



**KINGSTON  
GENERAL  
HOSPITAL  
AUXILIARY  
ANNUAL REPORT  
2024 – 2025**

# ANNUAL REPORT 2024 - 2025

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## AGENDA

### 119<sup>th</sup> KINGSTON GENERAL HOSPITAL AUXILIARY ANNUAL GENERAL MEETING

June 23, 2025

1. CALL TO ORDER
2. INTRODUCTION OF PAST PRESIDENTS IN ATTENDANCE
3. INTRODUCTION OF GUESTS
4. MINUTES of the 119th ANNUAL GENERAL MEETING
5. TREASURER'S REPORT - FINANCIAL MOTIONS

5.1 That the Financial Statements for the year ended March 31<sup>st</sup>, 2025, prepared by Wilkinson & Co Chartered Accountants be accepted as printed.

5.2 That the unallocated 2024/2025 surplus revenue of \$356,971 (estimated) be allocated as follows:

Surplus as of March 31, 2025	356,971
Retained for working capital	<u>77,721</u>
Unallocated Surplus Funds	279,250

#### DISBURSEMENTS

##### KGH DEPARTMENTS

Davies 5 - diversionary items	1,000
Critical Care - Impact Study	1,250
Critical Care – white boards & pens	2,000
	<u>4,250</u>

Purchase of equipment - 4 NICU Ventilators & 15 Treatment chairs for Oncology	<u>275,000</u>
Total	NIL

5.3 Teddy Bear Campaign. That the proceeds of the 2025 Teddy Bear campaign be used to purchase equipment for paediatrics at the KGH site of the KHSC as approved by the KGHA Board of Directors in consultation with the Paediatrics department.

5.4 Appointment of Auditors – That Wilkinson & Company LLP Chartered Professional Accountants be appointed as Auditors for the KGHA for the Fiscal Year April 1, 2025, to March 31, 2026.

6. CONSTITUTION & BY-LAW AMENDMENTS

#### **BY-LAW VII - AUXILIARY SERVICES**

##### **Delete**

1. There shall be the following Auxiliary Services: Artistic Outreach, Cafe, Gift Shop and Tuck Shop, Patient Comforts, Lottery Booth, and HUGS.

##### **Insert**

1. There shall be the following Auxiliary Services: Cafe, Gift Shop and Tuck Shop, Patient Comforts, Lottery Booth, and HUGS.

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

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## MINUTES OF 119th ANNUAL GENERAL MEETING

June 24, 2024

The 119<sup>th</sup> Annual General Meeting of the Kingston General Hospital Auxiliary was held on Monday June 24, 2024, at Cooke's Portsmouth Church Hall. There were 30 members present and 6 guests.

1. CALL TO ORDER & ADOPTION OF THE AGENDA

The President and Chair, C. Reynolds, called the meeting to order at 11.00 a.m. and welcomed everyone. A motion to adopt the agenda was made by L. Coull and seconded by J. Fraser. Motion carried. The President then asked everyone to remember those members who have died since the last Annual Meeting: Liane Connolly, Eleanor Einarson, Norma Hargreaves, Hilda Lake, Bill Maley, Dave Mitchell, Patricia McKay, Anne Rice, and Janet Sorbie. In addition, it was noted that a customer at the Lottery Booth recently had been amazed at the amount of over \$20 million that the Auxiliary had raised over the years as per the sign in the booth.

2. INTRODUCTION OF PAST PRESIDENTS:

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

Alice Robertson	1996,	Jean Fraser	2004	Annastasia Cliffe	2009
Sandra Fletcher	2011 & 2016				

3. INTRODUCTION OF GUESTS – Those guests present were Dr. David Pichora, KHSC President and CEO, Indira Naraine, Chief Human Resources Officer, Sherri McCullough, KHSC Board Chair, Alan Archer, Director Volunteer Services, Lynda Laird, Manager Volunteer Services, Jill Holland-Reilly, retired Director Volunteer Services, and Kyle Wetering, Wilkinson & Co. Chartered Accountants.

