



April 2020-March 2021

ANNUAL REPORT

Our Mission Statement

To provide an organization of volunteers to respond to health care needs of our area residents by supporting our hospital, providing equipment, funds and services for patient care.

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 Auxiliary 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 100 th Anniversary celebrations were attended by the Lieutenant Governor, the 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. First man became a member of the Volunteer Association Board
2001	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 115 th 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 Volunteers at the Volunteer Association helped at the Foundation's First Hole-in-one Golf Event.
2006	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

- 2009 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. 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.

President's Report – D.Shram

It is difficult to believe that over one year has passed since the beginning of the pandemic. Our lives have been turned upside down and many have been personally affected by this terrible virus whether physically, emotionally or financially. The challenges were many. Yet we carry on determined to hope for better days ahead. And our Association is no different.

You will see from the financial reports that we ended the year with a small loss rather than the impressive profits we have been used to. This comes as no surprise as our main revenue sources - Eleanor's Café and the Gift Shop - were unable to reopen. However, we were able to raise some funds with smaller initiatives and significant manpower. Kudos to our unstoppable fundraisers!

As you may recall, we created a Reopening Committee dedicated to finding safe ways to allow our volunteers to return to their activities both in the hospital and in the community. Each role description was reviewed and amended to include specific Covid provisions. This work, no small task, has created the template for any similar future events. We worked closely with the BGH team to ensure open communication and awareness as well as guidance on health requirements and best practices. A three phase return to work plan was developed but we were not able to fully implement it. The health and safety of volunteers was always the paramount concern.

Certain volunteers have returned and their work has been very much appreciated by staff and patients alike.

We also have some very positive news to share!

Our financial procedures have been developed and our system runs efficiently with reports available with a few keystrokes. This latest fiscal year will be the subject of the Association's first ever financial review, a process that will now be undertaken annually.

You will have seen in your AGM package the proposed changes we would like to introduce to the Constitution and By-laws of the Association. These changes resulted from a comprehensive review of each document.

The pandemic has also provided opportunities that we likely would not have had if keeping busy with our usual tasks. Like many organizations this past year, BGVA determined it was a good time to examine who, as an Association, we are now and who we want to be in the future. Are there structural changes we need to make? How can we continuously improve? Does our Mission still fit? This type of self-questioning is difficult and we could not do it alone. As such, we engaged a consultant to help us on our way. The first step in our "Review and Renew" initiative was to conduct a Board of Directors review and the results are currently being assessed. Our promise is to be as transparent as we possibly can and to share information as we progress. This will not be a big bang approach. Changes, where warranted, will be incremental and well thought out.

Our relationship with BGH is a good one and we appreciate all of the support we receive. We look forward to working with the leadership team in the upcoming year as we look to our future.

Finally, I would like to express my sincere appreciation to:

Your Board who has been asked to go above and beyond to attend extra meetings (virtual of course!), review countless versions of countless documents and who remains as committed as ever.

Liz Rogers, our Volunteer Coordinator who has been our eyes and ears on the ground while we have been away-the one constant for all our volunteers.

All of our volunteers who are so sorely missed and who are waiting patiently to get back to business.

Respectfully submitted, D. Shram

Vice President's Report & Projects

A year like no other ... I think I am safe in saying that 2020 was a year that brought uncertainty and change to most organizations and most definitely to individuals.

As a new Vice President, I knew I had a lot to learn to be able to provide valuable input to the group. However, under the leadership of Donna Shram (President) we came through the year of the 'pandemic' with a focus on the future. As a volunteer organization, we continued to raise dollars to support the BGH during the pandemic. Out of necessity, we had to reinvent how we raised those dollars and where we could be innovative in marketing ourselves as an organization. We raised approximately \$2500 by producing a calendar in partnership with the Brockville Photo Club, and by selling our limited edition Teddy Bears, and by selling some art via social media outlets. Keeping our presence known is key to ensuring that when things get back to the 'new normal' we will be ready. We kept our commitment to the hospital and provided a total of \$7500.00 to the BGH for three IV pumps.

An area where I had very little knowledge was the BGH Foundation Board – I certainly learned a lot by attending their monthly meetings and providing a communication link between the two organizations. Like the BGVA the Foundation continued during the pandemic to raise dollars, and provide financial support to the BGH. I see opportunities in the future where we the Foundation Board and BGVA work together on projects for the common cause.

