

KINGSTON GENERAL HOSPITAL AUXILIARY

ANNUAL REPORT

2017 – 2018



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AGENDA

113th KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

June 11, 2018

1. CALL TO ORDER
2. INTRODUCTION OF PAST PRESIDENTS
3. INTRODUCTION OF NEW MEMBERS PRESENT
4. INTRODUCTION OF GUESTS
5. MINUTES of the 112th ANNUAL GENERAL MEETING
6. TREASURER'S REPORT & FINANCIAL MOTIONS

6.1 That the Auxiliary pledge support of the Phase II redevelopment of the KGH site of the KHSC with a donation of \$2,500,000.00 over 7 years beginning the fiscal year 2017/2018.

6.2 That the unallocated 2017/2018 surplus revenue of \$474,935.81.00 be disbursed as follows:

Surplus as at March 31, 2018	\$474,935.81
Retained for working capital	<u>\$ 70,935.81</u>
Unallocated Surplus Funds	\$404,000.00

DISBURSEMENTS

KGH DEPARTMENTS

Social Work Patient Fund	<u>\$4,000.00</u>	
	\$4,000.00	\$ 4,000.00

First Instalment of the Pledge \$400,000.00

Total NIL

6.3 That \$10,000.00 from the Memorial Fund and \$8,000.00 from the HELPP Lottery funds be used towards the purchase of Staxi Chairs.

6.4 That the proceeds of the 2018 Teddy Bear campaign be used to purchase equipment for pediatric equipment at the KGH site of the KHSC as approved by the KGHA Board of Directors.

6.5 That KPMG Chartered Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2018 to March 31, 2019

7. CHEQUE PRESENTATION

8. GREETINGS

9. ANNUAL REPORT

10. LUNCH

11. PRESENTATION OF AWARDS

12. NOMINATING COMMITTEE REPORT

13. ELECTIONS AND INSTALLATION

14. THANKS & ANNOUNCEMENTS

15. ADJOURNMENT

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KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

MINUTES OF 112th ANNUAL GENERAL MEETING

June 12, 2017

The 112th Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 12, 2017 at Minos Restaurant, Kingston. There were 51 members and guests present.

1. CALL TO ORDER & ADOPTION OF THE AGENDA

The President, S. Fletcher, called the meeting to order at 11.00 a.m. She welcomed everyone and advised of an amendment to the agenda as printed. Regrets were expressed from Dr. David Pichora, KHSC President and CEO, Marion Saunders, HAAO President, Mary Smith, S.E. Region Chair HAAO, Jill Holland-Reilly, DVS and Corporate Accessibility, and members who were unable to attend. The President read a letter from the DVS and Corporate Accessibility thanking the Auxiliary for the contributions it continues to make to enhance patient care. It was mentioned that due to time commitments, David O'Toole, Chair of the KHSC Board, was unable to attend the meeting until later. As a result, the cheque presentation and the greetings from the KHSC Board took place after lunch. A motion to adopt the agenda as amended was made by G. Pivnick, and seconded by M. Johnston. Motion carried. The President then asked everyone to observe a moment of silence in memory of those members who had died since the last Annual Meeting: Ethel Butterill, Barbara Cogan, James Flett Sr., Audrey Jackson, Lyndon Jones, Rie Kidman, Jill Merner, Marion Reid, Norman Robinson, Nettie Shirokoff and Eunice King.

2. PAST PRESIDENTS

The President welcomed and introduced the Past Presidents of the Auxiliary present at the meeting:

Sandy Thomas	1986 & 2013	Mary Lapeer	1998
Hilda Lake	1994	Jean Fraser	2004
Alice Robertson	1996	Sandra Fletcher	2011
		Jenny Raymond	2016

3. INTRODUCTION OF NEW MEMBERS PRESENT – New members since the last AGM were introduced by the Membership Convenor, L. Coull, and welcomed by the President. These were Svea Murray, Eve-Ann Reid and Marlene Gryspeerdt.