4. MINUTES of the 118th ANNUAL GENERAL MEETING

It was moved by B. Bartlett, seconded by S. Hicks, that the Minutes of the 118<sup>th</sup> Annual General Meeting held June 26<sup>th</sup>, 2023, be accepted as printed in the Annual Report. Motion carried.

5. TREASURER'S REPORT:

a. M. Johnston moved and was seconded by J. Fraser that the Financial Statements sent out for the year ended March 31, 2024, prepared by Wilkinson & Co Chartered Accountants be accepted. Motion carried. The Auditors were thanked for their work.

5.1 M. Johnston moved, seconded by S. Fletcher, that the unallocated 2023/2024 surplus revenue of \$285,220 (estimated) be disbursed as listed:

Surplus as of March 31, 2024	\$285,220
Retained for working capital	<u>\$50,610</u>
Unallocated Surplus Funds	\$234,610
DISBURSEMENTS	
KGH DEPARTMENTS	
Cardiac Echo Lab equipment	\$9,700
Departmental Funding	<u>\$4,910</u>
7th installment of the pledge to Phase II redevelopment	
KGH site	<u>\$220,000</u>
Total	NIL

Motion carried.

5.2 Memorial Fund -Approval of Gel Warmer for Echo Lab for \$1,500 was moved by M. Johnston and seconded by B. Arniel. Motion carried,

5.3 Teddy Bear Campaign -That the proceeds of the 2024 Teddy Bear campaign be used to purchase equipment for paediatrics at the KGH site of the KHSC as approved by the KGHA Board of Directors in consultation with the Paediatrics department was moved by M. Johnston and seconded by L. Coull. Motion carried.

5.4 Appointment of Auditors - Moved by M. Johnston and seconded by G. Pivnick, that Wilkinson & Company LLP Chartered Professional Accountants be appointed as Auditors for the KGHA for

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the Fiscal Year April 1, 2024, to March 31, 2025. Motion carried. Our Treasurer thanked Wilkinson's staff for their work on our Audit and looked forward to continuing with them for the current fiscal year.

### 6 RECOMMENDATIONS FROM THE BOARD OF DIRECTORS: AMENDMENTS TO THE BY-LAWS

6.1 It was moved by S. Fletcher and seconded by T. Hill, that **BY-LAW VII - AUXILIARY SERVICES** be amended by deleting:

2. There shall be the following Auxiliary Services: Artistic Outreach, Cafe, Gift Shop and Tuck Shop, Patient Comforts, Lottery Booth, HUGS, and Special Care.  
and inserting:

2. There shall be the following Auxiliary Services: Artistic Outreach, Cafe, Gift Shop and Tuck Shop, Patient Comforts, Lottery Booth, and HUGS.

Motion carried.

6.2 It was moved by S. Fletcher and seconded by J. Sansom, that **BY-LAW X - LIAISON POSITIONS**

1. There shall be Liaison Positions as approved by the Membership be deleted.

**All following articles in this unit to be renumbered i.e. Members at Large becomes X and so on.**

Motion carried.

6.3 It was moved by S. Fletcher and seconded by J. Fraser, that **BY-LAW XIII Voting** be amended by deleting:

1. All members of the Council of the organization shall have voting privileges and shall consist of the Chairs of Standing Committees, Convenors of Services, Special Officers, Event Coordinators, Members-at-large and Liaison positions. In the absence of any Chair or Convenor, the Treasurer or Co-Chair or Co-Convenor, if one is named, may attend with voting privileges. The Convenor and Co-Convenor may attend but only one may vote, unless one or other holds a position in another capacity.

and inserting:

1. All members of the Council of the organization shall have voting privileges and shall consist of the Chairs of Standing Committees, Convenors of Services, Special Officers, Event Coordinators, and Members-at-large. In the absence of any Chair or Convenor, the Treasurer or Co-Chair or Co-Convenor, if one is named, may attend with voting privileges. The Convenor and Co-Convenor may attend but only one may vote, unless one or other holds a position in another capacity.

