



KINGSTON GENERAL HOSPITAL AUXILIARY

ANNUAL REPORT

2019 – 2020

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AGENDA

115th KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

September 21, 2020

1. CALL TO ORDER
2. INTRODUCTION OF PAST PRESIDENTS IN ATTENDANCE
3. INTRODUCTION OF NEW MEMBERS PRESENT
4. INTRODUCTION OF GUESTS
5. MINUTES of the 114th ANNUAL GENERAL MEETING
6. TREASURER'S REPORT & FINANCIAL MOTIONS
 - 6.1 That the Financial Statements for the year ended March 31st, 2020, prepared by Wilkinson & Co Chartered Accountants be accepted as printed
 - 6.2 That the unallocated 2019/2020 surplus revenue of \$593,883.00 be disbursed as follows:

Surplus as at March 31, 2020	\$593,883.00
Retained for working capital	<u>\$ 87,383.00</u>
Unallocated Surplus Funds	\$506,500.00
 DISBURSEMENTS	
KGH DEPARTMENTS	
Kidd 5 Bereavement Fund	\$1,500.00
Renal Unit Newsletter Fund	\$ 500.00
Social Work Patient Fund	<u>\$4,500.00</u>
	\$6,500.00
	\$ 6,500.00
 - Second Instalment of the Pledge \$500,000.00
 - Total NIL
 - 6.3 That the proceeds of the 2020 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.
 - 6.4 That Wilkinson & Company Chartered Professional Accounts be appointed Auditors for the Financial year 2020-2021.
 - 6.5 That the 2020-2021 Budget as circulated be approved
7. CHEQUE PRESENTATION
8. GREETINGS
9. ANNUAL REPORT
10. LUNCH
11. PRESENTATION OF AWARDS & CERTIFICATES
12. NOMINATING COMMITTEE REPORT
13. INSTALLATION OF BOARD OF DIRECTORS 2020-2022
14. THANKS & ANNOUNCEMENTS
15. ADJOURNMENT

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MINUTES OF 114th ANNUAL GENERAL MEETING held on June 10, 2019 at the Travelodge Hotel, Kingston

There were 36 members and 12 guests present.

1. CALL TO ORDER & ADOPTION OF THE AGENDA

The President, S. Fletcher, called the meeting to order at 11.00 a.m. and welcomed everyone. As David O'Toole, Chair KHSC Board of Directors, cannot be with us until noon, the agenda will be amended to move the Greetings and cheque presentation until after lunch. Unfortunately, S. Carlton, KHSC Joint V.P. and Chief Human Resources Officer, cannot be with us due to indisposition following a fall. She sent her regrets and thanks for all the Auxiliary contributes to KHSC. A motion to adopt the agenda as amended was made by L. Coull, and seconded by V. Vohra. 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: Liz Dobbs-Jones, Clarita Kade, Harry Jellinck, Barb MacDougall, Barb MacNaughton, Les Pike, John Purkis and Terry Tait.

2. PAST PRESIDENTS

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

Sandy Thomas	1986 & 2013	Jean Fraser	2004
Alice Robertson	1996	Annastasia Cliffe	2006 & 2009
Mary Lapeer	1998	Sandra Fletcher	2011

3. INTRODUCTION OF NEW MEMBERS PRESENT – New members since the last AGM who were in attendance were introduced and welcomed by the President. These were: C. Bohne, J. Santoni

4. INTRODUCTION OF GUESTS

S. Fletcher noted that due to prior commitments, Dr. David Pichora, KHSC CEO & President, was unable to attend. She introduced and welcomed D. Pattendon, KHSC Board Directors Liaison, K. Humphries-Blake, Acting President and CEO UHKF, and C. Hazell, President of KHSC Volunteer Services to Hotel Dieu Hospital site. D. Pattenden said a few words of thanks for our work in the hospital as “we are the heart of the hospital”.

5. MINUTES of the 113th ANNUAL GENERAL MEETING

It was moved by B. Arniel, seconded by M. Johnston, that the Minutes of the 113th Annual General Meeting held June 11, 2018 be accepted as printed in the Annual Report. Motion carried.

6. TREASURER'S REPORT

6.1 M. Johnston moved, seconded by P. Ginn, that the Financial Statements for the year ended March 31st, 2019, prepared by KPMG Chartered Accountants be accepted as printed. Motion carried. KPMG were thanked for their work with us over the past years.

