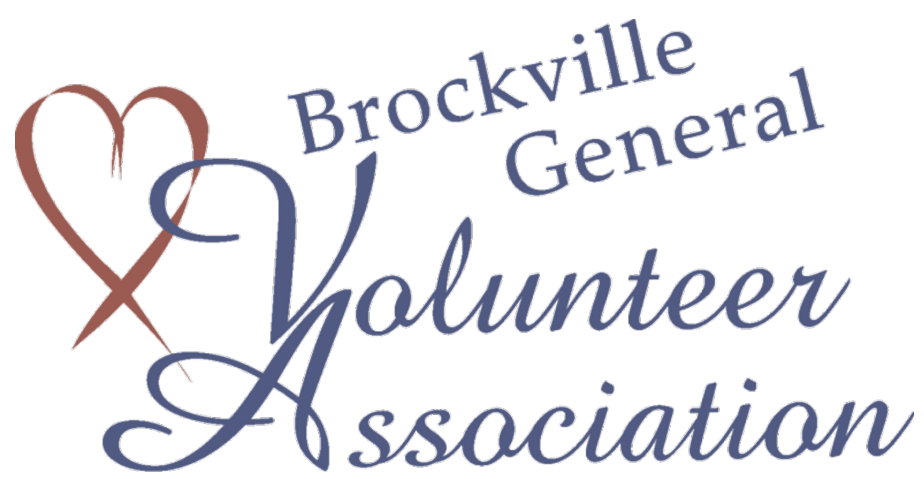




April 2023-March 2024

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.

President's Report

A year of change and moving forward... As my 1st year of President of the BGVA comes to a close I look back and say – wow – what a year it was. The BGVA, like many other organizations was in a state of transition due to the implementation of the Ontario Not for Profit Corporations Act (ONCA). We were also rebuilding our volunteer numbers trying to recover from the effects of COVID. Our Board member numbers were down as members moved on to other challenges and goals with their life. But, I am proud to say that I was part of a team that stepped up to the challenge and moved us forward in a positive way.

The ONCA Committee worked diligently with a lawyer to ensure that we met the requirements of the new Act, and that we would meet the implementation deadline of October 18th. We have succeeded – Congratulations to the Committee and the Board for achieving this. This exercise was onerous and complicated and required that we look back at why the BGVA was started in the 1st place and restate our mandate and bylaws to ensure that we were in compliance with the new Act.

Part of this transitional year involved a review of our organizational structure. Basically with all the changes coming with ONCA we wanted to be sure that we were viable and on the right track. This involved reaching out to other organizations like ours and brainstorming where they were at, what they had learned going through COVID and deciding whether or not we should change ... after careful review and discussion it was decided that we, as an volunteer organization, were doing OK and could stay the course and continue with our current structure. A byproduct of this initiative is that we have built some strong communication links that we can continue to use in the future.

Our relationship with the Hospital and the Foundation remains strong. We meet regularly with the hospital leadership to ensure that we are meeting their needs and get their guidance how best we can assist them. We meet regularly with the Foundation to remain in sync with them with fundraising efforts.



,Norm & Ann Kearney with Norma Banford and Dinie Moore, receiving their Ontario Volunteer Service awards in 2024.

Recruitment was a key goal for the year – and it was successful – we have rebuilt our volunteer ranks to exceed pre-covid levels enabling us to reestablish volunteer teams to support patient care in the hospital. Taking advantage of a program for funding from Community Services Recovery Fund (CSRF) we initiated increased social media and marketing initiatives – building our presence online. We planned and executed an initiative that not only built our ranks of volunteers but provided an opportunity for current volunteers to get together and share experiences and ideas about volunteering at the hospital. We hosted three of these events called - Lunch and Learn opportunities. They were conducted off site and involved speakers, and a light lunch. Over 50 attendees were at each event and the feedback was so positive and successful that we will table the idea of hosting at least one of these events yearly.