Motion carried.

### **AMENDMENT TO THE CONSTITUTION**

6.4 It was moved by S. Fletcher and seconded by M. Johnston, that **ARTICLE VII - ELECTION AND TERMS OF OFFICE** be amended by deleting:

2. The Board of Directors shall be elected bi-annually, and ordinarily shall hold office until their successors are installed. Such installation shall take place at the close of the Annual Meeting excepting where a member or members are being appointed to Liaison positions by the Nominating Committee. Ordinarily, the term of Office shall be two (2) consecutive years. At the discretion of the Nominating Committee, the terms of Board members may be extended subject to approval of the membership.

and inserting:

2. The Board of Directors shall be elected bi-annually, and ordinarily shall hold office until their successors are installed. Such installation shall take place at the close of the Annual Meeting. Ordinarily, the term of Office shall be two (2) consecutive years. At the discretion of the Nominating Committee, the terms of Board members may be extended subject to approval of the membership.

Motion carried.

7 ANNUAL REPORT: C. Reynolds, President, presented the Annual Report. She thanked everyone who had contributed to the Annual Report and for their support of KGH and the Auxiliary in the past year. She thanked S. Fletcher who organised and compiled the Annual Report. Acceptance of the Annual Report for 2023-2024 was moved by B. Heeney and seconded by J. Santoni. Motion carried.

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- 8 CHEQUE PRESENTATION – Although the total 2023-2024 contribution to KGH is \$261,260, which includes the final instalment of our pledge (\$220,000), Teddy Bear funding for Pediatrics (\$19,000), Departmental Funding (\$14,610), Memorial Fund (\$1,500) and Millennium Endowment Education Bursaries (\$6,250), the large cheque was made out for \$2,500,000, to show the full amount of the pledge to KGH for redevelopment over the past 7 years. The cheque was presented to Dr. Pichora and S. McCullough.
- 9 GREETINGS S. McCullough, Chair of the KHSC Board of Directors brought greetings from the Board and said how much they appreciate the funds we donate to KGH for equipment which they would be unable to purchase if not for this contribution. She stated how pleased everyone was to see the return of the volunteers as their gift of time is extremely valuable, as are the fundraising efforts of our Auxiliary. She remembered working with many of the volunteers here today in the 100<sup>th</sup> anniversary celebration in conjunction with the Hotel Dieu Volunteer Association and could hardly believe that we are now celebrating the 119<sup>th</sup> KGHA Anniversary  
Dr. Pichora brought greetings from the Senior Administration and thanked us for the fantastic donation to redevelopment. Although plans have altered since we made the pledge, changes will take place as the space at the hospital is limited and/or aging, so this donation is very welcome. He outlined some of the future plans which could include more community-based facilities. KHSC is working with the City of Kingston to see how these plans can be worked out. While current space at both hospitals is bursting at the seams, we are having to shoehorn people and facilities into this existing space.
- 10 NOMINATING COMMITTEE REPORT – The list of the members who have agreed to continue to serve on Council for the coming year was presented. The members of the Board & Council along with the members of the Nominating Committee were thanked for their continuing work. The office of Vice-President remains open. M. Bennett was thanked for her contributions to the Artistic Outreach service and A. Saunders was welcomed as a new Member at Large.
- 11 LUNCH a delicious lunch of quiche and Caesar salad followed by dessert squares was served.
- 12 PRESENTATION OF AWARDS:  
L. Coull, on behalf of S. Thomas, Chair of the Awards Committee, who could not be here today, announced the following awards:  
A Certificate of Appreciation was presented to Member Carol Bohne – Gift Shop volunteer  
And certificates were given to the following Non-Members:  
Helen Fields (HUGS Knitter)  
Lynne Thompson (HUGS Knitter)  
Nifty Knitters (85 Ontario St group HUGS Knitter) accepted by D. Seymour  
Yarning for Love (Queen's group HUGS Knitters)  
Limestone Quilters  
Heirloom Quilters  
Award of Merit  
Claudette Trudeau  
Honorary President – 1<sup>st</sup> year  
Judy Strahan  
Honorary Life Memberships  
Jill Holland-Reilly & Sandra Carlton  
It was noted that those recipients who were unable to attend this meeting will be presented with their awards at the earliest opportunity.
- 13 THANKS: President, C. Reynolds, thanked everyone for attending. She expressed gratitude to S. Fletcher for all the work she has done as acting Auxiliary Assistant in the filing and maintenance of the records, arranging the Zoom Meetings and her many contributions that keep the Auxiliary operating smoothly. M. Johnston, Auxiliary Treasurer, was thanked for her sterling work and dedication to the job especially

