



KINGSTON GENERAL HOSPITAL AUXILIARY

ANNUAL REPORT

ANNUAL REPORT 2021 - 2022

2021 – 2022

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AGENDA

117th KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

June 27, 2022

1. CALL TO ORDER& ADOPTION OF THE AGENDA
2. INTRODUCTION OF PAST PRESIDENTS IN ATTENDANCE
3. INTRODUCTION OF NEW MEMBERS PRESENT
4. INTRODUCTION OF GUESTS
5. MINUTES of the 116th ANNUAL GENERAL MEETING
6. TREASURER'S REPORT, FINANCIAL MOTIONS
 - 6.1 That the Financial Statements as circulated for the year ended March 31st, 2022, prepared by Wilkinson & Co Chartered Accountants be accepted subject to final adjustments.
 - 6.2 Surplus as of March 31, 2022, \$408,047
Retained for working capital \$95,047
Unallocated Surplus Funds \$313,000
DISBURSEMENTS
KGH DEPARTMENTS
Burr 4 Child & Adolescent \$1,000
KGH Imaging Blanket Warmer \$7,500
Social Work Patient Fund \$4,500
\$13,000 \$13,000
Fifth Instalment of the Pledge \$300,000
Total NIL
 - 6.3 That the proceeds of the 2022 Teddy Bear campaign be used to purchase equipment for pediatrics at the KGH site of the KHSC as approved by the KGHA Board of Directors.
 - 6.4 Memorial Fund – That the request from Mental Health Child & Adolescent unit for \$1,500 to purchase a bookcase and self-help books be funded by monies from the Memorial Fund.
 - 6.5 That Wilkinson & Company Chartered Professional Accounts be appointed Auditors for the Financial year 2022-2023.
7. AMENDMENTS TO THE CONSTITUTION & BY-LAWS
By-Laws:
 - 7.1 That **By-Law I – MEETINGS** section 2 be amended by adding:
Not less than 21 days, before each annual meeting of the members or before the signing of a resolution under section 59 of the Act in lieu of the annual meeting, a copy of the Financial Statements shall be sent to all members who have informed the corporation that they wish to receive a copy of those documents.
 - 7.2 That section 6 be amended by stating the number of meetings for the commercial enterprises be 4 annually - All Convenors of Services shall hold meetings of their respective committees at least once annually. Ongoing Commercial Enterprises shall hold meetings of their respective committees at least four times annually.
 - 7.3 That section 9 be amended as follows: Telephonic/Electronic Meetings - If all the Directors consent, some or all of the Directors may participate in a regular or Special meeting of the Directors by telephonic or electronic means that permits all participants to communicate adequately with each other providing the requirements of the Act are met. These meetings are subject to the following:
 - A. A majority of the members shall have access to the appropriate telephonic/electronic meeting media and shall constitute the quorum for the meeting.

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7.4 That **By-law XII - DUTIES OF THE BOARD OF DIRECTORS** be amended as follows:

Every director and officer in exercising his or her powers and discharging his or her duties to the corporation shall,

- (a) act honestly and in good faith with a view to the best interests of the corporation; and
- (b) exercise the care, diligence, and skill that a reasonably prudent person would exercise in comparable circumstances.

Every director and officer shall comply with,

- (a) the Act and the regulations; and
- (b) the corporation's articles and by-laws.

1. **The President:**

A. Shall exercise general supervision over the affairs and activities of the organization

B. Shall be the Chair of all meetings of the Board of Directors, the Board of Directors & Council, the General Meetings and the Annual General Meeting.

7.5 That **By-law XVII RECORDS** (new) be as follows:

The Corporation shall prepare and maintain records containing:

- (a) the corporation's articles and by-laws, and amendments
- (b) the minutes of meetings of the members and of any committee of members.
- (c) the resolutions of the members and of any committee of members.
- (d) the minutes of meetings of the directors and of any committee of directors.
- (e) the resolutions of the directors and of any committee of directors.
- (f) a register of directors including email addresses.
- (g) a register of officers including email addresses.
- (h) a register of members including email addresses.
- (i) accounting records adequate to enable the directors to ascertain the financial position of the corporation with reasonable accuracy on a quarterly basis.