Respectfully submitted by N.Banford

Volunteer Coordinator

***"If you think you are too small to be effective, you have never been in bed with a mosquito."* – Betty Reese**

When we shut down the Volunteer Services on Friday 13th March 2020, many of us thought we'd be back by the Summer, Fall at the latest.....I know I did. However, one year later and still we have not returned to the normal we knew before. The hospital has become a much quieter place without its volunteers. Staff ask me when volunteers will be returning, I sadly say I do not know at this time. 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 big difference. Thank you.

We continued to make new friends; however, we also lost some well-known faces along the way, who will never be forgotten.

Even though we had a much-diminished presence in the building in 2020, we still managed to record 8,000 hours of volunteer time in 2020. An achievement we should be proud of. While we continue to venture forward in these uncertain times, we should be proud of how we have kept ourselves relevant, evolved to meet new challenges in the world, found new technologies and ways of thinking to progress and grow. Hopefully we can be inspired by what we have achieved

so far to move ourselves forward in the coming years.

In October, with the opening of the new tower, we were able to welcome back our Welcome Ambassadors and Welcome Desk volunteers. They continue to assist patients and a few family members who are able to come into the building to their final destinations. BGH staff let me know that having their presence in the building is like a 'virtual hug' and brings a sense of normality to daily proceedings. Ambassadors have expanded their services to assist more departments who are missing their volunteer partners. Welcome Desk volunteers continue to be encyclopedias of knowledge about the hospital and have absorbed more information about the new tower that opened last October.

Select PC Volunteers have been able to return to continue their work with the PC Consult team – making wellness and bereavement calls to patients and family members. Continuing to be that listening ear and offering support where possible.

In amongst the upheaval of a pandemic, we said goodbye to the Garden St site in October 2020. Though we may not be physically present in the building any more, our culture, experiences and compassion have travelled with us to the new BGH tower at the Charles St site.

A small group of volunteers prepared for the sadly unsuccessful reopening of the Gift Shop and Eleanor's Cafe in November. This was a perfect opportunity for us to move everything out of the shop space, clean, wash, and then reimagine what we wanted the space to look like for the future.

The new Eleanor's Café is currently being completed and will prove to be the central 'go-to' spot in the hospital when we are able to open. The new café is 3 times the size of the former space, and includes more equipment to enable us to have a successful eating establishment.

We have moved into our new volunteer hub – a space that we can all share, call our own and use for volunteering purposes. To finally have volunteers all under one roof will enable us to work closer together, learning from each other and build for a better volunteering future at BGH.

Respectfully submitted by E. Rogers

Fundraising Committee

***"A challenge only becomes an obstacle when you bow to it."* – Ray A. Davis**

The pandemic presented a number of challenges and lifestyle changes for everyone. We adapted to new ways of living and while we cannot visit our families and friends, work away from home, play group sports and enjoy other aspects of daily life, we make changes and carry on. The same principle applies to the Brockville General Volunteer Association Fundraising Team – change.

New and traditional fundraising events were cancelled or postponed this past year. However, as is often said, "out of adversity comes opportunity". Our fundraising team saw opportunities and we aimed to make them work for us. Our Team formed new community partnerships. The Team worked with *Severson Cleaners* for Vincent and Eleanor Bear sales and the *Brockville Area Photo Club* on their beautiful 2021 BAPC Calendar in support of the BGVA. We look forward to forming more new partnerships within our community.

Some of our fundraising changes included:

- Expanding social media presence, including new Facebook and Instagram accounts — **bg_volunteer_association** (Instagram), **Brockville General Volunteer Association** (Facebook) in addition to the existing **BGVA** (Twitter), helped raise funds through bear, ceiling tile, calendar and art sales.
- The BGH Corridor Art Gallery going virtual — new art can be viewed on Face Book, Instagram and Twitter.
- J. Edgley sewed masks with proceeds going to the BGVA.
- Gift idea photos posted on social media on behalf of the WAGON Gift Shop.
- Online ceiling tile sponsorships — available ceiling tiles are posted on social media feeds. All available tiles have now been sponsored!