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at this time of year. She also acknowledged B. Bartlett for organizing the meeting today and the Cookes-Portsmouth Church members for their delicious food.

14 ADJOURNMENT: There being no further business, the meeting was adjourned at 1.15 p.m.

C. Reynolds  
President

S. Fletcher  
Secretary

### **PRESIDENT'S ANNUAL REPORT**

Chelsea Reynolds

This year was a busy year, filled with many of our traditional activities. Thank you, as always, to all of our members for their hard work, commitment and enthusiasm!

The Café, Gift Shop and Tuck Shop have continued to serve the hospital's staff, visitors and guests. We are proud to offer places where people can get a cup of coffee, a baked good, a card and gift for a friend, as well as a smile and a friendly chat.

The Café continues to offer an always evolving menu of healthy food to staff, patients and visitors. The Gift shop has adapted to the changing needs of our customers and continues to stock beautiful items for gifts (or to keep for yourself!). The Tuck shop has expanded their hours, and found a new provider of delicious sandwiches and baked goods. Both managers have had to adjust to the changing climate of variable prices, tariffs, etc, and we appreciate your dedication to finding the best deals for our patrons.

The Lottery Booth has been open for the year, and we added a Self-Serve Terminal in the lobby, back in November. This came with a few hiccups, but also with a lot of opportunity for sales. Combined with the in-person booth, we now offer a good level of service to interested customers.

The money raised at our businesses allows us to help support equipment purchases, and services in the hospital. But we also provide a moment of connection to patients and everyone we interact with, which is very satisfying!

The Teddy Bear Campaign was once again successful this year, bringing in over \$28,000 towards our 2 year commitment to buying Portable Ultrasounds for the Pediatric unit. The Legion 560 and the Legion 560 Ladies Auxiliary have continued to be our major sponsors, and we are grateful for their ongoing support. Over 330 bears were distributed to children, within our hospital and beyond as well.

The Christmas Bazaar returned to its usual location, and we had a very successful day! We sold a lot of jewelry, gifts and of course, baking! We also had the Silent Auction this year, and thank everyone for their donated items, as well as time given on that day.

Alan Archer, Lynda Laird, Kim Kelly, Sydney Bartlett and Dalvir Kaur continue to support us in our volunteer efforts. Thank you for all the background help you give to every one of the volunteers, as well as the smiles and friendship.

Thank you, as always, to Mary and Sandra for their hard work and dedication, they really do keep us all moving forward, with our bills all paid. I know this year has had its challenges, but we are still here, still doing our best!

Thanks also to all of our convenors, Chairs of committees, coordinators of programs.

This has been a fun year for me as President, it's always rewarding to see our members in the hospital, at the Bazaar, at our meetings. Thank you to everyone for their encouragement along the way!

## **AWARDS**

Chair - Sandy Thomas

The Awards Committee met by Zoom on April 19, 2024, to consider members and non-members who were eligible for an award. These were presented at the AGM.