4. INTRODUCTION OF GUESTS

S. Fletcher introduced the guests present: Sandra Carlton, KHSC Joint V.P. and Chief Human Resources Officer, Elizabeth Bardon, KHSC Chief of Public Relations and Community Engagement, Dave Bessant, HAAO S.E. Region 1st Vice-Chair, and Carol Hazell, President of Volunteer Services to Hotel Dieu Hospital.

5. MINUTES of the 111th ANNUAL GENERAL MEETING

It was moved by J. Fraser, seconded by S. Thomas, that the Minutes of the 111th Annual General Meeting held June 13, 2016 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, 2017 was \$442,789.61.

6.1 P. Ginn moved, seconded by E-A. Reid, that the Financial Statements for the year ended March 31st, 2017, prepared by KPMG Chartered Accountants be accepted as printed. Motion carried.

6.2 It was moved by P. Ginn, seconded by E. Lamarche, 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	<u>\$ 76,589.61</u>
Unallocated Surplus Funds	\$366,200.00
DISBURSEMENTS	
KGH DEPARTMENTS	
Kidd 4 Orthopedics	\$ 200.00
Social Work Patient Fund	\$4,000.00

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Elder Life Program	\$ 500.00	
Aboriginal Navigator	<u>\$1,000.00</u>	
	\$5,700.00	<u>\$5,700.00</u>
To be allocated for major equipment purchase		<u>\$360,500.00</u>
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
Motion carried.		

6.3. It was moved by P. Ginn, seconded by H. Breck, that the proceeds of the 2017 Teddy Bear campaign be used to purchase paediatric equipment at KGH, as approved by the KGHA Board of Directors. Motion carried.

6.4 It was moved by P. Ginn, seconded by L. Coull, that KPMG Chartered Accountants be appointed as Auditors for the KGHA for the fiscal year April 1, 2017 to March 31, 2018. Motion carried.

7. AMENDMENTS TO CONSTITUTION & BY-LAWS

7. 1. AMENDMENTS TO THE CONSTITUTION Owing to the integration with Hotel Dieu under the new name of Kingston Health Sciences Centre (KHSC), the following amendments are required to our Purposes. This will also require a submission of Supplementary Letters Patent to the Provincial government following a Special Resolution approving the change. It is therefore moved by A. Saunders, seconded by S. Thomas, that there be a Special Resolution to support the submission of Supplementary Letters Patent to show a change to our purposes in that Article III 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

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. Motion carried

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 was moved by A. Saunders, seconded by L. Coull, 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.

Motion carried.

7.3 It was moved by A. Saunders, seconded by E. Salamon, that ARTICLE X – LIQUIDATION AND DISSOLUTION Section 5 be amended by inserting “site of KHSC” as indicated :

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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. Motion carried.

7.4 PROPOSED AMENDMENTS TO THE BY-LAWS: It was moved by A. Saunders, seconded by J. Fraser, that By-law VI - STANDING COMMITTEES be amended by:

Deleting the word Millennium from Millennium Fund Raising - thus

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

7.5 It was moved by A. Saunders, seconded by M. Johnston, 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. Motion carried.

7.6 It was moved by A. Saunders, seconded by M. Jorgensen, 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.

Motion carried.

7.7 It was moved by A. Saunders, seconded by B. Arniel, that Article XII #2, Section C be amended as follows (deleting Millennium from Fundraising):

2. The Vice-President:

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

Motion carried.

7.8 It was moved by A. Saunders, seconded by M. Manders, that Article VIII – Special Officers be amended by deleting Patient Comforts. This service will be transferred to HUGS. Motion carried.

7.9 It was moved by A. Saunders, seconded by G. Pivnick, that Article VII – Auxiliary Services be amended by deleting Coffee Cart. This service is transferred to the Gift/Tuck Shop. Motion carried.

8. 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 KHSC Printing department for its work in its presentation.