6.2 The Treasurer, M. Johnston, presented the financial report. The unallocated surplus as of March 31, 2019 is \$511,921.87. It was moved by M. Johnston, seconded by S. Thomas, that the unallocated 2018/2019 surplus revenue of \$511,921.87 be disbursed as follows:

Surplus as at March 31, 2019	\$511,921.87
Retained for working capital	<u>\$ 72,421.87</u>
Unallocated Surplus Funds	\$439,500.00

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DISBURSEMENTS

KGH DEPARTMENTS

Social Work Patient Fund	<u>\$4,500.00</u>	\$ 4,500.00
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Second Instalment of the Pledge	<u>\$435,000.00</u>	
Total		NIL

Motion carried.

6.3 M. Johnston moved, seconded by H. Breck, that the proceeds of the 2019 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. Motion carried.

6.4 M. Johnston moved, seconded by L. Coull, that Wilkinson & Company LLP Chartered Professional Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2019 to March 31, 2020. Motion carried.

7. ANNUAL REPORT

The President presented the Annual Report. She thanked the Auxiliary Assistant, T. Hill, for the work involved in preparing the report and KHSC Printing department for its work in its presentation. Acceptance of the Report as printed was moved by H. Breck, seconded by A. Cliffe. Motion carried.

8. LUNCH - The meeting adjourned at 11:30 a.m. for lunch.

Sandy Thomas gave the blessing for the Lunch.

The meeting reconvened at 1:00 p.m.

9. CHEQUE PRESENTATION – The President welcomed David O’Toole, KHSC Board Chair, and asked him to come forward for the presentation of the cheque signifying the 2018/2019 contribution of \$461,481. This includes the second instalment towards our pledge, leaving \$1,665,000 remaining.

10. GREETINGS - David O’Toole, Chair of the KHSC Board of Directors, brought greetings from the KHSC Board of Directors. He thanked the Auxiliary for the dedication of the volunteers delivering compassion and humanity daily. These values are core to the work of KGH.

Karen Humphries-Blake, Acting UHKF President and CEO, brought greetings from the UHK Foundation. She announced that a new MRI machine which is capable of greater in-depth scans had been presented this morning. She announced that a new CEO for UHK Foundation would be starting at the end of August.

11. PRESENTATION OF AWARDS

The President introduced S. Thomas, Chair of the Awards Committee, who then announced the awards, which were presented by the Honorary President, B. Arniel, with the assistance of D. O’Toole. It was noted that those who could not attend due to prior commitments will be presented with their awards at the next opportunity.

Certificates of Appreciation

Members – Susan Geier

Non-Members – Brenda Kennedy, Ron Manor, McCullough Family, Elham Rizk.

Outstanding Service Pins – Cheryl Turner, Vinod Vohra.

Honorary Life Membership – J’Neene Coghlan

Honorary President – Bev Fluhrer

Award of Merit – Fran Berrigan, Susan Kennedy, Ron Pushcar, Dona Riddell, Betty Ann Wilson

Mrs. J.C. Connell Award - Sandra Fletcher

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Flowers and/or Gift Certificate: All recipients of the Award of Merit, the Honorary President & Mrs. J.C. Connell award received flowers and/or gift certificates.

Certificates were presented to the Managers of the Café and Gift/Tuck Shops showing the achievements in their fund-raising efforts for the fiscal year 2018-2019. A certificate was also presented for the Lottery Booth showing the funds raised by the booth.

12. NOMINATING COMMITTEE REPORT

J. Raymond, Chair of the Nominating Committee, was not present and the President 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 and introduced those in attendance today who are new to their positions.

13. THANKS & ANNOUNCEMENTS

The President thanked B. Bartlett, Hospitality Co-Convenor, and Past President, Jenny Raymond, for organizing the meeting and lunch and the Travelodge Hotel for the excellent food and service. Gratitude was expressed to T. Hill, Auxiliary Assistant, for her hard work and support.