While it is great to focus on building the ranks we are aware that we also have to say thanks and give recognition to those volunteers who work so hard at their positions and are so successful at what they do. The recognition from the hospital is strong that what we do is so important to the success of the hospital – we hear the phrase – you are the HEART of BGH so often. The smiles and empathic support that our volunteers give everyone they come into contact with makes such a difference - THANK YOU. We hope to start initiating some small events that will provide an opportunity for volunteers to get together and feel the support from their BGVA Board, and the hospital for what they do.

An additional focus for the upcoming year will be to share more with all volunteers the administrative and management requirements of a volunteer board and recruit more volunteers to assist with that aspect. We hope to have training which will help build the skills to do so, and, at the same time build a strong team that works together to successfully fulfil the mandate of the Brockville General Volunteer Board.

Respectfully submitted by N. Banford

Vice President's Report

This past year I served as VP for the BGVA Board. Following are some highlights and accomplishments for this year

I coordinated the decorating of the Christmas trees in the hospital lobby and cafeteria with a few creative volunteers in November. The decorations were enjoyed by staff and visitors alike.



While the Volunteer Coordinator was on holiday, I covered the Volunteer Office for two weeks in February. Thankfully no problems arose.

I was BGVA's representative to the Brockville and District Hospital Foundation Board. This provided in-sight to the major fundraising objectives of the Foundation. We continued to meet our commitment to the MRI campaign with our last donation of \$25,000. It was exciting to watch the MRI being delivered and installed in the front courtyard. Now people within our area will be able to get MRI's sooner than having to travel to Kingston or Ottawa. We will now focus on supporting the new bed campaign. Some specialized beds can cost up to \$50,000! WOW!



Dennis and Melinda Condon decorating the Christmas Trees, December 2024

During the past year, I continued to work on the committee to achieve compliance with the Provincial law for the Ontario Not-For-Profit-Corporation Act (ONCA).

This has been a challenging two years' worth of effort. BGVA will make the government's deadline of October 18th with the diligent work of this committee. This mainly covered the bylaws of our organization.

I also worked on reviewing the BGVA policies. These are areas that the bylaws don't necessarily cover but need to be documented as well for our members.

Respectively Submitted by M. Lauridsen

Nominating Committee Report

Your Board of Directors have dealt with numerous challenges this past year. We had to finalize the ONCA process, and we had to discover measures that would allow us to recruit existing members of our volunteer body who would consider joining us at the Board table. In her wisdom, our leader, N. Banford, put together a most comprehensive plea and sent it to our membership at large, in the hopes that this exercise would entice some volunteers to come forward and put their expertise and experience to use as a member of our Board of Directors. The results were outstanding!

I am pleased to report that, in recent months, we conducted several interviews with those interested members. As a result, the Nominating Committee proudly reports that we will operate with a full Board complement this coming year.

The following members have agreed to let their names stand for a position in our Board of Directors, for the year 2024-2025.

- Norma Banford
- Carol Brophy
- Dennis Condon
- Sandra Devaney
- Peter Feldman
- Connie Glashan
- Heather Halladay
- Dave McCrae
- Dan McNicoll
- Lainie Taylor
- Liz Veness
- Elizabeth Wollaston



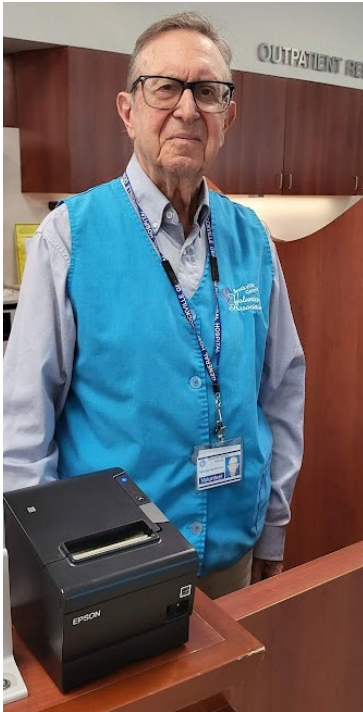
Sandra Devaney with Pat Cove and Susan Miller at the 2023 AGM

