRAM

The HUGS program has been moving along very well. At the moment, we are well stocked with donated items for our Mini HUGS bags. When our supplies are getting low, we give what we can, even if it is only a small hat.

Since last year, we received a large financial donation from Union Gas and with this money we have been making blankets from fleece and flannelette. Some of the women at Union Gas, cut the material and we have another generous person in the community who serges all of the blankets for us.

Our donations of knitted and crocheted baby items come from all over Ontario and we are so grateful to receive these little sweaters, hats and blankets. As well, we have employees at KGH who regularly make toys and blankets for our program.

We deliver large HUGS packages to Armstrong 5, Women's Clinic, Connell 5, Kidd 5 and Kidd 10. We also give bereavement packages to the Emergency Department.

We receive items for the Elder Life program as well as the Oncology department.

So far, we are giving approximately 40 mini HUGS bags each month to Kidd 5. A few bereavement packages are available on Connell 5 and in the Emergency Department.

I am grateful for all of the work that Sandra Weller has put into this program with me. I would also like to thank all of our donors who have given to us so generously.

Lorraine Coull, co-Convenor

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.

ANNUAL REPORT 2016 - 2017

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

With the large jackpots again this year, we enjoyed another successful year in the KGH Auxiliary Lottery Booth. We had an individual \$10,000 winner last fall which was a wonderful boost for us as well!

Our gross income for the fiscal year 2016/2017 was \$19,193.69. Our expenses totaled \$2,985.67 leaving us with a net income of \$16,208.02. We were able to pull \$791.98 from our previous years' surpluses to meet our budget this year. Our budget for 2017/2018 remains at \$17,000.

Thanks to Theresa Hill's scheduling skills and our wonderful volunteers, we've been able to keep the Lottery Booth fully manned. We couldn't do any of this without them. Thanks a bunch!

Mary Johnston, Convenor

MEMBERSHIP

The Auxiliary now has 265 members.

Over the past year we have welcomed 8 new members, had 5 retirees and sadly 8 of our faithful members have passed away.

I am always grateful to Theresa Hill who is so very helpful in all areas of membership.

Lorraine Coull, Convenor

MEMORIAL FUND

This Report covers the period April 1, 2016 to March 31, 2017.

Opening Balance

April 1, 2016 \$3,707.00

Donations 44 \$2115.00

Closing Balance

March 31, 2017 \$5,822.00

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 to 2015 Amount Disbursed \$68,204

2016 November

Cheryl Barber	\$1,000
David Barber	\$500
Wendy Benn-Abrams	\$400
Erin Brown	\$500
Krista Crozier	\$400
Gen Handforth	\$500
Richelle Kartye	\$300
Jessica Lankman	\$1,000
Karen Liddle	\$1,000
Romney Pierog	\$500
Heather Schraeder	<u>\$1,000</u>
Total disbursed	\$7,100

Amount distributed to date: \$75,304.86

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

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

Sandra Fletcher, 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

ANNUAL REPORT 2016 - 2017

Hospital. In 2016 the Millennium Fundraising Committee raised \$33,416.73

Our first fundraising event in 2016 was the raffle of a quilt donated to the Auxiliary by the Limestone Quilters of Kingston for a net gain of \$1,800.

Other fundraisers included The Spring Fling Luncheon and Bridge held April 14 at Cooke's Portsmouth United Church which netted \$835, and our popular bus trip to the Stratford Festival in June to see two excellent plays, which saw a profit of \$1,525.65.

The 2016 Teddy Bear Campaign raised \$27,000 to purchase two larger-sized cribs and a Hi-Lo exam table for KGH Pediatrics. In addition, surplus funds were used to purchase an Omnicell fridge for medications and several weigh scales. In total, \$36,500 was donated to pediatrics.

We welcomed the financial support of the Royal Canadian Legion Branch 560 and the Branch 560 Ladies Auxiliary. With their generous donation of \$4500 we were able to cover all the expenses of the Campaign allowing us to direct one hundred percent of bear sponsorships to the fundraising goal.

Over 400 large and small bears have been delivered to several departments at KGH that support pediatric needs and they are a welcome comfort for our youngest patients. The Committee will meet in September to organize the 2017 Campaign.

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

The mural was started in March of 2004 and prospers under the direction and dedication of Judy Strahan. 2016 was a good year with 20 plaques ordered and although it has slowed somewhat this year our grand total is 497 and we expect to surpass 500 plaques sometime in 2017.

There are many family groupings on the mural, and several families who have lost children have purchased plaques in their memory. It is worth remembering

the purpose of the mural is to commemorate the birth of babies at Kingston General Hospital.