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

9. LUNCH - The meeting adjourned at 11:40 a.m. for lunch.

The meeting reconvened at 1:15 p.m.

10. CHEQUE PRESENTATION - A cheque was presented to David O'Toole, KHSC Board Chair and Elizabeth Bardon, representing Dr. David Pichora, KHSC President and CEO, signifying the 2016/2017 contribution of \$386,200.

11. GREETINGS - David O'Toole, Chair of the KHSC Board of Directors, thanked the Auxiliary for the compassion the members show toward the patients at the KGH site of the KHSC and the financial contributions made to the hospital. He noted that the Auxiliary is an integral and important part of the life of the KGH site of the KHSC. Elizabeth Bardon, on behalf of Dr. David Pichora, brought greetings from KHSC, and also thanked the Auxiliary for its work at the hospital. Dave Bessant, HAAO S.E. Region 1st Vice-Chair, brought greetings from the South East Region.

12. PRESENTATION OF AWARDS

The President introduced B. Arniel, Chair of the Awards Committee, and announced that she would also be our Honorary President for the next two years. B. Arniel then announced the remaining awards, which were presented by the President and the Honorary President, A. Robertson:

Certificates of Appreciation -Members

Wendy Earl (Gift/Tuck Shop), Dave Mitchell (Lottery Booth), Joan Scott (Tuck Shop)

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Non-Members

Agnes Alexander (Gift Shop Knitting), Betty Bird (Gift Shop Knitting), William Birdsall (Special Care), Chris Burns (Gift Shop Knitting), Shirley King (Special Care), Andrew Klenke (Coffee Cart), Dan McLaughlin (Lottery Booth), and Union Gas Employees.

Outstanding Service pins- Emma Lamarche (Tuck Shop), Gail McGarrell (Gift Shop), Catherine Maley (HELPP), Merna Manders (Gift Shop), Ellie Nelson (Gift Shop).

Mrs. J.C. Connell Award - Anastasia Cliffe

Honorary Life Memberships - Shirley Abramsky (mailed as Shirley was not able to attend), Jim Flett (presented at the March general Meeting), John Purkis and Shirley Purkis

Honorary President - Barb Arniel

Provincial Life Members - Lorraine Coull (Leadership), Peter Ginn (Leadership), Sarah Pickett (Long Service)

Flowers – were presented to Barb Arniel and Margaret McGowan. Anastasia Cliffe was unable to be present.

13. **NOMINATING COMMITTEE REPORT**

J. Raymond, 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** – J. Raymond, Chair of Nominating, announced that there were two changes to the Board. She presented the Proposed Board of Directors as submitted by the Nominating Committee. The Board of Directors for 2017-2018 was declared elected. The new Board is as follows;

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

J. Raymond introduced the new member of the Board, G. Pivnick, and asked her to come forward to be formally installed. Dave Bessant, 1st Vice-Chair, HAAO S. E. Region, issued the oath of Office and declared her duly elected for 2017/2018.

15. **THANKS & ANNOUNCEMENTS**

The President thanked J. Raymond for organizing the meeting and lunch and Minos Restaurant for their good food and service. Gratitude was expressed to Theresa Hill, Auxiliary Assistant, for all of her support.

16. **ADJOURNMENT** There being no further business, the President declared the meeting adjourned at 1:50 p.m.

Sandra Fletcher
President

Alberta Saunders
Secretary

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PRESIDENT'S ANNUAL REPORT

Following integration, at the AGM in June 2017, the KGH Auxiliary membership approved the amendments to our Purposes in the Constitution to reflect that KGH is now a site of the KHSC. Supplementary Letters Patent were successfully completed and approved by the requisite Provincial department.

