



April 2021-March 2022

ANNUAL REPORT

Our Mission Statement

We give volunteers the means and ability to contribute by connecting their passion, strengths, and skills to healthcare needs which enhances support within the Brockville General Hospital community.

Major Milestones for the Brockville General Volunteer Association

- October 1955 Opening of the W.A.G.O.N. (Women's Auxiliary Gifts or Notions) Gift Shop, the "Wagon Shop," a major source of funds for the Auxiliary.
- Early 1970's Name changed from Women's Auxiliary to Brockville General Hospital Association as men had become volunteers.
- 1977 The Auxiliary purchased the only mammography machine between Kingston, Cornwall, and Ottawa for \$5,000.00.
- 1980 Wagon Shop celebrated 25 years. Contributions to BGH for the period totaled \$256,174.00.
- 1989 BGH 100th Anniversary celebrations were attended by the Lieutenant Governor, Hon. Lincoln Alexander. As its centennial project, the Auxiliary launched the campaign to acquire a new mammography machine at a cost of \$133,000.00, requesting support from local industries and organizations
- 1990 Completed participation in the mammography machine project.
- 1999 The Auxiliary announced a pledge of \$100,000.00 to the Campaign for Care for the new hospital building. Expected to take 5 years to pay, the pledge was paid off in full in 3½ years.
- 2000 Name changed from Brockville General Hospital Auxiliary to Brockville General Volunteer Association.
- 2001 First man became a member of the Volunteer Association Board
The old Auxiliary canteen, the Wagon Wheel, closed after approximately 50 years of service and Eleanor's Café opened soon after.
- 2003 BGVA became incorporated.
Eleanor's Café and the Wagon Shop moved to the new wing
- 2004 BGVA celebrated its 115th Anniversary with 2 events: an October evening reception at which the MP, MPP, Mayor and other dignitaries presented plaques and a December lunch for volunteers
- 2006 Volunteers at the Volunteer Association helped at the Foundation's First Hole-in-one Golf Event.
First year of the Silent Auction in support of the Palliative Care Telethon, with \$10,000.00 raised.
In October over thirty volunteers from St. Vincent de Paul became members of the BGVA and kept right on volunteering at the former St. Vincent de Paul Hospital, now BGH Garden St. Site.
- 2008 Donated \$20,000.00 to Brockville Cardiovascular Program
120th Anniversary Garden Party held at the Rob Farm in Lyn brought volunteers from past and present together to celebrate. Attended by several dignitaries including MP Gord Brown, MPP Bob Runciman, Brockville Mayor Dave Henderson, BGH President and CEO Ray Marshall and Vice Chair of the Board of governors Norm Millar.
- 2014 Celebrating 125 years of volunteer service to BGH. The celebration took place at the Brockville Memorial Centre. Attended by MP, MPP and other dignitaries.

\$106,000.00, including \$35,000.00 for 1E Redevelopment Project, was donated for the fiscal year.

- 2015 Our CSS Sewing Room closed on June 23rd, 2015, after 60+ years of service to the hospital. It closed due to the hospital laundry being outsourced.
- 2016 Pledged to donate a total of \$200,000.00 (\$50,000.00 annually) over the next four years towards Phase 2 of the hospital redevelopment project.
- 2018 We continue to give \$20,000.00 annually to the Cardiovascular Program. We have done so since the program began in 2008.
- 2019 Celebrated our 130th anniversary at the Brockville County Club
- 2020 Completed our pledge to donate \$200,000.00 towards Phase 2 of the hospital redevelopment project.
- 2022 Made our final donation to the Cardiovascular Program bringing our total donations since 2008 to \$247,600.00

President's Report

In my report last year, I stated that “we carry on determined to hope for better days ahead.” Despite the second year of the pandemic that is exactly what we did. Although we continued to face challenges we still managed, as you will see below, to get things done!

- The financial reports reveal that we rebounded from last year's small loss and realized an operational profit of \$26,500.00 this fiscal year. The gradual reopening of Eleanor's Café and the Gift Shop as well as some small but mighty fundraisers led to this positive result.
- Work on our Review and Renew initiative continued and resulted in a new Board Structure and the creation of a new Mission Statement.
- A Recruitment Plan has been created and we await the appropriate launch date.
- The Historian Committee has managed, always with a smile, to bring our documents and artifacts up to date and has uncovered gems to share with all of us.