### **Certificates of Appreciation**

**Members:** Carol Bohne – Gift Shop volunteer

### **Non-Members:**

Helen Fields (HUGS Knitter)

Jean Tuck (HUGS Knitter)

Lynne Thompson (HUGS Knitter)

Nifty Knitters (85 Ontario St group HUGS Knitter)

Yarning for Love (Queen's group HUGS Knitters)

Limestone Quilters

Heirloom Quilters

### **Award of Merit**

Claudette Trudeau

**Honorary President – 1<sup>st</sup> year**

Jean Fraser

**Mrs. J. C. Connell**

Judy Strahan

**Honorary Life Memberships**

Jill Holland-Reilly

Sandra Carlton

Congratulations to all the award winners and a sincere thank you to the Awards Committee members for their dedication and knowledgeable advice.

They are S. Fletcher, L. Coull, C. Reynolds, E. Wilson, B. Arniel, B. Fluhrer, A. Archer, DVS.

## **CAFÉ**

Convenor – Shirley Hicks

The Café has had a great year.

Despite a couple of bumps in the road like a flood, a new motor needed for one of our fridges, the removal of the GST for two months and the cost of our groceries fluctuating erratically, the Café has again met their budget with a little extra added.

The philosophy of our Manager has always been to buy local as much as possible. Local businesses like Sun Harvest, Creel and Gamble for some soft drinks, Dreams Come True for some of our baking needs and

Akira has come forward with daily fresh sushi which is selling very well. A weekly perusal of the cost of our groceries has our orders going between two suppliers to find the best price.

The daily specials are always met with enthusiasm by our customers.

Our Staff are the ones holding this all together and serving our customers with patience and efficiency. A huge thankyou to all of them for keeping our clientele happy and pleased with the service and the food they are receiving.

A special thankyou to our Manager who seeks out the best prices, coordinates staff schedules, makes sure that repairs are made to our equipment, does payroll, staff evaluations and makes the magic work for the success of the Café business.

Thankyou also to an enthusiastic Café Committee who realize the importance of this business for the charitable donations that we present to the hospital each year.

## **CONSTITUTION**

Chair – Sandra Fletcher

A Committee meeting was held on April 30, 2024, and the following amendment to the By-laws was recommended for approval at the October General Meeting. By-law VII – Auxiliary Services was amended by removing Special Care and Liaison positions. These were approved by the membership at the 2024 AGM.

## **CORRESPONDENCE**

Elected Member #1 - Lorraine Coull

In the past year, I have sent one get well card to an Auxiliary member. I have also sent three sympathy cards to the families of Auxiliary members.

One note of condolence was sent online to the family of an Auxiliary member.

I have sent four sympathy cards to families of non-members of the Auxiliary.

## **FUNDRAISING**

Co-Chairs - Jean Fraser and Heather Breck

The Field of Miracles, maintained by J. Strahan, is located on Kidd/Davies 5 and, even though the purchase of these has been slow in recent years, it



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continues to have plaques commemorating a person's birth at KGH. There are now 566 plaques on the Field of Miracles mural.

The Christmas Bazaar returned this year to Connell 3 on November 6. Baking was welcomed, and this was, as usual, a great source of income. Items for the Silent Auction, pre-owned jewelry, artwork, Christmas items, hand-crafted items, and collectibles were donated and all were very popular.

For the first time in a while, we had a 50-50 draw, which yielded over \$300 for the prize winner and for the Auxiliary, and a door prize. Jewelry donated by Hilda Lake and the rings and diamond studs already in our possession were valued by Florence Kimberley at \$4,225 and we received a cheque for this amount plus another \$225 from another member who also donated her own used jewelry. All this was applied to the Bazaar proceeds which was a great boost before the actual event! In total, over \$7,000 was raised from the Bazaar.

