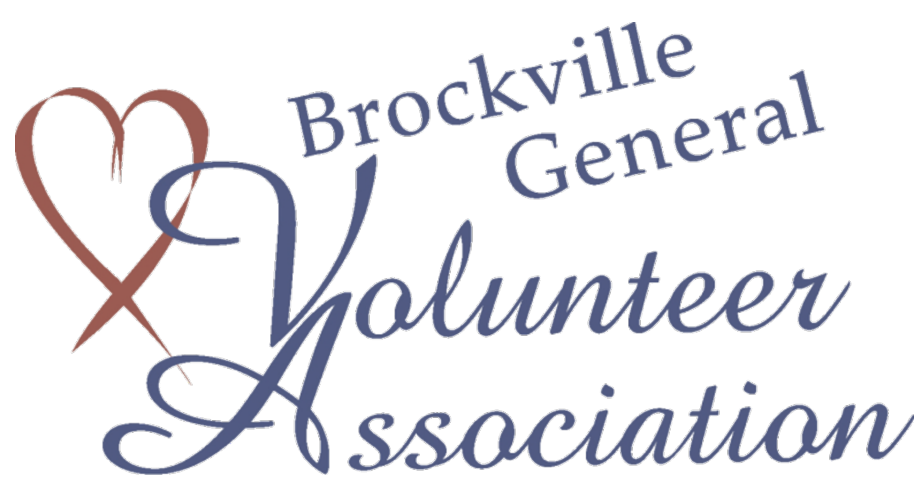




April 2024-March 2025

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.

Chair's Report

In my Annual General Meeting (AGM) report for 2023/24, I observed that the year was characterized by change. Reflecting on the 2024/25 period, I think it is best described as a time of growth and renewed enthusiasm. We welcomed new Board members whose expertise, dedication, and energy played an integral role in advancing our objectives. The report below outlines an overview of our achievements this past year.

Recognizing the significance of fostering a cohesive team, we dedicated time and resources to engage a training consultant with expertise in Volunteer Board development. Ensuring balanced participation from both new and current members was essential to cultivating mutual understanding and maximizing the group's diverse skill set. The training session was completed successfully, and member feedback indicates it has enhanced teamwork and collaboration. Based on these outcomes it is hoped that this initiative will now become an annual practice.

Our communication links with the BGH and the Foundation remain strong and ongoing. We attend their Board meetings on a monthly basis and their participation as guests at our Board meetings facilitates information sharing and supports coordination between the organizations.

Communication and transparency with its members are essential for an organization's success. The Board has made sure all volunteers can access important documents—including policies, procedures, and Board minutes—in binders available in the Volunteer Office.

Annual changes within Volunteer Boards can make it difficult to consistently define relationships, roles, and responsibilities between the Board and the Volunteer Coordinator. To help manage transitions, the Volunteer Coordinator and the Chair have worked together to draft a framework that clarifies these roles. The Board is reviewing this document with plans to implement it for the 2025/26 year.

Provided ongoing mentorship and support to the Volunteer Coordinator, ensuring they were well-equipped to support both hospital Volunteers and the Volunteer Board. This role can be complex and requires a unique set of skills and abilities. Supporting the Coordinator in maintaining and developing these skills is considered important and required for continuity in contributing to the continued success of our organization.

In 2024, BGH developed a new hospital logo. The Foundation then updated its logo for consistency with BGH, and BGVA has now completed the same process, and will be unveiling our new logo at the AGM. This logo aligns with BGH's branding while reinforcing our mission.

After completing and implementing the required ONCA documentation, the Board reviewed its impact on our governance and established ongoing processes to keep bylaws and policies current with our mission and ONCA requirements.

To comply with ONCA regulations and to support our organization, we recruit new Board members annually. Elections take place at the AGM to ensure the coming year is successful and brings to the table new perspectives, ideas and energy. Watch for a spring call—your contribution matters. **Personally, I want to say thank you to all BGVA volunteers for your dedication. Together, we support the hospital, patients, families, and each other. Being part of a team matters to everyone.**

Respectfully submitted by N. Banford



2024-25 BGVA Board Members with J. Caffin, CEO (L. to R.: D. McCrae, C. Glashan, S. Devaney, E. Wollaston, J. Caffin, N. Banford, D. Condon, P. Feldmann, D. McNicoll (Missing: C. Brophy, L. Taylor, L. Veness)

Vice Chair's Report

The 2024-2025 Fiscal year saw a renewed focus on governance and operational policies.