14. ADJOURNMENT

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

Sandra Fletcher
President

Merna Manders
Secretary

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PRESIDENT'S ANNUAL REPORT 2019

One of the year-end key issues for our Auxiliary was the impact of the COVID-19 on our Auxiliary businesses. Up to the last two weeks of March, we were looking for a great financial return from 2019-2020 to give a major boost to the contribution to our pledge to redevelopment. However, the situation with the virus had a significant impact on our ability to maintain our businesses. Our Café was deemed an essential service and, as such, was required to remain open for business, but, due to a no-visitors policy, the number of customers was greatly reduced which, of course, affected the sales. Our Café staff loyally reported for duty, but some had hours cut or were laid off due to a shortage of work. The Hair Salon, Gift Shop and Tuck Shop were closed in mid-March and this contributed to a loss of revenue. This also led to layoffs due to the shortage of work, but plans are in place for staff to return as soon as these businesses re-open.

Despite this setback, financially speaking, we had an extremely successful year. Our ongoing retail businesses generated a healthy income while serving the needs of everyone who works, visits, and/or volunteers at the hospital. 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.

HELPP lottery sales in the Abramsky Lobby were suspended in mid-March and will not resume. This is mainly due to a lack of volunteers. The Lottery Booth, adjacent to the Tuck Shop on Connell 1 was open five days a week, again until mid-March, and this year generated \$17,000.

Other fundraising events this past year (April 1, 2019 to March 31, 2020) included Luncheon and Bridge events in April and October, the annual theatre trip to Stratford in June and the Christmas Bazaar in November. The 2019 Teddy Bear Campaign raised \$32,000 with 320 large bears being “sponsored”. Please check out the Fundraising section later in this report for details.

KGH Auxiliary does not only raise money. With the help of the Social Work department, we also maintain and operate the Family Services area. This is well used and continues to receive positive feedback and donations from appreciative families who can stay overnight in the unit at no cost to be close to their critically ill family member. Special Care volunteers visit many patients at KGH, including palliative ones, on a regular basis. The Coffee Cart and Library Cart are appreciated by both patients and visitors alike in waiting rooms. Our HUGS program supplies every baby born at KGH with a small gift bag of useful items for the new baby and larger bags are given to those parents who have a greater need. Most items in the bags are supplied by our generous donors.

I have enjoyed my term with the Auxiliary in the past few years and will continue to do so in the future as 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 and good luck to the incoming President!

Sandra Fletcher

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ARTISTIC OUTREACH

Artistic Outreach continues to be a popular program with patients at KGH.

Launched in 2006, our group purchased a variety of artwork which was placed in patients' rooms on floors Kidd 9, Kidd 4, Connell 9, and Connell 3.

Volunteers visit with the patients on a regular basis and if they would like the picture changed, we try to accommodate them from our large supply of poster art on our art cart located on Connell 4.

Volunteers in the program are:

Convenor Janet Rosser, Jean Fraser, and Marilyn Bennett

AWARDS

The Awards Committee had not met by the end of the fiscal year to consider recipients for this year's awards due to the restrictions regarding the "distancing" during the ongoing COVID-19 Pandemic. Hopefully, the Annual Meeting will take place sometime in the fall and before this meeting the Committee will have met and decided on our 2020 award recipients.

Last year at the Annual meeting, held on June 10, 2019 our first "Awards of Merit" were presented. This award replaces the PLM award and uses the same criteria and categories. Dona Riddell, Gift Shop Treasurer, and Ron Pushcar, Paymaster, received their awards in the Leadership category. Fran Berrigan, Betty Ann Wilson, and Susan Kennedy were given this award in the Long Service category. All seemed to appreciate receiving the Auxiliary's new version of this special award.

I thank Committee members Barb Arniel, Lorraine Coull, Bev Fluhrer, Betty Ann Wilson, Heather Breck, Sandra Fletcher, and Jill Holland-Reilly for their support.

Sandy Thomas, Chair

CAFÉ

I can accurately report that this has been an up and down year. We began April of 2019 with sales continually rising. A typical month saw us with an increase of business far in excess of our wildest dreams. By the end of the year we were experiencing a huge drop in business due to the COVID-19 virus. Its influence on our customer

base due to severe restrictions in visits and hospital procedures was huge.

In March, the hospital declared the Cafe an essential service. Decisions, modifications and compliance with Health and Safety regulations to keep our staff and hospital staff safe needed to be made quickly. Under the leadership of our Café manager, Stacey Robertson, our staff rose to the challenge and began the journey into a whole new experience. Due to the huge drop in business, adjustments in the amount of food, staffing levels, and how to serve food while keeping at a distance, needed to be worked out. Our small prep and serving areas also needed to be reconfigured to meet requirements.