AMENDMENTS TO THE CONSTITUTION:

7.6 That **Article II** be amended to state that There shall be a Master Copy of the Charter with the Seal of the organization, stored for safekeeping in the files of the organization in the Auxiliary Complex of the hospital

7.7 That **Article VII - ELECTION AND TERMS OF OFFICE Section** be amended by adding new Section 7

A quorum of directors may fill a vacancy among the directors and the director appointed or elected to fill a vacancy will hold office for the unexpired term of the director's predecessor.

7.8 That **Article IX AMENDMENTS TO CONSTITUTION & BY-LAWS** be amended by adding Section 4 A special resolution of the members is required to make any amendment to the Articles of Incorporation to

- (a) change the corporation's name.
- (b) add, remove, or change any restriction upon the activity or activities that the corporation may carry on or upon the powers that the corporation may exercise.
- (c) create a new class or group of members.
- (d) change a condition required for being a member.
- (e) change the designation of any class or group of members or add, change, or remove any rights or conditions of any such class or group.
- (f) divide any class or group of members into two or more classes or groups and fix the rights and conditions of each class or group.
- (g) add, change, or remove a provision respecting the transfer of a membership.
- (h) increase or decrease the number of, or the minimum or maximum number of, directors fixed by the articles.
- (i) change the purposes of the corporation.
- (j) change to whom the property remaining on liquidation after the discharge of any liabilities of the corporation is to be distributed.

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- (k) change the manner of giving notice to members entitled to vote at a meeting of members.
- (l) change the method of voting by members not in attendance at a meeting of the members; or
- (m) add, change, or remove any other provision that is permitted by the Act to be set out in the articles

8. CHEQUE PRESENTATION
9. GREETINGS
10. PRESENTATION OF THE ANNUAL REPORT
11. PRESENTATION OF AWARDS & CERTIFICATES
12. NOMINATING COMMITTEE REPORT
13. THANKS & ANNOUNCEMENTS
14. ADJOURNMENT

MINUTES OF 116th KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

The 116th Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 28, 2021, via Zoom due to restrictions for CO-VID 19. There were 21 members present and 6 guests.

1. CALL TO ORDER & ADOPTION OF THE AGENDA

The Acting President, S. Thomas, called the meeting to order at 10.30 a.m. and welcomed everyone. A motion to adopt the agenda was made by J. Fraser, seconded by T. Hill. Motion carried. The Acting President then asked everyone to remember those members who had died since the last Annual Meeting: Marie Murphy and Rita Frappier.

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	Sandra Fletcher	2011 & 2016

3. INTRODUCTION OF GUESTS – Dr. David Pichora, KHSC President and CEO, Axel Thesberg, Incoming KHSC Board Chair, Sandra Carlton, KHSC Joint V.P. and Chief Human Resources Officer, Jill Holland-Reilly, KHSC Director of Volunteer Services, Joanne Bombard, President, Volunteer Services to Hotel Dieu Hospital, Kyle Wetering, Auditor at Wilkinson & Co. David O'Toole, KHSC Board Chair and David Pattenden, KHSC Board Liaison were unable to attend.

4. INTRODUCTION OF NEW MEMBERS PRESENT: None

5. MINUTES of the 115th ANNUAL GENERAL MEETING

It was moved by H. Breck, seconded by J. Fraser, that the Minutes of the 115th Annual General Meeting held September 21, 2020, be accepted as printed in the Annual Report. Motion carried.

6. TREASURER'S REPORT:

6.1 M. Johnston noted that the last paragraph on page 3 should be deleted and moved, seconded by S. Fletcher, that the Financial Statements for the year ended March 31st, 2021, prepared by Wilkinson & Co. LLP Chartered Professional Accountants be accepted as amended. Motion carried. The Auditors were thanked for their work.

6.2 The motion for the disbursement of the unallocated 2020/2021 surplus revenue moved by M. Johnson, seconded by C. Reynolds. Motion carried.

Surplus as of March 31, 2021.	\$569,000
Retained for working capital.	<u>\$88,000</u>
Unallocated Surplus Funds.	\$481,000
DISBURSEMENTS	

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KGH DEPARTMENTS

Kidd 5 Bereavement Fund	\$1,500	
Social Work Patient Fund	\$4,500	<u>\$6,000</u>
4th installment of the pledge to Phase II redevelopment of KGH site. (\$690,000 remaining to be paid over next 3 years)		<u>\$475,000</u>
Total		NIL

6.3. M. Johnston moved, seconded by H. Breck, that the proceeds of the 2021 Teddy Bear Campaign be used to purchase pediatric equipment at the KGH site of KHSC as approved by the KGHA Board of Directors. Motion carried.