Financially speaking, we have had a very successful year. Our ongoing retail businesses continue to generate a healthy income while serving the needs of staff, patients and visitors. We are fortunate to have two very capable and highly qualified managers who make running their respective businesses look easy and who report to their own Committees, each under the guidance of a volunteer Convenor. Our Café manager continues to provide appetizing daily specials using available local food and produce. Sales in the Café this year enabled us to meet our goal and put aside more monies towards the renovation of the space. This is a project that has been in the works for a couple of years and we hope will come to fruition by the end of this summer. We have a very skilful staff in the Café, some of whom have been with us for 20 years or more.

Our Gift/Tuck Shop sales remain steady with items for the home, lingerie, dresses, casual tops, purses, Canadian made jewelry and many sundry items useful to patients and visitors. In the Tuck Shop we offer really great coffee as well as flavoured coffees – Irish Cream, Caramel Biscotti, and Hazelnut. Our muffins and donuts are made fresh daily by a local Coffee Shop. These sell out quickly every day!

Although our Hair Salon on Connell 1 is only open two days a week, Thursday and Friday, it serves patients, visitors and staff at a very reasonable price and is a very busy place. This past year it has turned over a small profit while providing a valued service to all. Refurbished wigs are also supplied to cancer patients at a very reasonable cost. We are always looking for donations of gently used wigs which the hair stylist refurbishes. HELPP lottery sales are steady and it is hoped will increase when we move to a more prominent location. Our Lottery Booth, adjacent to the Tuck Shop on Connell 1 is open five days a week and generates almost \$20,000 per year.

In October of 2017, the Millennium Endowment Fund received applications from KGH staff wishing to improve their education and skills and \$6,400 was disbursed to fourteen applicants. Two of these, Caitlin Jones, Pharmacist, and Deidre Chambers, Social Worker with SADV, made very interesting presentations at our March 2018 General Meeting.

Other fund raising events this year included Luncheon and Bridge events in October and April, the annual theatre trip to Stratford in June and the Christmas Bazaar in November. The 2017 Teddy Bear Campaign raised \$24,695 with 270 large bears being “sponsored”. \$20,000 will purchase an electrocardiogram machine and syringe pumps for pediatrics. The Legion 560 and the Legion 560 Ladies Auxiliary again were our major sponsors and we received donations from some of the High Schools through the support of students who volunteered in the summer at KGH. The surplus funds from previous years will be used to purchase an exam bed and Carescape monitor. More than 300 large and small bears were distributed to several departments at KGH and HDH sites - Child Life, Adolescent Psychiatric unit, Sexual Assault & Family Violence, Same Day Surgery, Emergency, NICU, Kidd 5 Maternity, Hotel Dieu Child Development Centre and Northern Communities affiliated with KGH.

KGH Auxiliary does not only raise money. With the help of the Social Work department, we also maintain and operate the Family Services area which is well used and continues to receive very positive feedback with some great donations from appreciative families who can stay overnight in the unit to be close to their critically ill family member. Special Care volunteers visit many patients at KGH, especially palliative ones, on a regular basis. The Coffee Cart and Library Cart continue to be appreciated by both patients waiting in clinics and by visitors alike.

I have enjoyed working for the Auxiliary over the past two years and will continue to do so in the future in any capacity required. We are lucky to have such dedicated and faithful volunteers and staff. Without them, we would not be able to achieve our goals. Thank you to all!

ARTISTIC OUTREACH

Artistic Outreach is a program established by the Auxiliary in 2005 where Volunteers place artwork in the rooms of long term care patients. We started on Connell 4, but have expanded to include patients on Connell 9, Connell 3, Kidd 9 and Kidd 4. Volunteers visit the patients on a regular basis and change the pictures when requested. Our pictures are stored on a cart kept on Connell 4.

Committee Members: Marilyn Bennett, Jean Fraser and Janet Rosser.

AWARDS

The Awards Committee met in late January to consider the recipients for Awards to be presented at the Auxiliary Annual Meeting, June 11, 2018.