Thank you to our staff for rising to this extraordinary series of events and being on the front line in support of hospital staff. We are proud of all of you.

Now, back to the rest of the year. It was not uncommon for our staff to make 2500 salads, 3600 breakfasts and serve 2500 soup bowls to our customers in a month. The hunger for fresh food, locally-sourced lemon bread and butter tarts, as well as cinnamon scones and prepackaged items, coffee, cold beverages, and daily specials made the Cafe the go to spot for a reasonably priced meal.

Our Staff worked tirelessly behind the counter to meet the needs of their customers with a cheerful attitude. Volunteers wiped and swiped over the busy lunch hour keeping extras well stocked and garbage emptied as needed. Thank you.

Shirley Hicks, Convenor

CONSTITUTION

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

Sandra Fletcher, Chair

CORRESPONDENCE

Since April 2019, the following cards have been sent to Members, past Members, and families.

9 Sympathy cards

6 Get Well cards

4 Miscellaneous cards

Lorraine Coull, Elected Member #1

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FAMILY SERVICE

The Family Service Area, which has been in operation since in May 1993 and 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. The Committee 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 kitchenettes, one of which has a refrigerator where family members can store food. Last year \$1,104 was spent on supplies and \$6,145 was donated to the Auxiliary by grateful family members. The occupancy rate remains high as many people like to stay close to their ill family members.

Some very generous donations were received this past year, one of which was for \$1,000. Several lovely thank you letters were also received. Unfortunately, during the year, two mattresses were damaged and had to be replaced.

Current Committee Members: S. Thomas, F. Berrigan, M. Lapeer, A. Vandalen, B. Wilson, S. Geier, J. Robinson, M. Jorgenson, C. MacGillivray (KHSC Staff).

FUNDRAISING

Our many fundraising projects this year raised a total of \$42,757 for the Auxiliary.

The first event of the year, The Spring Fling Lunch and Bridge, was held April 11, 2019 at Cooke's Portsmouth United Church. In May, our ever-popular bus trip to The Stratford Festival celebrated its 20th anniversary with two excellent performances, "Billy Elliott" and "The Merry Wives of Windsor". In November we held The Teddy Bear Bridge at The Kingston Bridge Centre raising \$720 for The Teddy Bear Campaign. The final event of the year, The Christmas Bazaar was held November 27 on Connell 3 and brought in a profit of \$5,000. This is a popular event where staff and patients enjoy shopping for books, jewelry, home baking, toys, holiday decorations and the many special items in the Silent Auction.

The Field of Miracles Mural located on Davies 5, honouring a child's birth at KGH, is an

ongoing program. Initiated in 2004, the mural continues to prosper under the direction of Judy Strahan. In 2019, 16 plaques were purchased, bringing the total plaques on the mural to 540.

The 2019 Teddy Bear Campaign raised nearly \$32,000 to purchase CO2 Monitors for pediatric patients at the KGH site of KHSC. Over 320 large and small bears have been delivered to several departments at KGH that support pediatric needs including, Child Life, SADV, Emergency, NICU, Kidd 5 Maternity, and Burr 4 Adolescent Psych. In addition, bears were donated to 'KidsInclusive' at the HDH site and to Weeneebayko General Hospital in Moose Factory.

We, again, welcomed the generous financial support of the Royal Canadian Legion Branch 560. 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 toward the fundraising goal. Their executive is currently assessing their ability to provide similar funding for the 2020 Campaign.

We are grateful for the support of members of the community who continue to sponsor bears, large contributions from fundraisers at several local schools, the Photos With Santa team, Teddy Bear Bridge and the Frontenac Fury Girls Hockey Association.

The Committee hopes to meet in September to organize the 2020 Campaign. However, at the time of writing, we are all affected by the isolation measures due to COVID-19. The order for new bears is 'on hold' and we may have to adjust the campaign to reflect new personal contact protocols. It takes many volunteers to produce such excellent results and we thank all who participated. A special thanks to Theresa Hill for her tireless efforts on our behalf.