The 2024 Teddy Bear Campaign was a success! We raised approximately \$28,800 toward the purchase of the point of care ultrasound machine for Kidd 10 Pediatrics and we brought comfort to over 340 pediatric patients with the distribution of our 'Sentiments' bears to several departments at KGH and HDH, and the Weeneebayko GH in Moose Factory. Next year, we will again fundraise to complete our \$55,000 commitment to purchase this equipment. Our total funds raised over 21 campaigns is \$535,510. We are grateful for the continuing support of generous donors in the community and for large donations from Royal Canadian Legion 560, The Women's Auxiliary to RCL 560, Hartington Equipment, and the staff and students of Bayridge Secondary School. We also received over \$3600 in donations in memory of Marion Swan, to whom we dedicated this year's campaign. Due to scheduling difficulties, we had to cancel Photos with Santa. After careful consideration, we have cancelled the event permanently as we raised only a few hundred dollars in 2023 and it involved a huge time commitment from several parties. We were unable to put up the large tree in the Abramsky Lobby this year, however, we have now acquired the tree and it should return to the lobby next December. Thanks to S. Fletcher, we acquired a small tree to bring some festive atmosphere to the lobby during December.

The ultimate success of the campaign is mostly due to our hard-working committee and Auxiliary members. Thanks to everyone who decorated and undecorated trees, tied ribbons on dozens of bears, and delivered them to hospital departments. We extend a special 'thank-you' to M. Johnston and S. Fletcher who organise the campaign from the office, overseeing the printing and mailing of the brochures and letters, accepting donations, and sending receipts. We would also like to thank KHSC Environmental Services, M. Manor, photographer, and A. Archer for supporting the Auxiliary and promoting our events.

### **GIFT AND TUCK SHOP**

Convenor – Merna Manders

The Gift and Tuck Shops have both done well this year. The Gift Shop is open 9:00 a.m. - 4:00 p.m. Monday to Friday and the Tuck Shop is open 7:30 a.m. - 4:00 p.m. Monday to Friday. Each day both shops are staffed with a staff member and a volunteer.

In the Gift Shop, all departments have shown growth. Beautiful new seasonal fashions are available 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 volunteer knitters continue to create beautiful sweaters, dresses, and blankets in lovely colours and textures. In February, "Golden Rooster" informed the Manager, M. Bauder, that they were retiring and closing the restaurant. Since February, a new supplier, "Home Style Deli", located on Fortune Crescent, Kingston, are now been delivering sandwiches, wraps, and baked goods each day. The variety of baked goods has increased and are being enjoyed by staff, patients and visitors. Tim Hortons renovated their space and are now open 24 hours daily. This change only had a minimal effect on the sales of coffee, sandwiches, wraps and baked goods in the Tuck Shop. Since there is no longer a fresh flower cooler in the Gift Shop, fresh floral arrangements can be ordered during the day, either in the Gift Shop or by phone, and then, at the end of each day, an order is placed with the florist to be delivered the next day by noon. In place of cut fresh flowers, small pots of flowers are stocked and

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are selling well. There is usually one fresh arrangement as well.

I would like to thank those who work so creatively and passionately to make the Gift/Tuck very successful. Your 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 continuing to make our Shops in continuing to make our Shops successful in supporting the work of the Kingston General Hospital Auxiliary.

### **HOSPITALITY**

Special Officer – Brenda Bartlett

The AGM and lunch was held on Monday, June, 24 at Cooke's-Portsmouth Church.

Board and Council meetings were held at Tompkins Funeral Home in May and September, 2024, and March, 2025.

General Membership Meetings were held at Cooke's Portsmouth United Church in October, 2024 and March, 2025. On each occasion a luncheon of soup and sandwiches was served.

### **HUGS PROGRAM**

Judy Strahan Convenor

The HUGS (Helping Us Grow Strong) program has continued providing gift bags for mothers and their newborn babies upon discharge from the Kingston General Hospital part of KHSC. This year we prepared 802 bags for Kidd 5 (396 for boys and 406 for girls). An increase of 56 bags from last year. Also Armstrong 5 received a total of 9 bags (2 for boys and 7 for girls) for families in need. A decrease of 6 bags from last year.