We look forward to Eleanor's Cafe and the WAGON Gift Shop reopening in addition to holding our traditional in-hospital fundraising events. We miss our fellow volunteers, hospital friends and visitors and hope everyone stays safe and well.

I'm incredibly proud of our Fundraising Team volunteers. Everyone rises to the challenge, bringing new and exciting ideas to the table at every monthly meeting. Thank you for your unwavering support and dedication!

Respectfully submitted by C. Starr

Social Committee

Unfortunately, due to Covid-19, we had to cancel our proposed 2020 Annual General Meeting that was to be held at St. Lawrence College. An email was circulated on Friday 29th May 2020, by E. Rogers, to the Brockville General Volunteers, containing the 2019-2020 Annual Report for review. Volunteers then had a 30-day review period before proceeding with the necessary formalities for our Annual General Meeting. The majority of our members received this report via email. The remainder received it via post mail.

On Monday 29th June 2020 E. Rogers issued, via email, a series of motions to vote on. They were for approval of the 2020/2021 budget, motions and the approval of the incoming board of directors. The majority of our members received this survey via email. The remainder received it via post mail. This survey was to be completed after thorough review of our Annual Report. Completed surveys were then returned to E. Rogers.

All answers to each question were tabulated. These results were then used as votes. The results will be kept on file for reference.

We were unable to decorate the hospital for Christmas due to Covid-19 restrictions. Volunteers decorated the new 15ft Christmas tree donated by Brockville General Hospital. We received many compliments!

11 cards of Sympathy were sent out in the last 12 months.

Respectfully submitted by E. Wollaston

Patient Contact Services Committee

I became the new Patient Service Chair as of April 2020 and it has been a challenging role during the Pandemic. I would like to thank the Board members for all their patience, guidance and assistance during the past year.

As a result of the pandemic, BGH shut down the Hospital to nonessential workers, therefore all volunteers services ceased to function until further notice.

In July, a re-opening committee was formed requiring all Patient Contact Service Roles to be reviewed and updated to include additional COVID-19 measures. This would ensure volunteers would have proper training and education when they returned safely to volunteering in the

Hospital. To date, only the Welcome Desk and Welcome Ambassadors have safely returned to volunteering in the Hospital. Their return coincided with the opening of the new tower and main entrance. The Welcome Desk volunteers are currently located at the registration desk, behind a safety screen. They have been instructed on the safety measures and are safely handing out the numbered tickets to visitors wearing proper PPE, and occasionally assisting visitors to the waiting area. Welcome Ambassadors are situated at the main entrance of the Hospital. Visitors must go through screening in order to enter the Hospital before they are greeted by the Welcome Ambassadors. The volunteers have been instructed on the safety measures and proper PPE are worn as required by the Hospital. The Welcome Ambassadors help the visitors with directions as well as using the wheelchairs to assist the visitors to their cars, to other floors in the Hospital and to and from Day Surgery. The volunteers also safely instruct visitors on using the parking ticket kiosk. B. Haggett, Spiritual Care Coordinator, reported that all Spiritual Care Volunteers have been on hold due to the pandemic as well. The remaining Patient Contact Service Volunteers roles are on hold for the moment until we are allowed to bring them back. I keep in contact with all the team convenors on a monthly basis, to see how they are doing. Once teams do return, team convenors will receive a quick monthly questionnaire via email, letting me know how the team is functioning on a monthly basis and to let me know of any good news stories I can inform the Board of. This will be a great communication tool for all to use now and when we resume the volunteers' roles in the hospital.

Respectively submitted by S. Martucci

Eleanor's Café Committee

Over the past 12 months, whilst we haven't been able to operate the café, there has still be plenty of work to be completed to enable our return in the future. Our Treasurer M. McCauley and I have reviewed all invoices and billings with the new BGH Food Retail Manager, enabling us to now receive monthly invoices from the hospital, rather than yearly.

Our closure has been longer than expected, so we have been able to sell some of our stock to the BGH kitchen and most of our outdated product has either been given to staff or taken to Loaves and Fishes where it was very much appreciated. We have lost less than \$1,000.00 of product.

We had hoped to be able to open in December 2020, alas it was not meant to be. However the planning that was put in place to enable us to deal with COVID-19 procedures will not be put to waste when we are finally able to reopen.