A thriving organization needs to be dynamic i.e., characterized by constant change, activity, and progress.

The past year was a year of considerable change, initiated with the intent of continuous improvement. We recognize that change is often difficult and that everyone responds differently to it. We hope we fulfilled our promise to be as transparent as possible in explaining the reasons for, and the impacts of, the changes introduced. We will continue to communicate regularly and openly and welcome your questions and expressions of concern. “Steady state” is the plan for the coming year and will be focused on supporting and fine-tuning the changes we have introduced and having fun! We need to come together in person as soon as we can to share ideas and rekindle passions.

You will have seen in your AGM package the proposed changes we would like to introduce to the Constitution and Bylaws of the Association. These changes result from a request from the Canada Revenue Agency to consolidate the Constitution and Bylaws into one document as well as the modifications required because of introducing the new Board Structure for 2022/2023.

Our relationship with BGH continues to thrive and we appreciate all the support we receive. We look forward to working with the BGH leadership team in the upcoming year as we strive to promote and fulfil our Mission.

I would like to express my sincere gratitude to our own Team-volunteers, Board members and Volunteer Coordinator.

Please join me in bidding adieu to Board members Karen Matte, Joyce Edgley, Marla Gilliland, Mary McCauley, Carole Crump and Paulene Roberts and thank them for their dedication and support during their terms in office.

Respectfully submitted, D. Shram

Vice President's Report & Projects

My second year as Vice President of the BGVA continued to open my eyes at the resilience and dedication of our volunteers. I am proud to be a part of a team that works together to help others. We all join a volunteer organization for different reasons but usually for the same purpose – to give back. Its what brings us together.

The BGVA Board has worked hard over this year to continue to Review and Renew our organization. We continue to review how we do things, how we can improve, how we can bring new members into our organization and how we can raise dollars to buy much needed equipment for the hospital. In spite of our limited ability to raise funds we were able to commit to purchase a total of \$3500 in equipment for the hospital. These purchases included:

Fluid Flo- Mechanical Percussor - The Fluid Flo is placed on the patient's chest or back and uses vibrations to loosen sections in the lungs, it is used as a part of chest physiotherapy during the patients stay. The equipment can be utilized on any unit throughout the hospital as it is a portable unit. Which allows us to give improved care across the spectrum for anyone suffering from respiratory distress and difficulty clearing secretions

Wrist Oximeter- This is used by the physiotherapy team to assess a patients oxygen level during any and all activity, including ambulation.

Bariatric Walker- This essential piece of equipment allows the clinical team to meet more of our patient's mobility needs, during their stay in hospital. This walker accommodates wider widths as well as a higher weight capacity than typical walkers. The bariatric walker allows for improved safety for bariatric patients while up mobilizing around the hospital, which is key for injury/falls prevention
Congratulations! These were much needed items for the hospital.

We have learned how to work virtually – whether we wanted to or not. It's a new way of doing business and one which I think in the long run will serve us well. It will be great to get back to having in person meetings and brainstorming with team members over a coffee but having the knowledge and capability to keep things going when we cannot meet in person, I think is a good thing.

Year 2 in the pandemic was difficult ... it seems that we would get ready for a return to a new 'normal' and then have to take a few steps back. Our motto should be – slow and steady she goes... we cannot rush back to doing business and helping others the way we used to. We take our lead from BGH who has been a leader in keeping the hospital patients, staff and volunteers safe and healthy. Protocols were developed (and continue to adjust as required) so that we can return our volunteers safely. I know the volunteer presence is missed by everyone.

A detailed review of our Constitution and Bylaws was conducted and consolidated into one document... it is streamlined, concise and by all accounts a great resource document that can be

utilized as needed as we go about our business. No additional projects were initiated as the pandemic continued to govern what we could do and how.

Our link to the Foundation remains strong. Again, the dedication and commitment of Foundation Board members amazes me. I attend the monthly meetings and continue to learn how they are doing business, and to keep them abreast of what the BGVA is doing. My goal is to initiate projects in the future where we work together to support our hospital.