Jean Fraser and Heather Breck, Co-Chairs

GIFT AND TUCK SHOP

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

Beautiful new fashions have been added along with coordinated jewellery, handbags, and scarves. Toys, books, gifts, and baby departments all introduced new and exciting items for every season and

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occasion. Our talented volunteer knitters continue to create beautiful sweaters, dresses, and blankets in lovely colours and textures. Toys participated in the KGH Auxiliary Christmas Bazaar in November. The carpet in the Gift Shop was replaced and the shop was painted.

Our Tuck Shop, too, has done very well this year. Pastries, sandwiches, and wraps supplied by "The Golden Rooster", Kingston, continue to be very popular. In June, the KGH Auxiliary staff recognition dinner was held for the Gift/Tuck Shop Staff.

M. Bauder, M. Miller and K. Hearn were presented with their 5-year pins. The Gift/Tuck Shop staff and volunteers enjoyed a Christmas Dinner Party in December. Both the Gift and Tuck Shops were closed on March 16th, 2020 due to COVID-19.

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

HAIR CARE

As has been said many times in the past, the salon is not high up in the fund-raising efforts for the hospital; however, it is a service that is certainly appreciated both by patients, hospital staff and volunteers.

In my opinion, the Hair Salon has always been the best medicine for a patient. Who can not feel better after being pampered by a professional hairstylist? In this past year, the hairdresser has received many Thank You's from family members who expected to see their loved one look a bit disheveled after being in a hospital setting. Instead, they see someone with a proper haircut or a new hairstyle. Over this past year, we have enjoyed greeting more staff and volunteers to our salon and it is so sad we had to

close late in March during the COVID-19 pandemic. We look forward to welcoming the hairdresser back to the Salon and greeting the patients, our regular clients, and new staff members.
Gloria Pivnick, Convenor

HELPP LOTTERY

After serious consideration, it has been decided to put our HELPP Lottery ticket campaign to rest. Although a reasonably profitable endeavour, we have had serious trouble since volunteers have been hard to find.

Volunteer hours have dwindled over time and either lack of sales caused some serious disenchantment, or the campaign just did not have much enthusiasm left.

Many volunteers had put in great effort over time but, in the end, the contributions of Alice Robertson stood out as she almost single-handedly carried us through most of this last year.

Our sincere thanks to all who worked the sales or purchased tickets.

Ron Pushcar, Convenor

HOSPITALITY

Board and Council meetings continue to be held at no cost at the Tompkins Funeral Home on Davis Drive. Tompkins kindly offer free coffee and their generosity is greatly appreciated. The Hospitality Convenor provides a tasty baked treat for the meeting.

Our October 2019 General meeting was held at Cooke's-Portsmouth Church. There was a good attendance at this meeting where Stacey from KHSC Planning explained about the new plans for the Stage 2 Redevelopment process. Although the Ministry had not given approval to the plans at that time, Stacey described the process and timelines for the project.

Unfortunately, due to the COVID-19 pandemic, the General meeting in March had to be cancelled and approval of the 2020-2021 budget, normally presented at this meeting, had to be deferred until the Annual General Meeting.

The 2019 Annual General meeting was held for the first time at the Travelodge. Brenda Bartlett, one of the co-convenors, supervised this event which was very successful. The meal was a buffet lunch of

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sandwiches, dessert squares and coffee, tea, or a soft drink.

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

Brenda Bartlett, Convenor

HUGS PROGRAM

Our program is loved by so many new mothers. We have an amazing group of knitters, quilters, and crocheters. A special mention and thank you goes to Elham for her wonderful work cutting and edging fabric making so many baby receiving blankets.

H.U.G.S. year was great until the end of February, and then came COVID-19. Through this difficult time, I have had many calls and emails, from our loyal supporters of H.U.G.S saying they are working hard and wishing all our volunteers good health.

We have received two monetary gifts this past year, including \$250 in September from the Kingston police Association. This money helped buy the material for baby receiving blankets. Over 1,000 bags were made up for new babies this year, and about 50 bags for new young mothers needing a little extra help.

In closing, my thanks to Carol, Sandra, Barb, Theresa, and Kim who are always there for help and advice.

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, French language books and magazines are especially welcome.