6.4 M. Johnston moved, seconded by D. Riddell, that Wilkinson & Company LLP Chartered Professional Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2021, to March 31, 2022. Motion carried.

7. ANNUAL REPORT:

S. Thomas, Acting President presented the Annual Report. She thanked the past President, S. Fletcher, for the work involved in preparing the report and KHSC Printing department for its work in its presentation. The President, H. Breck, submitted the following report on the activity of the KGH Auxiliary during Covid.

When, over one year ago, we were faced with the global pandemic Covid19, we all accepted the changes and challenges this would mean for our work as an Auxiliary. Over a year later we are still following the new protocols of physical distancing and masking as we look forward to everyone receiving one of the newly approved vaccines.

The Hair Salon, Lottery Booth and Gift Shop were required to close. With enforced restrictions the Tuck Shop and Cafe remained open as essential businesses. The Gift Shop has a new online feature to supplement the times when it can be open.

Most fundraising activities were curtailed by the pandemic. We were unable to hold the Annual Christmas Bazaar, Spring Fling Bridge, or organize trips to Stratford. The Teddy Bear Committee was fortunately able to adjust the format for the annual campaign and was able to raise nearly \$40,000.00 to purchase equipment for Kidd 10 Pediatrics and provide over 400 bears to several departments at KGH and HDH.

We have adapted to meeting online via "Zoom" and occasionally working from our temporary office in the Hair Salon. We especially appreciate the work done by our Treasurer and Paymaster who continue to keep our finances in order, pay our staff and navigate the very important wage subsidy program offered by our government which greatly assisted us in meeting our financial obligations. As well our KHSC Director of Volunteers has facilitated our needs and kept us informed of the ongoing changes at KGH while we are not volunteering. I am especially grateful to S. Fletcher who, as Past President, has been able to manage the office duties, organize files, arrange meetings, and make sure that we meet our obligations. This has been a massive task and it is much appreciated.

It was noted that, in the Director of Volunteer Services report, the years of service for Merna Manders should have been 10 years. Acceptance of the Annual Report for 2020-2021 as amended was moved by J. Fraser, seconded by G. Pivnick. Motion carried.

8. CHEQUE PRESENTATION – The cheque signified the 2020/2021 contribution of \$531,711.00. This includes the fourth instalment of \$475,000, Teddy Bear funding for Pediatrics (\$40,000), NICU Webcams (\$5,000), Departmental Funding (6,000), and Millennium Endowment education bursaries (\$4,211).
9. GREETINGS – Dr. David Pichora, KHSC President and CEO, brought greetings from KHSC Executive Team. KHSC Board Chair, Axel Thesberg, brought greetings and thanks from the KHSC Board of Directors.

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10. PRESENTATION OF AWARDS:

B. Arniel, a member of the Awards Committee, announced that recipient of the Award of Merit was Merna Manders, for Leadership. It was noted that the number of awards this year was limited to the Award of Merit. The recipient of the Award of Merit received flowers delivered to her home.

11. NOMINATING COMMITTEE REPORT

S. Fletcher, Chair of the Nominating Committee, presented the list of those members who have agreed to serve on Council for the coming year. S. Fletcher thanked the members of the Board & Council who have agreed to continue, welcomed T. Hill to Council as Newsletter Editor, and thanked A. Worden, HUGS Convenor, and S. Jellnick, Newsletter Editor, who have retired. G. Pivnick has assumed the role of HUGS Convenor.

12. THANKS: Acting President, S. Thomas, thanked everyone for attending through Zoom.

13. ADJOURNMENT: There being no further business, the meeting was adjourned at 11:12 a.m.

S. Thomas
Acting President

M. Manders
Secretary

PRESIDENT'S ANNUAL REPORT

Heather Breck

We have now completed two years of operating the Auxiliary under the restrictions of the Covid-19 pandemic. Although some community measures have been lifted, the hospital continues to follow strict guidelines to ensure the safety and wellness of volunteers, staff, and patients. Unfortunately, this means that most Auxiliary volunteers are unable to return to their positions at KGH and it may be many more months until we are again able to meet in person or fulfill our former volunteer duties.

During this time, the Auxiliary has been able to remain viable and profitable. Thanks to the continued commitment from our managers, staff, convenors, and a few volunteers, the Cafe, Tuck Shop, and Gift Shop have been able to remain open to serve the visitors and staff at KGH. Most of the Auxiliary fundraising activities have been suspended but, fortunately, we were again able to present the Teddy Bear Campaign to raise money for pediatric equipment and, perhaps more importantly, distribute hundreds of bears to various departments to comfort small children.