It has been a "moving" year for our program. We had to change the drop off locations on Kidd 5 five different times related to space being needed on the unit. Our biggest move was from our office base on Connell 4 to the old Auxiliary Flower Room on Watkins 1! The hospital needed the area we were using as a priority for patient care and for use by another department.

We still have many community connections that keep our program well supplied with sweaters, hats, blankets, quilts and handmade toys e.g. animals.

We think of this program as a win win for the KGH Auxiliary, hospital in-patients including mothers, newborn babies, and elderly people (who receive some of the quilts or blankets) as well as community groups and individual donors.

### **MEMBERSHIP**

Special Officer – Lorraine Coull

Over the past year, we have sadly had 3 deaths of Auxiliary Members, as well as 1 devoted member of many years who no longer held a membership. Our total number of members now stands at 161.

### **MILLENNIUM ENDOWMENT FUND**

Chair – Chelsea Reynolds

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. Three KHSC staff members received a bursary in 2024.

Amount distributed to date is \$124,077.

### **NEWSLETTER**

Special Officer – Theresa Hill

The Auxiliary Newsletter is the primary vehicle for keeping Members informed of the activities of the Auxiliary. For example, the General meetings. Do please consider attending these meetings and enjoy the opportunity to catch up with friends over a tasty lunch.

If you know someone who does not receive their Newsletter, either by email or mail, please leave a message on the office phone.

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

### **NOMINATING**

Chair – Heather Breck

The Nominating Committee met in early April. Some members have stepped back from their positions for

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the 2025-2027 term. Except for Vice President, all remaining vacancies have been filled and are presented in the Slate of Officers document for approval. Thank you to everyone for serving the Auxiliary in various positions in the past, and thank you and welcome to all who have accepted new positions of responsibility. We have a strong Auxiliary to continue to serve the needs of KGH.

### **PATIENT COMFORTS**

Convenor - Sandy Thomas

Comfort packs are made up of a toothbrush, toothpaste and a comb, and are available to any patient in need of these items. Other items are available upon request, including clean used clothing which is stored in the Emergency department, and blankets for long-term and elderly patients.

### **POLICIES AND PROCEDURES**

Chair – Sandra Fletcher

The Policy and Procedures committee met twice by Zoom. There was an update to the policy regarding awards to the staff in recognition of long-time service and payments upon resignation or retirement. The Committee also recommended to the Board the annual increases for the salaries of our two managers.

### **SECRETARY**

Sandra Fletcher

During the year 2024-2025, I have kept the Minutes for the General Membership Meetings, Board of Directors' and Council Meetings, and the Board of Directors' Meetings. For convenience, the Board of Directors meetings were conducted via Zoom. 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.

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### **KHSC DIRECTOR OF VOLUNTEER SERVICES**

Alan Archer

Over the past year, Volunteer Services at Kingston Health Sciences Centre has experienced substantial growth, innovation, and strategic restructuring. In alignment with organizational priorities, we have successfully launched or revitalized several critical volunteer programs since June 2024. These include the HELP Program, the Hematology Clinic, Wayfinding services at the KGH site, a NICU support role, the 3 Wishes Project, patient discharge survey volunteers, urgent care triage support, shift mentors, detox peer support, and expanded roles for appointment reminder calls and package assembly. These initiatives are designed to enhance patient experience and operational efficiency across the organization. We continue to provide consistent training and support for our Information Desk and Emergency Waiting Room volunteers, in collaboration with Lumeo, ensuring volunteers are well-prepared to support frontline care environments.