Linda Patry, Convenor

LOTTERY BOOTH

The Lottery Booth met its budgetary goal of \$17,000 for 2019/20 thanks to the commissions on

sales and prizes. Our profit was reduced by expenses (mainly parking). There was a drop in revenue of about \$3000 when compared with the previous year, a portion of which is attributable to the cessation of sales in March due to the pandemic. Reduced operating hours arising from challenges in staffing and an overall decline in customer traffic likely account for the remainder.

I salute all our Volunteers who have contributed so much to maintaining our five day-a-week operation. I particularly thank those who filled in with many extra shifts throughout the year when co-workers were unable to attend. We appreciate your dedication. As always, thanks go to Theresa Hill who bears the brunt of the rescheduling to manage such disruptions.

I note that we were successful in recruiting a new volunteer this year, but we will still be actively looking for new ones to join our team.

Dave Mitchell, Convenor

MEMBERSHIP

As of March 31st, 2020, we have 203 members of the Auxiliary.

We have welcomed 4 new Members, had 16 retirements and regrettably, 3 of our members passed away.

I appreciated the help of Theresa Hill in helping to keep our membership list up to date.

Lorraine Coull, Convenor

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.

Amount distributed to date: \$94,809

Sandra Fletcher, Chair

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

At the beginning of the fiscal year, Sandra Fletcher was the Editor until Susan Jellinck took over in September.

NOMINATING

The list of those members willing and able to serve on the Board and Council is attached to this report. The Nominating Committee is thanked for their work in recruiting and retaining these people. We thank those who have served their term and have now retired and welcome those who are either switching positions or are new to Council.

Current Committee Members: S. Thomas, B. Arniel, B. Fluhrer, L. Coull.

POLICIES AND PROCEDURES

The Policy and Procedures committee met 5 times in person this year and had various items approved through email to expedite pending issues. These approvals were then ratified at the next face to face meeting. The Committee also recommended to the Board the annual changes to wages and annual salaries.

Sandra Fletcher, Chair

SECRETARY

During the year 2019-2020, as Secretary of the KGH Auxiliary Board of Directors, I have attended 2 General Membership Meeting, 2 Board of Directors' and Council Meetings, 5 Board of Directors' Meetings, 5 electronic meetings, 1 Policy and Procedures Meeting and 1 KGH Auxiliary Annual Meeting.

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 Boards of Directors' Meetings are kept on file in the Auxiliary Office.

Merna Manders, Secretary

SPECIAL CARE

The number of meaningful visits was up from last year partly due to the fact there are now seven volunteers on the team. Providence Care held a two-day Palliative Care course on February 26 and 27 but, unfortunately, the one interested person was unable to attend.

Current Committee Members: V. Caves, B. Fluhrer, S. King, S. Pickett, J. Robinson.

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Director of Volunteer Services

The end of the fiscal year ended on a note that was unprecedented and unexpected. On behalf of everyone at Kingston Health Sciences Centre we are grateful for the commitment the Kingston General Hospital Auxiliary Board of Directors, members and employees who have demonstrated their continuing support and dedication to service when plans for responding to the COVID-19 were introduced in mid-March. There was an incredible expression of willingness to continue to serve the hospital staff and patients while adhering to a new level of safety measures. At the KGHA employee level, many new directives were introduced and implemented in the retail locations. For volunteers, some volunteer programs were suspended at the direction of Incident Command and for others by programs. For some, this meant making the difficult decision to “stay home.” While we respect and value each and every volunteer we also knew that wherever the decision was made it needed to be made considering many factors. From the Board of Directors, the ability to access funds and items for patient comforts was greatly appreciated by the care teams as many patients lacked the ability to obtain personal items when visitor restrictions were quickly introduced. The Board supported their staff to respond to the many requests that came from Incident Command. This is all evidence of the compassion and allegiance of the collective.

This year has also been what I hope was an unprecedented one for me as well. While on leave from February 2019 to February 2020, Micki Mulima assumed the duties of the Interim Director of Volunteer Services and I wish to extend my thanks to her, Lynda Laird, Kim Kelly and Carol Botting for ensuring the volunteers received the support they needed. There was stability in service delivery which made my transition back to work quite smooth. I was thrilled with the outpouring of support during my absence and in my return, it reinforced my desire to continue to serve the volunteers.