As many of you know, the Auxiliary has been operating out of our interim office located in the vacant hair salon. In addition to working via Zoom and remotely from home, Mary Johnston and Sandra Fletcher have made almost-weekly visits to the office to handle our financial and administrative responsibilities. Many thanks to them for their expertise and commitment to keeping the Auxiliary running smoothly through these uncertain times. I would also like to thank Sandra Thomas, Acting Vice President, and the Board of Directors for their support during my leave of absence last year. I am happy to be back working with so many capable associates. Thanks also to Jill Holland-Reilly, Director of Volunteer Services, for keeping us informed and for helping us navigate the ever-changing environment at KGH.

Looking to the future and the process of redevelopment at KGH, I am happy to report that the Auxiliary has been included in discussions to determine the look and location of our new offices and the new Tuck Shop. Although years away, we look forward to being a relevant and important part of the future at KGH. (The locations of the Cafe and the Gift Shop will not be affected.)

Finally, thank you to the Auxiliary membership. Thank you for attending online meetings and continuing to contribute to Auxiliary decisions which will affect our future. We hope that, at some time, we can reconnect in person and resume making meaningful contributions to the staff and patients at KGH.

ARTISTIC OUTREACH

Convenors - Jean Fraser & Marilyn Bennett

Artistic Outreach is a program established at KGH by the Auxiliary in 2005 where volunteers place artwork in the rooms of long-term care patients. We normally visit patients on a regular basis and change the pictures when requested, but due to the pandemic, volunteers have not been in the hospital, and so the program continues to be on hold.

AWARDS

Chair - Sandy Thomas

The Committee met in March to consider the awards that we would present as we continue to be affected by the restrictions of the pandemic. Consideration was given to several issues, and it was agreed that more awards should be given this year despite many members still not being able to volunteer in the hospital. There will be 2 Certificates of Appreciation, 4 Awards of Merit, the Mrs. J.C. Connell Award, and the naming of a new Honorary President.

We will endeavour to hold an in-person presentation of these Awards after the Annual Meeting and will follow all of the KHSC COVID protocols.

I would like to thank all committee members for their input and support. They are Barb Arniel, Bev Fhlurer, Betty Ann Wilson, Sandra Fletcher, Lorraine Coull, Heather Breck and Jill Holland-Reilly, Director of Volunteer Services.

CAFÉ

Convenor – Shirley Hicks

Two years into the pandemic and the Café continues to operate successfully within KGH.

Our thanks are extended to our Café Manager and her dedicated team. Despite absences, due to many factors, including Covid 19, our staff have pulled together to keep the Café open and serve nutritious food to hospital staff and visitors. They have remained positive and cheerful throughout, which has been a welcome attitude for the customers.

Although seating is predominately for hospital staff, we have set aside four tables for visitors and patients that are always full.

Daily specials continue to be well received.

It has taken clever planning between our Café Manager and Incident Command to have supplies delivered and have people come in to fix equipment. Our thanks go to the hospital staff involved.

As restrictions slowly ease, we are looking forward to an increase in our customer base and a return of our volunteers to the Café.

CONSTITUTION

Chair – Sandra Fletcher

The Provincial government has finally enacted the changes to the Not-for-Profit Act which sets the rules for the operation of our charitable organization. Many of the changes included in the Act have been approved by our Auxiliary at past meetings but more are now required. Although we have until October 2024 to make these changes, we are presenting them at this meeting for approval.

CORRESPONDENCE

Elected Member #1 - Lorraine Coull

Over the past year and up until March 31, 2022, I have sent out 9 sympathy cards and 1 get well card.

FAMILY SERVICE

Convenor – Sandy Thomas

The Family Services Area has remained relatively unused over the past year with around a 4+% occupancy rate due to the continuing COVID restrictions. The normal occupancy rate is approximately 80%. This committee has not met during this year. Fran Berrigan, a committee member, who has been volunteering on Kidd 2 ICU regularly throughout the pandemic has continued to visit the unit monthly to check the unit and has also entered all of the guest rooms periodically to ensure that all is in order. We thank Fran for continuing to do this work. The main kitchen on the unit has

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remained closed. One of the guest rooms is currently being used for temporary storage.