One of the most significant milestones from last year was the transition from Volgistics to the Better Impact volunteer management platform. This transformation involved extensive back-end work, including the reconfiguration of hundreds of system settings, a comprehensive cleanup of volunteer data, the rebuilding of scheduling structures for every role, and the redesign of Activity Guides and training materials. The Better Impact platform has already created meaningful efficiencies in the application and onboarding process. Additionally, we launched a public-facing page through “MyImpactPage” for KHSC, giving greater control over content and communications. The mobile app was particularly valuable for volunteers, offering convenience, flexibility, and greater connection to their roles and responsibilities. Recognizing the need for a more focused and sustainable structure, we underwent a departmental restructuring. The Secretary position was phased out to make way for a second Coordinator role. This change will allow us to better meet organizational needs by placing greater emphasis on the recruitment of adult volunteers, while also improving engagement and retention across our entire volunteer base. This shift supports our broader strategy focused on recruiting, reskilling, and retaining volunteers to ensure long-term program sustainability.

Volunteer recruitment remained a key area of focus. In partnership with Strategic Marketing and Communications Advisors, we planned to develop a targeted strategy specifically aimed at increasing adult volunteer participation. As of May 28, 2025, we have received 270 new volunteer applications; however, 90 percent of these are from students, most of whom intend to start in September. While students remain a vital and valued part of our volunteer base, the heavy reliance on academic cycles creates significant fluctuations in role coverage throughout the year. Our objective is to continue rebuilding a more balanced and resilient volunteer base by actively increasing engagement among adult community members.

In summary, the past year has been one of transformation, growth, and renewed focus for Volunteer Services at KHSC. From launching new and revitalized roles to modernizing our systems and restructuring our team for greater impact, every effort has been grounded in our commitment to enhancing the volunteer experience and supporting patient care. While challenges remain—particularly in building a more sustainable and year-round volunteer base—we are strategically positioned to address them through targeted recruitment, improved onboarding systems, and strengthened operational support. As we look ahead, we remain dedicated to cultivating a diverse and resilient volunteer program that continues to evolve in alignment with the needs of our patients, staff, and broader community.

## **ANNUAL REPORT 2024 - 2025**

### **SLATE OF OFFICERS AND COUNCIL MEMBERS**

#### **BOARD OF DIRECTORS 2025 – 2027**

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

#### **MEMBERS OF COUNCIL 2025 – 2027**

#### **STANDING COMMITTEE CHAIRS**

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

#### **CONVENORS OF SERVICES**

Café	Shirley Hicks	HUGS	Judy Strahan
Gift\Tuck Shop	Merna Manders	Patient Comforts	Sandy Thomas

#### **SPECIAL OFFICERS**

Hospitality	Marlene Jorgensen	Newsletter Editor	Theresa Hill
Membership	Lorraine Coull	Paymaster	Ron Pushcar -Pending

#### **MEMBERS AT LARGE**

Barb Arniel	Joanne Santoni
Beverley Fluhrer	Alberta Saunders
Alice Robertson	Betty Ann Wilson

## **ANNUAL REPORT 2024 - 2025**

### **CONTRIBUTIONS TO KINGSTON GENERAL HOSPITAL YEAR ENDED MARCH 31, 2024.**

#### **EQUIPMENT & SERVICE PURCHASES**

Phase 2 Redevelopment 7 <sup>th</sup> Installment	220,000
KGH Departments -	
Cardiac Echo Lab equipment	9,700
Departmental Funding	4,910
Teddy Bear Campaign C02 monitor/other equipment	19,000
Restricted Donations; Millennium Bursary (\$6,600)/Memorial Fund (\$1,500 Cardiac -Gel Warmer)	<u>8,100</u>
Total Disbursed	<u>261,710</u>

### **PROPOSED CONTRIBUTIONS TO KINGSTON GENERAL HOSPITAL FOR YEAR ENDING MARCH 31, 2025**

Equipment purchase - 4 NICU Ventilators & 3 Patient Treatment Chairs Oncology	275,000
KGH Departments	4,250
Teddy Bear Campaign – Ultrasound machine POC – 1 <sup>st</sup> instalment	28,800
Restricted Donations-Millennium Education Bursary	<u>6,600</u>
Total Proposed	<u>314,650</u>