The Committee submitted the names for Certificates of Appreciation, Outstanding Service Pins, Honorary Life Memberships in the KGH Auxiliary and the Mrs. J C Connell Award. The Provincial Life Memberships in the HAAO were agreed upon and presented to the Board for approval.

All Members are very worthy of recognition for their valuable contributions and Volunteering for the KGH Auxiliary.

I thank the committee for their assistance and guidance, Heather Breck, Lorraine Coull, Sandra Fletcher, Bev Fluhrer, Sandy Thomas, Betty Ann Wilson, Jill Holland-Reilly (Ex Officio).

Barbara Arniel, Chair

CAFÉ

We have had a busy year in the Café. Business is brisk as customers continue to appreciate the efforts of our staff to prepare food that is fresh, brimming with flavour and delivered with a smile. Our all day breakfast continues to be a favourite

with a side of homemade apple crisp, cheesecake with a blueberry topping or a piece of fresh cherry pie. A Thank you goes to our staff who work hard to make everything that we offer a success. Thanks also go to Stacey, our Café manager. Innovative specials and extra treats draw people to our Café.

Our renovation is slowly coming along as the plans wind their way through the various approval levels. Erin and Karen from the Planning Office have been instrumental in bringing their expertise to the design with Stacey overseeing the placement of equipment to facilitate food preparation, display and customer flow to the cash register.

It is a fond farewell to our Café treasurer. Gerda has been a driving force behind the accumulation of substantial renovation dollars over the years, presenting a budget that adequately meets the needs of the Café and monthly tracking of money coming in and going out. Gerda will continue as a Café volunteer on Friday, a position she has held for twenty-five years. Thank you, Gerda. We welcome Peter Ginn as our new treasurer.

CONSTITUTION

There have been no amendments to our Constitution and By-laws this past year.

Sandra Fletcher, Chair

CORRESPONDENCE

For the period April 1, 2017 - March 31 2018, the following cards were sent:

Sympathy	31
Get Well	5
Misc.	1
Total	37

Mary Johnston, Elected Member #1

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FAMILY SERVICE

The Family Services Area, which is located within the hospital, provides temporary accommodation free of charge 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 \$750.61 was spent on supplies and \$3768.68 was donated to the Auxiliary by grateful family members. The occupancy rate was the same as last year at 87%.

KHSC has been very supportive of this area and one of the showers was completely renovated last year and the cost of renovating the second shower has been approved for this year. Two video monitors have been installed in the public areas which enable family members to feel safe as they move around within the unit.

This area formally opened in May 27 1993 and was spearheaded by the vision of Shirley Abramsky and her committee. The Auxiliary has posted a plaque in the area recognizing this achievement. 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.

FUNDRAISING

Our fundraising efforts this year have raised a total of \$36,296.43 with all proceeds designated for equipment or special services at Kingston General Hospital. One of our important ongoing fundraisers is the Field of Miracles Mural, located on Kidd/Davies 5, honouring a child's birth at KGH. In 2017, 24 plaques were purchased for a profit of \$2,184.41. A special thanks to

Judy Strahan, Convenor of the Field of Miracles Mural.

The first fundraiser of the year was The Spring Fling Luncheon and Bridge held on April 6, 2017 at Cookes Portsmouth United Church which was enjoyed by 40 bridge players with a profit of \$400.00.

In May, a trip to the Stratford Festival raised \$2,773.06. 42 Auxiliary members enjoyed two great plays "Guys and Dolls" and "HMS Pinafore".

Our largest fundraiser is the Teddy Bear Campaign held annually in November. The 2017 Teddy Bear Campaign raised \$24,695 to purchase electrocardiogram equipment and syringes for pediatric patients at the KGH site of KGSC. Since we surpassed our \$20,000 goal, surplus funds were used to purchase an exam bed and a Carescape monitor.

We, again, welcomed the financial support of the Royal Canadian Legion Branch 560 and the Ladies Auxiliary to RCL Branch 560. With their generous donation of \$4,500 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.