We have a new storage area, which is very close to the new location for Eleanor's Café. I. Moore, S. Potvin and I arranged items in this area. While the new storage area is much smaller, our increased space and storage in the new café will offset the difference.

Our new café looks awesome, there is a lot of space and I look forward to us being able to plan our move in. The café space has not been turned over to Volunteers yet. We all look forward to opening in the future.

We also had our Cash register updated to include some new pricing as well as changing the taxes, we thank the Compass Food staff for their assistance in helping us with this project.

We will be serving most of the food products that we had previously sold. Wraps and sandwiches from Metro were very popular and we will continue with these as well as Tait's muffins. We will be adding a daily soup as well as toast and bagels after our initial opening. The Health Unit has made a change to the Food Premises Regulation, which states if you are serving low risk food a Food Handlers Certificate is no longer required – we will be included in this category. Meaning that we won't all be required to carry the food-handling certificate.

However, when we are able to reopen, I'm hoping that some volunteers will be interested in taking this very worthwhile course.

We all look forward to our "New Normal" and getting back to serving our customers.

Respectfully submitted by K. Matte

Wagon Shop Committee

Our two Gift Shops were closed in March 2020 due to the pandemic and sadly, we have yet to be able to reopen. We have been able to facilitate a small number of sales during the past 12 months, thanks to E.Rogers. We are currently exploring how we can leverage social media further to show our many gift items to the public and enable more sales in the future.

We were hoping to reopen in November 2020, sadly with the increase of COVID-19 case numbers in the community this was not able to happen. We were able to use the time to clean and reorganize the layout of the Charles St. site, incorporating our stock from the former Garden St site shop.

Hopefully we will be able to reopen later this year.

B. Patrick who oversees the Corridor Art Gallery was able to report that the Corridor Art Gallery has not displayed any new themes at the BGH since March 2020, due to the COVID-19 restrictions. C. Starr has been the point person for displaying works from the artists in the group on the BGVA Fundraising Instagram. No hanging fees have been charged since March 2020, although artists continue to give 20 percent of all sales to Association. Some sales have been made at both the hospital site and via Instagram.

The twenty artists in the group have agreed on themes for 2021, changing themes every six weeks, and will continue to display their artwork on Instagram. The themes for 2021 are as follows:

- Winter Sunset
- The St. Lawrence River
- Signs of Spring
- Flowers in the Garden
- Where We Are Now
- Garden Harvest
- The Colours of Autumn
- We Will Remember
- A Beautiful Winter

Respectfully submitted by C. Crump & J. Mather

Nominating Committee

As there are no vacancies in our Board of Directors for this period, there was no need for nominations to consider.

Respectfully submitted by S. Devaney

Palliative Care Volunteers

- 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
- All in person volunteer education, meetings and social events were cancelled due to COVID-19

Palliative Care Day Hospice Program

- With the exception of a few weeks this program was suspended due to COVID 19 and relocation.

Bereavement and Palliative Care Home Visiting Volunteers

- 12 Volunteers active September 15 2020 – December 18 2021
- 1 volunteer active April 1 2020 - February 28 2021 (Virtual visits)

Volunteer Wellness Callers

- 2 Volunteers active September 15 2020– December 18 2020 and January 15 2021 – February 28 2021

Bereavement Telephone Follow up

- 1 Volunteer active April 1 2020- February 28 2021 (Calls made from home)
- 1 Volunteer active September 15 2020- November 30 2020

Evening Grief Support Group

- Program was offered virtually

Grief Walking Group

- 2 Volunteers active September 15 2020 – February 28 2021

Admin Volunteer

- 1 active volunteer April 1 2020-February 2021 (Worked from home)

Respectfully submitted by L. Leeder, Coordinator of Community Palliative Care Volunteers

Treasurers Report

Financial year 2020-21 saw limited activity in the café and gift shop. COVID-19 restrictions created new ideas for BGVA fundraising. An online set-up allowed painting and ceiling tile sales to continue. And vendors loved the faster invoice payment. New initiatives with calendars and J. Edgley COVID masks produced increased revenue and community awareness. Our goals for 2021-22 are to maintain best practices in our reporting structure, research ways to cut costs and increase efficiency with customers, vendors, banking and government partners.