FUNDRAISING

Co-Chairs - Jean Fraser and Heather Breck,

The Fundraising Committee is responsible for organizing fundraising events, with all proceeds designated for equipment or special services at Kingston General Hospital. With the shutdown of most of our services due to the pandemic most of the usual programs were not held this year

The Field of Miracles, maintained by J. Strahan, located on Kidd/Davies 5 continues to have plaques commemorating a person's birth at KGH ordered. Even during the COVID years (March 2020 to March 2022) we processed 12 requests. There are now 552 plaques on the Field of Miracles mural.

The 2021 Teddy Bear Campaign launched outdoors at the Royal Canadian Legion Branch 560, Montreal St., on November 2, at 11:00 A.M. The launch was attended by most of the committee members and Legion members, Allan Jones, Anne Hutcheson, and other Legion members. Cheques were presented from the Legion members and from the Ladies Auxiliary to Branch 560. We are grateful for the donation of \$4,000 and for the continuing support of these organizations. The press attended and we received good coverage on CKWS TV.

Due to COVID-19 protocols, again, this year, the bears had no Auxiliary ribbons or tags, and they were not displayed on the trees in the Watkins Lobby. All small companion bears were delivered to Maternity and the NICU as we were not able to offer them to sponsors. In addition, we were unable to host 'Photos with Santa, the in-store INDIGO event, or hold the Teddy Bear Bridge.

To help promote the Campaign, we were able to decorate two small trees in the Watkins Lobby to bring a festive atmosphere to that area.

Despite the challenges presented by Covid-19, the community responded generously, and over 300 bears were delivered to the nine sites at KGH and HDH who provide care to young patients. We raised over \$27,000 to purchase the MediTherm Hyper/Hypothermia System for Kidd 10 and a Transcutaneous Bilirubin Meter used to check for jaundice. A meeting was held in February with D.

Loricchio, Program Operations Director of Women's and Children's Services, to discuss the process of choosing and invoicing equipment to be funded through the annual campaign. The aim was to find ways to streamline the process to make it simpler and more efficient. To facilitate this, a meeting will be held with the department staff in early October each year to discuss their equipment needs and suggest item(s) for consideration.

There were funds of \$20,000 remaining from the 2019 campaign for C02 monitors that had not yet been disbursed. As these monitors were not considered to be the latest models they were not purchased. Instead, the funds will be used to purchase three sleeping chairs. In addition, to expedite the printing of the brochure for future campaigns, as we often have to wait for the list of the capital equipment needed, it was decided that the brochure will state "funds raised will be used to purchase equipment for KGH Pediatrics as agreed to by that department and the Auxiliary Board of Directors". In the brochure the following year, it will state what equipment was purchased with the funds from the previous campaign.

It was unfortunate that we were unable to meet in person as a committee this year, however, with the help of committee members, we succeeded in making the 2021 campaign success.

We will remain optimistic about 2022 and look forward to meeting as a committee to plan another exciting campaign as well as other fund-raising events.

GIFT AND TUCK SHOP

Convenor – Merna Manders

Both the Gift, Tuck, and Online Shops have had a successful year despite closures, reduced hours, and the restricted number of visitors due to Covid Protocols. The Gift Shop is open 9:00 a.m. to 3:00 p.m. five days a week and the Tuck Shop is open 7:30 a.m. until 3:00 p.m. five days a week. The Gift Shop is currently staffed with 1 staff member and 7 volunteers. Beautiful new seasonal 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 occasion. Our talented

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volunteer knitters continue to create beautiful sweaters, dresses, and blankets in lovely colours and

textures. 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. Both the Gift and Tuck Shops were closed on March 16th, 2020, due to Corvid 19. During these closures, the Manager created a "Gift Bag Promotion" that patients or family could custom order; opened the Gift Shop for KGH Staff Shopping; and created the Online Store, shop.kingstongeneralhospitalgiftshop.ca.

With visitation restricted and patients arriving by ambulance, the " Gift Bags" and the Online Store were an opportunity to obtain personal and comfort items, snacks, and "thank you" treats for the staff in appreciation of the care they were receiving. The Gift Shop was closed for 201 days over the two closures, but the Tuck Shop remained open after the initial reopening following the first closure. We wished Moira Miller a Happy Retirement. She was a volunteer buyer and staff member for many years. Kim Shepherd was hired in October, and we welcome her to the team.