To start the Campaign, the Auxiliary held a Teddy Bear Bridge at the Kingston Bridge Centre which saw a profit of \$730.00.

We are grateful for the support of members of the community who continue to sponsor bears and for the generosity of fundraisers at local high schools, KGH Summer Volunteers and the Photos With Santa team who made large contributions.

Over 300 large and small bears have been delivered to several departments at KGH that support pediatric needs. In addition, bears were donated to 'Kids Inclusive' at the HDH site and to Weeneebayko General Hospital in Moose Factory.

Thanks go out to all the Volunteers who helped with our fundraising events. Special thanks to Theresa Hill for her tireless efforts on our behalf.

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The Committee will meet in September to organize the 2018 Campaign.

Our final event of the year was the Christmas Bazaar held on November 29, 2017 in the E.E.U. Dietary 3 (formerly known as the Old Cafeteria). Staff and visitors enjoyed a wonderful array of Christmas items, home baking, toys, jewelry and a silent auction. Net receipts for the day were \$4,790.25.

Jean Fraser and Heather Breck, Co-Chairs

GIFT AND TUCK SHOP

Both the Gift and Tuck Shops have had a busy and successful year.

New lines of beautiful fashions for all seasons have been added to both the jewellery and lingerie departments. Toys, books, gifts and baby departments all introduced new and exciting items for every occasion. Our talented volunteer knitters have created some beautiful sweaters, dresses and blankets in lovely colours and textures. Toys, lingerie and jewellery participated in the KGH Auxiliary Christmas Bazaar in November. The Tuck Shop continues to be busy. Flavoured coffee continues to be a favorite, in addition to the regular and decaffeinated coffee. Susan joined the Gift/Tuck Shop Staff in December. We were very pleased to welcome new volunteers in both the Gift and Tuck Shops. Our Staff Appreciation Dinner was held in June and a Christmas Party for staff and volunteers was enjoyed in December. I would like to thank those who work so creatively and passionately to make the Gift/Tuck Shops very successful. Their experience and creative insight keeps all the displays looking new, bright and attractive. I would like to thank our Manager, the buyers, office staff and volunteers who work as a team to make the Gift and Tuck Shops successful in supporting the work of Kingston General Hospital Auxiliary.

Merna Manders, Convenor

HAIR CARE

I am pleased to report that business in the Hair Salon has improved with the number of people using our salon.

We receive continued support from staff, volunteers, visitors and, of course, patients all of whom greatly appreciate this most important service the Auxiliary offers.

This year with the increase of minimum wage, we have for the first time in a few years had to raise our prices by approximately 10% depending on the style and product being used.

Our gently used re-conditioned wigs are offered at very low cost for those patients in need. We continue to use professional products whether it is colour, perms, or shampoo.

Our salon is next to the volunteer office, and the hairstylist looks forward to meeting and greeting you for your new hairdo.

Gloria Pivnick, Convenor

HELPP LOTTERY

We have experienced a slowdown in sales this year due to a shortage of volunteers to man the cart. A new more manoeuvrable cart has been purchased which is appreciated by our volunteers. 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 more volunteers - 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

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

This year the HELPP Lottery is contributing \$8,000 to assist in the purchase of Staxi Transport Chairs. The HELPP Lottery can be quite profitable but we do need more help. Ron Pushcar, Convenor

HOSPITALITY

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

Both of our General meetings were held at Cooke's-Portsmouth Church. Coffee is now served at 11 am at the beginning of the meeting and the hall is nice and warm. There was a good attendance at the first meeting in October where Brenda Carter, V.P. Regional Cancer Centre told us about the Stage 2 Redevelopment Project, how it will impact the Auxiliary and how we can support this project.

At the General meeting in March, presentations were given by Millennium Bursary recipients D. Chambers (social worker in SADV) and C. Jones (Pharmacist). Both presentations were well received.

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

Many thanks go to Theresa who does so much in organizing the Annual and General Meetings – it makes my job much easier.