Respectfully submitted by S. Devaney

Volunteer Coordinator

"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

– Leo Buscaglia



George Abdelnour,
Information Desk Volunteer

Volunteers have achieved remarkable successes throughout 2023 and into 2024. The Association received government funding from the Community Services Recovery Fund (CSRF), which allowed us to develop a recruitment program to encourage people to volunteer at the hospital and to raise awareness of the invaluable work completed by our volunteers. Through a series of Lunch & Learn events, Facebook, and radio advertising, we were able to share the stories of our Volunteers and the Association, highlighting how volunteering at the hospital enables individuals to give back and make a significant impact on the lives of others.

Between April 2023 and March 2024, 59 new volunteers joined our team, significantly enhancing patient care at BGH. Our Volunteers come from diverse backgrounds, including medical, federal government, international liaison, teaching, retail, industry, and commercial sectors, among others. This diverse group has brought our total to over 250 volunteers who have collectively dedicated more than 22,100 hours to supporting patients and families both in the hospital and the community. Our Volunteer teams have continued to grow stronger with dedicated members in various roles, including Welcome Ambassadors, Cash Count, Eleanor's Café, Information Desk, Gift Shop, Administration Support, Cardiac Rehabilitation, Day Surgery, Rehabilitation Therapy, Outpatient Physiotherapy, Palliative Care Unit, Community Palliative

Care (Day Hospice, Bereavement Support, Wellness and Grief Calling), Patient Engagement, and Pet Therapy.

We have successfully reintroduced Volunteers to the Emergency and Intensive Care units and expanded their presence in the Ambulatory Care Unit and Mental Health.

Additionally, Volunteers have supported the hospital with special projects such as the MRI building installation in February, assisting in the creation of the hospital's Equality, Diversity & Inclusion program, creating artwork for the Cardiac Rehabilitation clinic, and acting as 'patients' for staff training with new imaging equipment. Throughout the hospital, volunteers have been pivotal in supporting patients, staff, and strengthening the hospital's future.

While we have welcomed many new friends in the past year, we have also had to say goodbye to some well-known faces, who will always be remembered. I have had the honor of witnessing volunteers support and invest in each other, sharing their knowledge to enable teams to serve others more effectively. I look forward to supporting the teams in the coming year, watching them grow and further develop their roles to assist those in need. Volunteers continue to make a profound impact on the lives of those they support every day at BGH. Thank you for your continued time and dedication to patient care.

Respectfully submitted by E. Rogers

Revenue Generation Committee

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

Eleanor's Café Report

We have had an amazing year, annual sales exceeded \$148,000.00, our profit is approximately 40%. Our new location serves us well as many visitors will pick up their lunch to take home.

Our volunteers work tirelessly to keep the customers happy and coming back for more. Special thanks to those who do extra weekends pick up products from Metro daily, M. Gilliland who ensures a supply of sandwiches and wraps from Metro and J. Edgley who has taken on scheduling.

J. Edgley and K. Matte continue to purchase many items locally. Many of our 'sweets' come from Sweet Life Cafe. Students have helped at weekends, which is very much appreciated.

We have a suggestion box and if possible, respond positively. New products are added each year. We will be raising our prices in April; the last increase was 5 years ago.

Thanks to our amazing volunteers.

Respectfully submitted by J. Edgley and K. Matte



Jackie Walker and Paulene Roberts in Eleanor's Café

Gift Shop Report

Over the past year, our Gift Shop has seen a few challenges. It was very sad for us to lose our friend and valued scheduler, G. Wilson, who passed away after a brief illness. E. Rogers pitched in and another volunteer, P. Burns, stepped up to the challenge. It is a difficult task, but P. Burns does a wonderful job, and we are so grateful to have her on the team in this capacity in addition to doing her shop shifts. Though we have found that no matter how well the schedule works, we still have last-minute cancellations which can be impossible to fill. For the most part, if the shop has had to remain closed, it has been while the hospital has been extremely quiet. Hopefully we have enough volunteers now, who might willingly step in at the last minute, as we move forward. This year we have welcomed several new volunteers to the shop, and we trust they will take the pleasure in being there that we do!