I would like to thank those who work so creatively and passionately to make the Gift/Tuck/Online Shops very successful. Their creative insight keeps all the displays looking new, bright, and attractive. I would also 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.

HOSPITALITY

Special Officer - Brenda Bartlett

Due to the pandemic, all Auxiliary Board and Council Meetings and the Annual General Meeting were held on Zoom.

HUGS PROGRAM

Co-Convenors - Gloria Pivnick & Judy Strahan

We are so fortunate that The HUGS (Helping us Grow) program was kept in place during the

pandemic while so many other volunteer areas have temporarily been suspended due to COVID. This

service that we provide doesn't just happen. The baby quilts, knitting and crocheted items are generously made and donated to our hospital by various people from all over Ontario. This includes some of our own volunteers at KGH. The small gift bag usually consists of a jacket, hat, a blanket, and sometimes a toy. The nurses on Kidd 5 present the bag to the new moms who very much appreciate this kind gesture from the Auxiliary. Our program helps many diverse groups in our strong community. For those in greater need, we offer gently used "clean" baby clothing. The moms are truly grateful knowing that we at KGH are there to help. Sometimes we receive blankets that are not suitable for babies, and we give these to Eldercare. The patients find these snuggly blankets a big comfort and calming in some cases. We have received thank you notes from happy families as well as donations in dollars to support the Auxiliary.

LOTTERY BOOTH

Convenor – Dave Mitchell

The Lottery Booth has been closed this past year due to COVID-19. Hopefully, business will restart in the coming months.

MEMBERSHIP

Special Officer – Lorraine Coull

We have 184 Auxiliary members. Between April 1/2021 and March 31/2022, we gained one new member. Sadly, one member has passed away and we have had 1 retirement and 1 resignation. It was hoped that by dropping the membership fee that we could attract new members but with the pandemic, some people feel reluctant still to make commitments.

My thanks to Sandra Fletcher who has kept me informed of membership matters.

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MILLENNIUM ENDOWMENT FUND

Chair - Heather Breck

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. Four KHSC staff received bursaries in 2021.

Amount distributed to date: \$107,727

NEWSLETTER

Special Officer – Theresa Hill

With the safety of our members foremost in mind, COVID-19 restrictions continue to limit our activities whether based in the hospital or at other venues. The good news is that some Volunteer opportunities are slowly opening up - see the report presented by the Director of Volunteer Services, Jill Holland Reilly.

Therefore, the Newsletter remains our primary vehicle for keeping members informed of the activities of the Auxiliary, its members and the hospital.

As the Newsletter is issued mainly by email, except for those who do not have this service, if you know of someone who has not received their Newsletter, please leave a message on the office phone. Please also note that the number and size of issues have been reduced.

A big thank you is due to Sandra Fletcher for organizing the email and postal distribution of our Newsletter.

NOMINATING

Chair – Sandra Fletcher

The list of those members willing and able to serve on the Board and Council is attached to this report. Fortunately, all the current members agreed to continue in their designated role. Unfortunately, we

have not yet found anyone willing to take on the role of Vice-President, but we continue our search. The Nominating Committee is thanked for their work in recruiting and retaining these people.

POLICIES AND PROCEDURES

Chair – Sandra Fletcher

The Policy and Procedures committee met by Zoom. Updates were made to some of the policies, and the Committee recommended to the Board the annual increases for the salaries of our two managers plus an increase in the base rate of pay for our hourly paid staff in the hope of facilitating recruitment.

SECRETARY

Merna Manders

During the year 2021-2022, as Secretary of the KGH Auxiliary Board of Directors, I have attended 1 General Meeting, 2 Board and Council Meetings, 5 Board of Directors' Meetings, 10 email approvals, 1 Policy and Procedures Meeting and 1 KGH Auxiliary Annual Meeting. Due to the restriction on group gatherings due to Covid-19, the meetings were conducted via Zoom. I would like to thank our Acting Auxiliary Assistant, Sandra Fletcher, for her work in filing, readying the minutes for our meetings and organizing the Zoom meetings. Approved copies of all General Membership Meetings, Board of Directors' Meetings, Board and Council Meetings and the Annual General Meeting are kept on file in the Auxiliary Office.

SPECIAL CARE

Unfortunately, due to COVID-19, this important patient service has been suspended until the pandemic is resolved.