Over the course of the year the following hours and volunteer numbers (compared with previous year) were posted in KGHA services:

Artistic Outreach: 28 hours (decrease of 28.5%) with 3 volunteers (no change)

Café Host: 451 hours (decrease of 34%) with 7 volunteers (decrease from 10)

Coffee Cart: 669 hours (increase of 8.5%) with 27 volunteers (increase of 7)

Gift Shop Cashier: 4190 hours (decrease of 10%) with 35 volunteers (increase of 2)

Library Cart 122 hours (decrease of 22%) with 3 volunteers (no change)

Lottery Booth: 1618 hours (decrease of 6%) with 13 volunteers (increase of 2)

Special Care: 945 hours (increase of 28%) with 7 volunteers (decrease of 2)

Tuck Shop Cashier: 2242 hours (decrease of 15%) with 34 volunteers (increase of 5)

From the very beginning of this COVID-19 journey, volunteers have stepped up every single time they have been asked. I don't have the slightest doubt that, if you haven't yet, you will do so again when the time is right.

Respectfully submitted,

Jill Holland-Reilly, Director Volunteer Services

ANNUAL REPORT 2019 - 2020

BOARD OF DIRECTORS 2020 – 2022

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

MEMBERS OF COUNCIL 2020 – 2022

STANDING COMMITTEE CHAIRS

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

CONVENORS OF SERVICES

Artistic Outreach - Co	Jean Fraser	HELPP	Ron Pushcar
Artistic Outreach - Co	Marilyn Bennett	HUGS	Anne Worden
Café	Shirley Hicks	Library	Linda Patry
Family Service	Sandy Thomas	Lottery Booth	Dave Mitchell
Gift Shop	Merna Manders	Special Care	
Hair Care	Gloria Pivnick		

SPECIAL OFFICERS

Hospitality	Brenda Bartlett	Newsletter Editor	Susan Jellinck
Membership	Lorraine Coull	Paymaster	Ron Pushcar

MEMBERS AT LARGE

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

ANNUAL REPORT 2019 - 2020

Revenue	Budget 2019/2020	As of March 31, 2020	Proposed Budget 2020/2021
Cafe	\$235,000	\$425,000	\$325,000
Donations - General	\$1,500	\$5,232	\$1,500
Donations - Family Services	\$3,500	\$6,145	\$3,500
Fundraising - General	\$27,000	\$38,501	\$27,000
Fundraising - Christmas Bazaar	\$5,500	\$5,006	\$5,000
Gift/ Tuck Shop	\$200,000	\$190,000	\$,100,000
HELPP	\$4,000	\$742	\$0
Lottery Booth	\$17,000	\$17,000	\$10,000
Memorial Fund	\$1,000	\$25	\$500
Membership	\$1,000	\$1,000	\$1,000
Other Income - Interest	\$4,000	\$4,195	\$4,000
Total	\$500,000	\$692,846	\$477,500
Less Dedicated Funds for:			
Teddy Bear - \$33,791			
Memorial - \$25			
HELPP - \$742			
Total - \$34,558.00			
Final Total	\$500,000	\$658,288	\$477,500

Expenses	Budget 2019/2020	As of March 31, 2020	Proposed Budget 2020/2021
Artistic Outreach	\$500	\$0	\$500
Bursary - Student	\$1,000	\$1,000	\$1,000
Contingency	\$10,000	\$0	\$10,000
Education	\$1,000	\$0	\$1,000
Family Services	\$1,500	\$1,104	\$500
General Fund Parking	\$2,000	\$2,888	\$2,000
Hair Care	\$1,000	-\$312	\$1,000
HUGS program	\$1,000	\$924	\$1,000
Meetings	\$1,000	\$134	\$1,500
Operating - Postage	\$2,000	\$1,306	\$2,000
Operating - Printing	\$1,500	\$888	\$1,500
Operating - Sundry	\$4,000	\$740	\$4,000
Public Relations	\$3,000	\$1,581	\$3,000
Professional Fees	\$8,000	\$7,786	\$8,000
Renovations	\$5,000	\$0	\$5,000
Salaries	\$43,000	\$43,682	\$45,000
Services Charges	\$4,500	\$2,685	\$4,500
Total	\$90,000	\$64,405	\$91,500
	Anticipated	Actual	Anticipated
Surplus	\$410,000	\$593,883	\$386,000