Jenny Raymond, Convenor.

H.U.G.S. PROGRAM

H.U.G.S. has had a great year with more than 27 wonderful people knitting, crocheting, and sewing. We also have had much appreciated monetary gifts.

I have made up about 800 small gift bags which contain a receiving blanket, sweater, hat and a knitted toy. In the larger bags we put much more clothing and a quilt. These

are for Moms that need a little extra help. This year about 20 of the large bags were made up.

This year H.U.G.S. helped out at Christmas time by taking blankets and throws not suitable for babies to Elder Life Patients. The staff and patients were very happy and these gifts cheered everyone up.

We also took some of the quilts to PAEDS for the children. The staff and the children were happy with the bright colours.

In closing I wish to thank so many people including the lovely ladies in the lab, Natalie and Stephanie, for the whimsical knitted toys and also, Eiham who (at her own expense) has hemmed 100 receiving blankets.

H.U.G.S. could not function without people like them.

As well, I wish to thank our President, Sandra Fletcher and Barb Arniel for all their help and support.

Anne Worden, 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.

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

The Lottery Booth has continued to do well. We had a few issues in January and February with volunteers being away due to illness or on vacation. Thanks to Theresa Hill and our volunteers, the lottery booth

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was open for at least a couple of hours each week day in those two months. We are so very lucky to have these people working with us. With everyone's help, we were able to again meet our budget of \$17,000 this year.

In June, I will hand over the reins as Convenor to Dave Mitchell, another one of our Lottery Booth volunteers. Doug Soutter has volunteered to be Dave's backup. With the Lottery Booth in their capable hands, I'm sure it will continue to be a success!

Thank you so much for the opportunity to work with such wonderful people!

Mary Johnston, Convenor

MEMBERSHIP

As of April 1st, 2018, we have 241 members of the Auxiliary.

We have welcomed 7 new members and had 25 retirements or resignations. Sadly, 8 of our members have passed away during the past year.

I wish to thank those who help to get the newsletter out in a timely manner and I especially would like to thank Theresa Hill for all that she does for the Auxiliary.

Lorraine Coull, Convenor

MEMORIAL FUND

There were 53 donors to the Memorial Fund in 2017/18 for a total donation of \$3,970. Of the donations 30 were in memory of Margaret Bruce. There were no contributions to the hospital from the fund in 2017/18.

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.

McIlroy Susan	300
Jones Caitlin	1,000
Rabaca J. Anne	200
Davies Julia	500
Crozier Krista	500
Lusby Joseph	500
Hutchins Ryan	300
Conroy Brittney	500
Benn-Abrams Wendy	300
Handforth Genevieve	300
Peters Jennifer	500
MacDougall Jessica	500
Liddle Karen	300
Chambers Deirdre	500

Total disbursed \$6,400

Amount distributed to date: \$82,404.86

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

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

Sandra Fletcher, Chair.

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 – May, July, September, January and March. These

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served to keep members informed of Auxiliary activities. Members who have died are also remembered and new members welcomed.

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 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, Editor

POLICIES AND PROCEDURES

The Policy and Procedures committee met this year to ensure policies are updated to keep up with changes to hospital policies, provincial laws and the Employment Standards Act.

Sandra Fletcher, President

SECRETARY

During the year 2017-2018, as Secretary of the KGH Auxiliary Board of Directors, I have attended 1 General Membership Meeting, 2 Board of Directors' and Council Meetings, 5 Board of Directors' Meetings and 3 electronic meetings. I would like to thank our Auxiliary Assistant, Theresa Hill, for her work in filing and readying the minutes for our meetings. Approved copies of all General Membership Meetings and Board of Directors' Meetings are kept on file in the Auxiliary Office.

Merna Manders, Secretary

SPECIAL CARE

Special Care currently has six volunteers who have all completed the 24 hour Palliative Care training course. We made 1620 meaningful visits compared to 1558 the previous year.