While these are always foremost with the dealings of the Brockville Volunteer Association (BGVA) Board, the transition process for the Ontario Not-for-Profit Corporations Act, 2010 (ONCA), ignited a renewed effort to review and update our policies and procedures, especially to reflect what was submitted and approved for ONCA.

To that end, the vice chair has worked closely with the Volunteer Coordinator, the BGVA Chair, and other members of the BGVA Board to update a number of policies. This work will continue in the 2025-2026 year.

NOTE: As a reminder, policy and procedures manuals are now available for viewing in the binders in the Volunteer office.

The Vice Chair also regularly attended the monthly Brockville and District Hospital Foundation (BDHF) Board meetings to not only represent and report out the BGVA happenings, but to get a better understanding of the happenings of the BDHF. We continue to strengthen our relationship to maximize our collaborative support for the Brockville General Hospital.

Respectively Submitted by D. McCrae

Nominating Committee Report

The following members have agreed to let their names stand, to form the Board of Directors, for the 2025-2026 term.

- Norma Banford
- Carol Brophy
- Connie Glashan
- Dennis Condon
- Peter Feldmann
- David McCrae
- Dan McNicoll
- Lainie Taylor
- Rod McLennan (standing for election at the 2025 AGM)
- Laura Turcot (standing for election at the 2025 AGM)

The following members are retiring from the Board of Directors this year.

- Elizabeth Wollaston
- Liz Veness
- Sandra Devaney

Respectfully submitted by S. Devaney

Volunteer Coordinators Report

“Volunteerism is the voice of the people put into action. These actions shape and mold the present into a future of which we can all be proud.” – Helen Dyer

Volunteers have continued to build on the momentum of 2023/2024, bringing their energy, compassion, and dedication into another impactful year. Between April 1, 2024, and March 31, 2025, we welcomed 33 new Volunteers to the Association. You'll now find them lending a hand in Palliative Care, serving in the café, walking dogs through the hospital, and taking on many other meaningful roles within the walls of the building and in the community.

Our volunteer team reflects a wide range of backgrounds — from healthcare and education to government, retail, and industry. This diversity brings a richness to the care we provide, and together, our volunteers have contributed over **22,800 hours** to support patients, families, and staff both in the hospital and out in the community. With more than 250 Volunteers, the impact is truly remarkable.

In 2024, we hosted our second and third **Lunch & Learn** events, thanks to funding from the Community Services Recovery Fund. These sessions opened the doors to the public, offering a glimpse into hospital volunteering and encouraging others to get involved and give back.

While last year focused on rebuilding our volunteer numbers post-pandemic, this year has been about **deepening confidence and comfort** in volunteer roles. We've held in-person seminars led by BGH staff on topics like Emergency Preparedness, Non-Violent Crisis Intervention, Grief & Bereavement, and Palliative Care. These sessions have equipped Volunteers with valuable knowledge and tools to support their work and make informed decisions, helping teams feel more empowered and connected.

Lunch and Learn Event

Our volunteer presence continues to grow across the hospital, with dedicated individuals supporting areas such as the Ambulatory Care Unit, Welcome Ambassadors, Cash Count, Eleanor's Café, Information Desk, Gift Shop, Administration Support, Cardiac Rehab, Day Surgery, Rehabilitation Therapy, Outpatient Physio, and both inpatient and community Palliative Care programs. We're also excited to be developing a new **Mental Health Volunteer Team**, who will soon begin visiting the Mental Health Unit to offer conversation, companionship, and activities for patients.

Gift Shop Volunteers have been working together to identify and purchase a new Point of Sale system for the shop. This new system will be expandable to the needs of the shop in the future, allowing for development and growth.

Of course, while we've welcomed many new faces, we've also said goodbye to some familiar ones. Their contributions will always be remembered and appreciated.