Director of Volunteer Services KHSC

Jill Holland-Reilly

As the fiscal year ended, we found ourselves, two years later, still in the midst of the COVID-19 pandemic. Throughout the pandemic, volunteers at Kingston Health Sciences Centre have continued to go above and beyond in their commitment to uphold the KHSC values of compassion, respect, partnership, excellence, and innovation. The Kingston General Hospital Auxiliary leadership, members and staff have been instrumental in ensuring a number of services remain accessible and operational for staff, patients, and families. There has been a universal commitment to support requests and directives from Incident Command. The priority this year continues to be on ensuring safety measures continue to be adhered to and vaccines have been obtained by all. The Volunteer Services department office at the Kingston General Hospital site relocated in mid-August. The relocation was intended to address some of the capacity challenges in the Emergency Department. Along with reducing overall crowding in the ED, the Connell 1 space provides mental health and addiction patients with a quiet, alternative space that is more conducive to assessment and planning for outpatient follow-up/consults. It is recognized that this has been a change for the volunteers and the KGHA leadership as the KGHA office is currently located in the former Hair Care.

KGHA Patient Comfort funds have been provided to support the comfort needs of patient, supplying items such as pajamas, undergarments, and slippers. These much-needed items are required for patients for the duration of their stay or for discharge when families are not able to provide them. During the period of late spring 2021, many patients were transferred to Kingston from the greater Toronto area. They arrived without any of these items and received what was needed for them to travel home with dignity and warmth. The HUGS program has supplied knitted afghans to give to the patients in care packages that are being offered. The diversion packages are very well received by many patients across the hospital as they help to fill the time when they are isolated from friends and family.

During the surge in admissions from outlying regions the KGHA loaned the refrigerators from Family Services to the ICU. This allows staff to have a consistent supply of cold water available to them.

At this time, the Gift Shop is the only retail KGHA service where volunteers have been reengaged. Some of the volunteers returned to service and others were recruited from the Hotel Dieu Hospital site. While hours have not been extended into the evening, this does support operations during the time of current opening hours.

As the KHSC corporate service milestone event (recipients are recognized for twenty-five years and five-year increments thereafter) was not held due to pandemic restrictions, Sandy Thomas (35 years) was celebrated outside of her home with a presentation of the pin, flowers, and a door sign messaging "A KHSC long-service volunteer lives here."

Lorraine Coull, Gail Guest, and Gloria Pivnick were honoured by the Government of Ontario with an Ontario Service Award for their continuous dedication to Kingston General Hospital. Kingston General Hospital Auxiliary Members who volunteer, received KHSC recognition in Fiscal Year 2021 as follows:

10 years	Patricia Allen	15 years	Vinod Vohra	20 years	Julie Robinson
	Don Cooper	20 years	Heather Breck		Gail Guest
	Judith Gould		Lorraine Coull	25 years	Barb Arniel
15 years	Brenda Bartlett		Gail Guest		Liliane Vanderhout
	Marlene Jorgensen		Susan Kennedy	30 years	Eva Duffe
	Ellie Nelson		Emma Lamarche	40 years	Marg McGowan
	Dona Riddell		Gloria Pivnick	25 years	Barb Arniel

As we move into the recovery phase, we will see more volunteers return to service. I remain optimistic that many of the longstanding Kingston Health Sciences Centre volunteers will reengage and find meaning again in supporting the missions of the Kingston General Hospital Auxiliary and Kingston Health Sciences Centre.

ANNUAL REPORT 2020 - 2021

BOARD OF DIRECTORS 2022 – 2023

President	Heather Breck	Vice-President	Chelsea Reynolds
Treasurer	Mary Johnston	Elected member (1)	Lorraine Coull
Secretary	Merna Manders	Elected Member (2)	Gloria Pivnick
Past-President	Sandra Fletcher		

MEMBERS OF COUNCIL 2022 – 2023

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	HUGS - Co	Gloria Pivnick
Artistic Outreach - Co	Marilyn Bennett	HUGS - Co	Judy Strahan
Café	Shirley Hicks	Lottery Booth	Dave Mitchell
Family Service	Sandy Thomas	Special Care	Vacant
Gift Shop	Merna Manders		

SPECIAL OFFICERS

Hospitality	Brenda Bartlett	Newsletter Editor	Theresa Hill
Membership	Lorraine Coull	Paymaster	Ron Pushcar

MEMBERS AT LARGE

Barb Arniel	Joanne Santoni
Beverley Fluhrer	Betty Ann Wilson
Susan Jellinck	Kathy Wirsig
Alice Robertson	