Respectfully submitted by M. McCauley

**Brockville General Volunteer Association
Profit and Loss
April 2020 - March 2021**

	Total
INCOME	
5100 Retail Revenue	1,296
5200 Donations	3,742
5300 Art Project	1,225
5600 Other Misc Revenue	837
5700 Fundraising Activity	4,451
Total Income	\$ 11,551
 EXPENSES	
8100 Eleanor's Cafe Direct Costs - EC	4,687
8150 Eleanor's Cafe Overhead Costs - EC	313
8200 Gift Shop Direct Costs - Gift	78
9300 Art Project Expenses	980
9700 Fundraising Expenses	1,823
9800 Administration Expenses	5,593
Total Expenses	\$ 13,474
PROFIT/(LOSS)	\$ (1,923)

**Brockville General Volunteer Association
Balance Sheet
As of March 31, 2021**

	Total
Assets	
Current Assets	
Cash and Cash Equivalent	
1100 Bank Accounts	75,130
Total Cash and Cash Equivalent	\$ 75,130
1200 Floats	2,621
1400 Investments	20,000
1500 Inventory Asset	13,986
Total Current Assets	\$ 111,737
Non-current Assets	
Property, plant and equipment	
1950 Office Furniture	789
Total Property, plant and equipment	\$ 789
Total Non-Current Assets	\$ 789
Total Assets	\$ 112,526
Liabilities and Equity	
Liabilities	
Current Liabilities	
2200 GST/HST Payable	81
Total Current Liabilities	\$ 81
Total Liabilities	\$ 81
Equity	
4000 Prior Periods Surplus	(58,772)
4600 BGVA Board Commitments	13,203
Retained Earnings	159,936
Profit for the year	(1,923)
Total Equity	\$ 112,445
Total Liabilities and Equity	\$ 112,526

**Brockville General Volunteer Association Budget
Overview
Year End March 2022 - Fiscal Year 2022 Profit & Loss
April 2021 - March 2022**

	Total
Income	
5100 Retail Revenue	106,600
5200 Donations	5,000
5600 Other Misc. Revenue	210
5700 Fundraising Activity	14,750
Total Income	\$ 126,560
 Expenses	
8100 Eleanor's Cafe Direct Costs - EC	24,750
8150 Eleanor's Cafe Overhead Costs - EC	2,250
8200 Gift Shop Direct Costs - Gift	34,249
8250 Gift Shop Overhead Costs - Gift	2,700
9700 Fundraising Expenses	6,100
9800 Administration Expenses	24,349
Total Expenses	\$ 94,398
Net Income	\$ 32,162

BGVA BOARD OF DIRECTORS FOR 2021/2022

Past President	Sandra Devaney
President	Donna Shram
Vice President	Norma Banford
Secretary	Barbara Graveline
Treasurer	Mary McCauley
Honorary President	Marla Gilliland

STANDING COMMITTEE CHAIRS

Eleanor's Café	Karen Matte
Fund Raising	Catherine Starr
Gift Shop	Carole Crump
Nominating	Sandra Devaney
Patient Contact Services	Sherry Martucci
Projects	Norma Banford
Social	Elizabeth Wollaston
Members at large	Paulene Roberts & Joyce Edgley

GIFT SHOP/ELEANOR'S CAFÉ COMMITTEE

Chairs	Carole Crump & Karen Matte
Secretary	Jean Mather
Corresponding Secretary	Suzanne Standen
Books and Cards	Pamela Davies
Gift Shop Buyers	Carole Crump & Jean Mather
General Supply & Notions	Suzanne Standen
Newspapers	Paulene Roberts
Gift Shop scheduling	Elizabeth Wollaston
Eleanor's Cafe Buyers	Irene Moore & Karen Matte
Eleanor's Café scheduling	Elva Robinson
Sandwich Buyer	Marla Gilliland

FUNDRAISING COMMITTEE

Chair	Catherine Starr
Secretary	Barbara Patrick & Liz Veness
Members	Norma Banford
	Wendy Church
	Marla Gilliland
	Vicki Lynch-Grier
	Mary McCauley
	Donna Shram
	Shelley Thompson
	Elizabeth Wollaston
	Gwen Wilson (Ad-hoc)
	Suzanne Standen (Ad-hoc)