It continues to be a privilege to witness the way Volunteers support one another — sharing knowledge, building each other up, and working together to serve our community. I look forward to

the year ahead and to seeing our teams continue to grow, evolve, and make a difference.

Thank you for your time, your heart, and your unwavering commitment to patient care at BGH.

Respectfully submitted by E. Rogers

Revenue Generation Committee

The three revenue generating areas for the Association – Eleanor's Café, Gift Shop, and Special Events present their Annual Report below.

Eleanor's Café Report

Another fantastic year for the cafe with sales increasing more than \$50,000 over last year!

Some notable numbers:

- 10,461 cups of coffee
- 8,827 cans of pop
- 10,379 sandwiches/wraps 5,319 muffins
- 3,848 packages of cookies (2 per pack)
- 8,118 loaf/scone
- 3,500 butter tarts
- 2,459 chocolate bars
- 2,503 bags of chips
- 496 pieces of fruit

We continue to add new products as requested by customers and delete products that are not selling. Some renovations were made in our back room to provide us with better use of our space, and we also now have a second freezer in the back room for cookies, tarts and cinnamon buns.

K. Matte and J. Edgley continue to shop locally to reduce freight charges and to purchase items on sale.

Special thanks to M. Gilliland, who does a fantastic job ordering the sandwiches and wraps from Metro every day. Our spoilage for the year (mostly wraps/sandwiches that haven't sold within 2 days) was \$407.50 for the year!

Thanks to the volunteers who pick up the Metro orders!

We want to thank all the volunteers for their time and effort in making Eleanor's run as smoothly and as successful as it is. We couldn't do it without them and their cooperation!

Lastly, we want to thank E. Rogers for all her support and guidance.

Respectively submitted by K. Matte and J. Edgley

Gift Shop Report

The past year in our BGH Gift Shop proved to be happy and sad and exciting.

Our hearts were heavy to lose longtime volunteer Shirley Drummond. Her cheerful yet gentle presence in the shop was so appreciated. Shirley has been one of our very long-term volunteers and we miss her.

This year, for the most part due to a change with the American political scene, our shop is doing very well with Canadian branded merchandise such as bears and ball caps. We try to keep our country in mind when buying and we really do not have any stock from the US. We are thankful for donated items such as our books, small carved wooden birds, kitchen towels and handmade cards and knitted items. N. Levesque designs dozens of faux floral arrangements every year for the shop and they sell very quickly! Another volunteer has made some baby quilts, and they also have sold. There are so many people with big hearts. Our markup tends to be the typical 50% though with donations, that statistic gets hazy.

Though our sales seemed to be on target, every year they should improve. The excitement of introducing a new point of sale system has fueled a great committee of volunteers to research and decide upon what will work best for the shop. It will be a huge step to train and get the 'shop girls' all on board and comfortable with new technology. A July launch date has been set, and fingers are crossed for a smooth roll out. The ease of a sale may help the bottom line in the end! What will we think of next? Maybe an in-store renovation?

The worry of losing a major clothing supplier has subsided and our wonderful sales couple, who literally travel to see us several times a year with satchels and racks of clothing, have found alternatives for us. The previous concern of the acceptance of paper bags for packaging has also subsided as customers adjust. Actually, most of them are delighted with how we tissue and ribbon their bags.

We sincerely appreciate the volunteers, both new and seasoned, who give us their time and cheerfulness and make our little Gift Shop a pleasant place to visit. A team is only as good as its players, and we think ours are pretty awesome!

Respectfully submitted by N. Levesque and W. Church

Special Events



In November/December 2024 we held our annual Gift Basket Raffle at Brockville General Hospital.

With many thanks to the volunteers who went out to local businesses and obtained amazing Gift Baskets we were able to raise \$5,186.82 (\$5,683.00 less \$496.18 expenses).

Thank you to our very own N. Levesque, who again made the Gift Basket display so eye-catching that it was hard to pass by without purchasing a ticket! Thank you so much to all the volunteers who assisted by taking a shift selling tickets for the Gift Basket Raffle. We couldn't have enjoyed success at this event without you!