Fundraising for any volunteer organization is difficult – it requires innovation, thought and lots of dedicated volunteers to be successful. As you will see from the Fundraising report our fundraising team were innovative and managed to continue to raise dollars in very difficult situations.

This coming year is looking like we will continue to be moving forward. A recruitment campaign is underway to start building our ranks again... there was a decrease in the number of active volunteers over the pandemic. As we build our presence again in the hospital, we will be actively recruiting new volunteers to staff the different roles. So, if you know someone who has expressed an interest reach out to them and put them in contact with Liz Rogers – our Volunteer Coordinator. We will find a place for them.

Respectfully submitted by N. Banford

Volunteer Coordinator

“As you grow older, you will discover that you have two hands — one for helping yourself, the other for helping others.” Audrey Hepburn

I do not think any of us thought that we would still be in a pandemic status, 2 years after we originally shut down on March 13th, 2020. Yet here we are, working together as a team to ensure that we can continue to deliver efficient patient care and support the BGH staff during this continuing pandemic. We started small with our Welcome Ambassadors and Welcome Desk teams returning and slowly we have added our Day Surgery, Palliative Care unit, Day Hospice, Gift Shop, Eleanor’s Café, Pet Therapy and Bereavement and Wellness support teams, all making sure that they can enhance and support patient care within the walls at BGH and in the community.

We acknowledge that there are still many teams yet to return. We miss seeing them. One day they will be able to resume

I want to take this moment to thank all volunteers for their on-going vigilance and abiding by health guidelines to ensure we keep the COVID-19 case numbers low in this area. Those small acts that you make, make a significant difference. Thank you.

We have not been able to make as many new friends in the last 12 months and sadly, we have also lost some well-known faces along the way, who will never be forgotten.

Even with a greatly reduced presence in 2021, volunteers amassed a total of 8,760 hours. Volunteers should feel proud of the service and continued dedication they show for the patients and staff at BGH. Their commitment to the volunteering cause is exemplary and inspires others to produce their best work.

Respectfully submitted by E. Rogers

Fundraising

Another year has passed and again, we have endured lockdowns, restrictions, and temporary closures. The pandemic continues. However, there has been one constant throughout and that is the dedication and spirit of our volunteers and community.

While some of our fundraising events were curtailed, we worked together and raised funds for much needed equipment for our hospital, often with the help of community partnerships.

Event highlights for the past year include:

- The Holiday Gift Basket Raffle
- Epicure Meal Kit sales and bonus Golden Moment Farm Syrup raffle
- The 2022 Brockville Area Photo Club Calendar in support of the BGVA
- The Biggest Yard Sale Ever
- Face masks handmade by Joyce Edgley
- Sales of art by talented local artists

The Fundraising Team is grateful for the incredible support from our community and its citizens.

Thank you to all local area businesses, large and small, and special interest groups for working with us.

In these challenging times, the spirit of giving, and support for our health care workers and our hospital, is alive and well in the Brockville area. We thank you.

On a personal note, it has been a pleasure to work with the wonderful volunteers who make up the Fundraising Team. Your enthusiasm, humour, and willingness to get the job done, decorate, collect, deliver or to loan out your driveway for the day is much appreciated. You are simply the best!

Respectfully submitted by C. Starr

Patient Contact Services Committee

The questionnaire created last year has been transformed into a jot form and is emailed out every month to each of the team leaders, response has been good, and it allows our team leaders to pass on a lot of information to keep us updated about their valuable work in the hospital.

Welcome Ambassadors and Welcome Desk

- Volunteers were able to continue to assist visitors as they entered the hospital.
- Temporarily received assistance from other volunteers from other roles. Encountered a small decrease when some of the roles reopened in the hospital but have since recovered.
- Visitors and hospital staff were very appreciative to have the volunteers back.

Day Surgery

- The volunteers were able to return September 2021.
- Some of the Day Surgery volunteers that were assisting the Welcome Ambassadors, have returned to resume their role as Day Surgery volunteers.

Pet Therapy

- Welcomed back to the Hospital February 2022.
- Currently we have 2 pet therapy teams who visit patients and staff.