A special thanks to Alice Robertson, Co-Chair of the Teddy Bear Campaign, Judy Strahan, Convenor of the Field Of Miracles Mural, and to all the members of our hardworking Fundraising Committee.

Special thanks also to Theresa Hill, our Auxiliary Assistant.

Jean Fraser & Heather Breck, Co-Chairs

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 four times this year – July, September, January and March. These served 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 or about 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.

A special thanks goes to Theresa Hill, Auxiliary Assistant, for organizing the

ANNUAL REPORT 2016 - 2017

printing and emailing of the letter as well as proof reading. Over the past year, the KGH website has also been regularly updated by Theresa to ensure the information and any necessary changes are accurate.

Sandra Fletcher, Scribe

PATIENT COMFORTS

Toiletry kits are still needed but, as the demand seems less than in previous years, we are able to operate well within our \$500 budget. Kits are kept in the Gift Shop and the Emergency Department and are available (on request) to Nursing Staff for patients who need them. The kits include a toothbrush, toothpaste, a comb and a small emery board.

Christmas Cards were delivered, on behalf of the Auxiliary, to each patient in KGH on Friday, December 23, 2016. The cards have a picture of a painting by Judith Gould of the original Watkins entrance on the cover and information about the work of the Auxiliary inside. The cards and visit by the Volunteer are appreciated by the patients and their families.

Estelle Salamon, Special Officer

POLICIES AND PROCEDURES

The Policy and Procedures committee met this year to update policies in order to keep up with changes to provincial laws and the Employment Standards Act.

One new policy was developed to cope with closures of our businesses due to the inclement weather we have been subjected to this past winter. A new wage grid was also made necessary when the minimum wage was increased in October. Income Tax regulations, as well as changes to the laws, are constantly monitored to

ensure we are in compliance and policies are adjusted as necessary.

Sandra Fletcher, President

SECRETARY

During the past year, I have attended and taken minutes at the 2016 Annual General Meeting, two General Membership meetings, three Board of Directors' and Council meetings, and fourteen Board of Directors' meetings, seven of which were electronic meetings.

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 Membership 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.

Alberta Saunders, Secretary

SPECIAL CARE

Special Care currently has seven volunteers who have all completed the 24 hour Palliative Care training course. We made 1558 meaningful visits compared to 1215 the previous year; this increase reflects the dedication of our volunteers.

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

Last June, four volunteers attended a conference at Queen's University given by Stephen Jenkinson entitled "Die Wise". This was a very thought provoking day which we benefited from and shared with the rest of the team in the fall.

Jenny Raymond, Convenor

ANNUAL REPORT 2016 - 2017

VOLUNTEER SERVICES

The fruitfulness of the KGH Auxiliary is the result of a synergy between the hard work of a dedicated team of volunteers and staff and the loyal support of customers. This dedication was acknowledged by presenting KGH “milestone” awards for length of service. 22 KGHA members were recognized as follows:

5 years: Judith Gould, Patricia Pointen, Doreen Turner

10 years: Brenda Bartlett, Judy Decker, Gail McGarrell, Dona Riddell, Cheryl Turner, Vinod Vohra, Carol Wade, Sandra Weller

15 years: Lorraine Coull, Carol Groenewegen, Brad Guest, Gail Guest, Susan Kennedy, Emma Lamarche, Laverne Nesbitt, Gloria Pivnick, Susan Taylor.

20 years: Jane Stockdale

30 years: Angela Van Dalen

In addition, we were pleased to nominate KGHA members, Jane Stockdale and Angela Van Dalen 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.

A highlight of this year was the planning for integration of Hotel Dieu and Kingston General Hospitals to form a new corporation Kingston Health Sciences on April 1, 2017. There continues to be much work to be done between the volunteer departments and we anticipate that it will take at least 18 months to have common processes, policies and practices in place.

In response to the volunteer engagement survey that was conducted in the fall of 2015, the focus of our planning activities was directed at improving the volunteer experience in the clinical areas. This resulted in having two Occupational Therapy students conduct a review of the volunteer roles that interact with patients at the bedside. During the next year, modifications to the service delivery and volunteer/staff training will be updated.

On behalf of the Volunteer Services department, I sincerely thank each one of our 834 volunteers and 14 dogs who have contributed over 75,000 hours in support of KGH and the patients we serve. Specifically, 187 volunteers contributed over 33,000 hours to KGHA services and functions. Your commitment is apparent and for that we continue to be truly thankful.

Respectfully submitted,

Jill Holland-Reilly, Director
Volunteer Services and Corporate Accessibility