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

This January, five of our volunteers attended a presentation on Hospital Discharge Planning, given by Heather Jenkins, a Patient Flow Project specialist. We all found this informative and helpful.

Jenny Raymond, Convenor.

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VOLUNTEER SERVICES

With the formation of Kingston Health Sciences Centre the Volunteer Services Department in partnership with the KGH Auxiliary has experienced change yet we have remained focused on the service we provide to the hospital community. This period has allowed us to form new relationships and partnerships to support the aim of patients having seamless service provision between Kingston General and Hotel Dieu Hospitals. The Volunteer Services Department concentration this past year was primarily on establishing common practices and procedures. This work continues and I thank the volunteers who provided input and also patience in our desire to ensure we support you to the best of our ability.

This work could not have been accomplished without the longstanding commitment of KGH Auxiliary members who volunteer. In fiscal year 2018, we were given the opportunity to acknowledge dedication through length of service by presenting KGH "milestone" awards. Eleven KGHA members were recognized as follows:

5 years: Mary Johnston, Shirley King
10 years: Peter Ginn, Karen Kitney, Liz Spotswood
15 years: Janet Rosser, Mary Walker
20 years: Sandra Fletcher, Jean Fraser
25 years: Gerda Paterson
30 years: Marjorie Musgrave

In addition, we were pleased to nominate KGHA members, Alice Robertson and Jane Stockdale 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.

On behalf of the Volunteer Services department, I sincerely thank each one of our 1076 volunteers and 12 dogs who have contributed over 86,000 hours in support of KHSC. The KGHA activity was 33,157 hours (decrease of 7% from previous year) by 178 volunteers (ten fewer than previous year). You are inspiring. Each volunteer brings their own unique set of skills and experience providing valuable support to ensure the best patient and family experience. By supporting staff to deliver the optimal care experience contributes to positive health outcomes for the people we serve.

Respectfully submitted,

Jill Holland-Reilly, Director
Volunteer Services

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BOARD OF DIRECTORS 2018 – 2019

President	Sandra Fletcher	Vice-President-Acting	Heather Breck
Treasurer	Mary Johnston	Elected member (1)	Lorraine Coull
Secretary – Interim	Merna Manders	Elected Member (2)	Gloria Pivnick
Past-President	Jenny Raymond		

MEMBERS OF COUNCIL 2018 – 2019

STANDING COMMITTEE CHAIRS

Awards	Sandra Thomas	Fund Raising- Co	Jean Fraser
Constitution	Sandra Fletcher	Fund Raising- Co	Heather Breck
Finance - Co	Heather Breck	Nominating	Jenny Raymond
Finance - Co	Mary Johnston	Policies & Procedures	Sandra Fletcher

CONVENORS OF SERVICES

Artistic Outreach	Janet Rosser	HELPP	Ron Pushcar
Café	Shirley Hicks	HUGS	Anne Worden
Family Services	Jenny Raymond	Library	Linda Patry
Gift Shop	Merna Manders	Lottery Booth	Dave Mitchell
Hair Care	Gloria Pivnick	Special Care	Jenny Raymond

SPECIAL OFFICERS

Hospitality	Jenny Raymond	Paymaster	Ron Pushcar
Hospitality - Co	Brenda Bartlett	Paymaster - Co	Peter Ginn
Membership	Lorraine Coull	Newsletter Editor	Sandra Fletcher

MEMBERS AT LARGE

Hospitality	Jenny Raymond	Paymaster	Ron Pushcar
Hospitality - Co	Brenda Bartlett	Paymaster - Co	Peter Ginn
Membership	Lorraine Coull	Newsletter Editor	Sandra Fletcher

MEMBERS AT LARGE

Barb Arniel	Alice Robertson
Beverley Fluhrer	Judy Strahan
Susan Geier	Betty Ann Wilson
Mary Lapeer	Kathy Wirsig