Palliative Care

- The Palliative Care Program is now located on the 1st floor of the Donald B. Green Tower.
- Spring and Fall 30 Hour Palliative Care Volunteer Training was cancelled due to COVID-19
- Volunteers were able to return to the Palliative Care unit in December 2021
- Refresher education training was offered to all PC volunteers before they returned to the hospital or the community to support patients. 2 half day sessions were held in November and December and 35 volunteers attended across the 2 sessions.

Palliative Care Day Hospice Program

- Except for a few weeks this program was suspended due to COVID-19 and relocation. The program resumed at the end of 2021.

Palliative Care Home Visiting Volunteers

- 6 volunteers active between April 2021 and March 2022

Volunteer Wellness Callers

- 2 Volunteers active between April 2021 and March 2022

Bereavement Telephone Follow up

- 5 Volunteers active between April 2021 and March 2022

Evening Grief Support Group

- Program was offered virtually
- New Bereavement Coordinator, Eileen Quinn joined the team in October 2021, Pam Foster retired in November 2021.

Grief Walking Group

- 2 Volunteers active April 2021 and March 2022

Respectively submitted by S. Martucci

Eleanor's Café Committee

2021 was once again a challenging year for Eleanor's. Most COVID-19 protocols remain in place. We were finally allowed to open weekends the last weekend in July and continued with weekends only until September. We now work 7 days a week again.

Some volunteers retired but we were able to welcome new volunteers to the team. Since there has been decreased activity, many days 3 volunteers are present rather than our usual 4.

BGH asked for Eleanor's assistance in delivering free pizza as well as free drinks to staff from November until the end of January. We then proposed some free 'specials days'- chili, soup, and muffins. Staff came out for these in droves, up to 160 some days. These days finished the end of March. New incentives will be coming in 2022. These certainly helped our bottom line and was a win-win for BGH as they will receive the profits.

We had a meeting with Sweet Life Cafe in November about selling their product. I had approached them before COVID-19 and sadly, at that time they could not help us. Since COVID-19 they have

gone to take-out only and we have been adding their product weekly. These have been very popular. We now do pickups 3-4 times a week. There are still supply chain issues, very frustrating but not much we can do about it other than shop more locally.

Joyce Edgley has been sharing the Convenor duties, it is certainly more than any one person can manage. She has been an awesome resource and keeps busy with Sweet Life ordering as well as many other duties.

Marla Gilliland continues to order wraps from Metro. Irene Moore and Steve Potvin retired at the end of February. Irene had worked on 3rd party ordering and Steve looked after the drinks. I have been looking after the orders and Rod Slack is keeping Eleanor's drinks supplied from our storeroom.

Elva Robinson has been looking after the scheduling for many years and will be retiring in May from this role. Gwen Wilson has offered to take over for the future. Big thank you to Elva for her support over the years.

We got a new cash register in February similar to the previous model, so not an issue to use. We also now have "alert buttons" for the volunteers to use, especially important when working alone on weekends.

Things have been getting busier and hopefully visitors will be back when BGH deems safe. Even with reduced customers we were able to realize 85% of our budget. Looking forward to seeing staff stop in for goodies

Thank you to all our volunteers, you are amazing, and we are very thankful for you.

Respectfully submitted, K. Matte and J. Edgley

Wagon Shop Committee

The ongoing pandemic meant that the Gift Shop had to remain closed for the majority of the year. This enabled us to pivot our focus and to find new ways to still sell stock and raise awareness of the Gift Shop. The Volunteer Coordinator created Facebook albums that were posted to the BGVA Facebook and Instagram accounts, highlighting the many beautiful items in the Gift Shop and giving options for making purchases. The Gift Shop also offered discount months to staff to encourage purchases.

The Gift Shop was finally able to reopen, 5 days a week in November 2021. Acknowledging the reduction in visitors and patients, we moved to opening 3 days a week in January 2022, with the plan to return to 5 days in May.

The Gift Shop made sales of \$18,234. A figure we are proud of, remembering the fact the space

was closed for $\frac{3}{4}$ of that time. C. Crump and J. Mather retired from their roles as buyers and merchandisers during the summer of 2021. We now welcome W. Church and N. Levesque to the roles. They have already been buying amazing items for the Gift Shop. We are excited to see where you take the shop and team next!