Respectfully submitted by E. Wollaston

Wendy, Gift Basket Raffle

Patient Contact Services

The 2024-2025 year fiscal year has come and gone, and once again, Patient Contact Services volunteers have, diligently and quietly, gone about their duties ensuring that Brockville General Hospital patients, visitors and staff, were assisted in any way needed.

With the challenges that are ever present in Canadian Health Care, your roles have become crucial in easing stress and anxieties for those who not only need medical services, but for those who are working and providing those services.

Under the keen awareness of our Volunteer Coordinator lead, E. Rogers, we continue to thrive and expand. This would include, much to the delight of patients, visitors and staff, the expansion of the Tea Cart to Transitional Care, Ambulatory Care Unit (ACU), and Women and Children's Area.



As I reported last year, everyone associated with Patient Contact Services should be proud to know that we have heard nothing but praise for the services you provide. Your presence and support to patients, visitors, staff, (really anyone you interact with!), is second to none.

You all are truly a coveted asset for our hospital. Thanks for all you do!

Here is the current list of active patient services teams:

- ACU (Ambulatory Care Unit)
- Cardiac Rehabilitation *
- Day Surgery
- Emergency Room & Waiting/Triage Area
- Information Desk
- Mental Health and Addictions - reestablished role
- Palliative Care
 - o in hospital PC unit support
 - o community support in the home
 - o wellness calling
 - o grief & bereavement walking group
 - o grief & bereavement support calls
 - o day hospice
- Patient Engagement
- Pet Therapy **
- Rehabilitation (outpatient physiotherapy and inpatient Complex Medical Management)
- Spiritual Care
- Tea Cart-expanded offering.
- Wee Care Baskets

*Jane, Cardiac Rehab Unit **



*Jessie May, Therapy Dog ***



*Joey, Therapy Dog ***



*Harry and Callie, Therapy Dogs ***



*Abby, Therapy Dog ***

Respectfully submitted by D. McCrae

ONCA Committee

What is ONCA review

The *Ontario Not-for-Profit Corporations Act* ("ONCA"), which came into effect as of October 19, 2021, updates the rules for not-for-profit corporations, including charitable corporations like the BGVA, in Ontario. With a modern legal framework, it sets out how not-for-profit corporations are created, governed and dissolved.

The Ontario government states ONCA will do the following:

- simplify the incorporation process;
- clarify rules of governance;
- clarify whether not-for-profits can earn a profit through commercial activities;
- allow some corporations to use a review engagement, instead of an audit; and
- enhance members' rights.

Not-for-profit corporations like the BGVA who were already incorporated were given three years to transition to ONCA.

A committee was established in the Fall of 2023 to meet the October 19, 2024, deadline.

2025 Update

With the help of a Law firm specializing in ONCA, we have successfully been approved by the Ontario Government for all required documents, for which we were issued certificates stating so. The certificates are:

- Articles of Amendment
- Restated Articles of Amendment

One final step in the process is to forward copies of these two certificates along with our updated By-Laws to the Canada Revenue Agency (CRA). This was done on June 10, 2025, and we look forward to receiving written confirmation that the documents submitted are acceptable to the CRA.

Respectively submitted by D. McCrae on behalf of the ONCA Committee

Treasurer's Report

It was a fairly uneventful year which, as a retired banker, I appreciated because I never want excitement when dealing with someone else's money.

The gift basket draw raised \$5,187 to which we added \$4,813 that was previously raised from the sale of break open lottery tickets & donated \$10,000 to the Brockville & District Hospital Foundation. At the direction of BGH the funds were used to purchase 7 otoscopes & 1 vein finder.



In addition to the \$10,000 we donated \$135,000 at our 135th anniversary celebration in December and another \$55,000 at our final board meeting in June. That brought BGVA's total donation for the year to \$200,000! The \$135,000 was used for the purchase of hospital beds & the \$55,000 was donated to the Ride the River campaign. That \$55,000 was matched by an anonymous donor.

We continue to write procedures so future Treasurers have a resource that will make the job easier & more efficient.

J. Caffin, L. Veness, C. Glashan, D. Condon, N. Banford, D, McCrae, C. McLennan

Respectfully submitted by D. Condon