Respectfully submitted by C. Crump & J. Mather

Nominating Committee

The pandemic created roadblocks for nominations to proceed as in other years. The lack of personal connection with the volunteer body made it difficult to pursue possibilities. Despite these challenges, the new Board Structure was approved, giving us some direction related to the new needs at the Board table.

The following positions were filled.

- Revenue Generation Chair
- Marketing/Publicity
- 2 Members at Large

Efforts were made to secure a candidate for the Treasurer position to no avail.

Respectfully submitted by S. Devaney

Treasurers Report

In September 2021, BGVA saw a return to retail activities in the café and gift shop. As visitors were restricted, sales were lower than expected.

Our goals for 2021-22 were achieved as we brought more vendors online for payments. Our accounting software provides transactional details which makes decision making easier.

In 2022-23 a new treasurer will be taking on the exciting role as volunteer money manager and working with a dedicated group of volunteers.

It has been a pleasure to serve the last three years as BGVA's treasurer.

Respectfully submitted by M. McCauley

Brockville General Volunteer Association

Profit & Loss

April 2021 – March 2022

INCOME

Retail Revenue	66,021
Donations	147,475
Art Project	985
Other Miscellaneous Revenue	762
Fundraising Activity	2,865
Fundraising Income	2,418
Total Income	\$ 220,526

EXPENSES

Eleanor's Cafe Direct Costs	28,492
Eleanor's Cafe Overhead Costs	244
Gift Shop Direct Costs	9,855
Gift Shop Overhead Cost	898
Art Project Expenses	798
Fundraising Expenses	924
Administration Expenses	8,091
Social Events	138
Total Expenses	\$ 49,441
PROFIT	\$ 171,084

Brockville General Volunteer Association

Balance Sheet as of March 31, 2022

Assets

Current Assets

Cash and Cash Equivalent		
Bank Accounts		104,725
Total Cash and Cash Equivalent	\$	104,725
Accounts Receivable (A/R)		
Accounts Receivable		155,035
Total Accounts Receivable (A/R)	\$	155,035
Floats		2,577
Inventory Asset		15,088
Total Current Assets	\$	277,425

Non-current Assets

Property, plant and equipment		
Office Furniture		592
Total Property, plant and equipment	\$	592
Total Non Current Assets	\$	592

Total Assets	\$	278,017
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Liabilities and Equity

Liabilities

Current Liabilities

Accounts Payable		2,641
Total Accounts Payable (A/P)	\$	2,641
GST/HST Payable		693
Total Current Liabilities	\$	3,333
Total Liabilities	\$	3,333

Equity

BGVA Board Commitments		8,259
Retained Earnings		95,340
Profit for the year		171,084
Total Equity	\$	274,684

Total Liabilities and Equity	\$	278,017
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Brockville General Volunteer Association

Budget Overview

Year End March 2023

Profit & Loss

April 2022 – March 2023

	Income	
Retail Revenue		105,000
Donations		2,000
Art Project		900
Lottery		2,000
Other Miscellaneous Revenue		140
Fundraising Activity		5,000
Total Income		\$ 115,040

	Expenses	
Eleanor's Cafe Direct Costs		30,400
Eleanor's Cafe Overhead Costs		600
Gift Shop Direct Costs		17,600
Gift Shop Overhead Costs		750
Art Project Expenses		640
Lottery Expenses		400
Fundraising Expenses		1,000
Administration Expenses		13,050
Social Events		600
Total Expenses		\$ 65,040
Net Income		\$ 50,000

Proposed Slate of Officers for 2022/2023

Executive Committee

		Term
Past President	Sandra Devaney	2022/2023
President	Donna Shram	2022/2023
Vice President	Norma Banford	2022/2023
Secretary	Elizabeth Wollaston	2022/2024
Treasurer	Vacant	2022/2025

Chairs

Marketing/Publicity	Catherine Starr	2022/2024
Patient Contact Services	Sherry Martucci	2022/2023
Revenue Generation	Margaret Lauridsen	2022/2024

Members At Large

To succeed as Vice President	James Lyon	2022/2023
To succeed as Patient Contact Services Chair	Dave McCrae	2022/2023