Our merchandise has not altered too much from last year, but we had the opportunity to take a few donations of vintage children's clothing. They created a stir and sold well. The shop is fortunate to continually receive donations from knitters and crafters and those who give books. It certainly helps our sales and our hospital. We will be losing a clothing supplier for next spring, but hope is on the horizon with options for us. The past year saw our sales climb about 20%!

An issue that concerned us last year, that of plastic or paper bags, seems to have settled. Most customers are happy to receive their purchases in a craft paper bag, so we try to steer them away from plastic. We can source plastic bags from the cafe when necessary and we order our paper ones when we need them.

The shop continues to delight both of us and to see our sales inch upwards, keeps us smiling. Together, with our much-appreciated team of volunteers, we look forward to an exciting year ahead, including our back shop workroom undergoing a complete renovation. Even a new floor and paint! There will be so much more space for marking multiple boxes of merchandise. In addition, we will have 2 new chairs/stools to be used as needed.



Lainie Taylor in the Gift Shop.

Respectfully submitted by N. Levesque and W. Church

Nevada

After ethical considerations, it was felt that as Brockville General Hospital has a robust Mental Health Programme it was not appropriate to have gambling available. As such, the sale of Nevada Tickets was terminated in March of 2024.

The funds raised during the 2023/2024 year were \$3,849.00

Respectfully submitted by E. Wollaston

Special Events

In November/December 2023 we held our annual Gift Basket Raffle at Brockville General Hospital and with many thanks to the volunteers who went out to local businesses and obtained amazing Gift Baskets we were able to raise \$4,963.45 which is just \$105.00 short of double what we raised in 2022! Plus, Brockville & District Hospital Foundation gave us matching funds, making the grand total of \$9,926.90! The funds raised went towards the purchase of an MRI for our hospital.

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 enjoy the success at this event without you!

Respectfully submitted by E. Wollaston



Sandra Devaney, Anne Cooke-Macmillan, Nicole Levesque, Wendy Church and Elizabeth Wollaston preparing for the Gift Basket Raffle.

Patient Contact Services

The 2023-2024 year saw a significant return to both the services we provide to patients and the number of volunteers providing these services. The Pandemic might have knocked us down, but we have got back up and are stronger than ever!

Under the leadership of our Volunteer Coordinator E. Rogers, we have steadily returned most of our past volunteer roles, and even reestablished 4 returning roles.

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 we interact with!), is second to none, and even a source of envy to other hospitals.

Your willingness to go the extra mile in your roles does not go unnoticed, and any new challenges are met with a “can do attitude”, such as when the Welcome Ambassadors took on extra duties to help people navigate the temporary access and exit points while the new MRI building and machine were delivered.

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) – reestablished role
- Cardiac Rehabilitation
- Day Surgery
- Emergency Room & Waiting/Triage Area
- Information Desk
- Mental Health and Addictions - reestablished role
- Palliative Care
 - in hospital PC unit support
 - community support in the home
 - wellness calling
 - grief & bereavement walking group
 - grief & bereavement support calls
 - day hospice
- Patient Engagement - reestablished role
- Pet Therapy
- Rehabilitation (outpatient physiotherapy and inpatient CMM) - reestablished role
- Spiritual Care
- Tea Cart
- Wee Care Baskets
- Welcome Ambassadors



*Lesley Cameron,
Day Surgery Volunteer*



*Cam, Shirley and Abby
Kennedy. St John Ambulance
Pet Therapy Team*

Respectively submitted by D. McCrae

Treasurer's Report

We had 4 treasurers serve during fiscal 2024. I served for the final 3 months of the fiscal year.

E. Rogers, J. Edgley & I met with our bookkeeper & clarified workflow & roles

With the assistance of M. Lauridsen we have modified our procedures so that all payment of invoices is more efficient & timely

We continue to use e-Transfers whenever possible for efficiency & cost savings

We have begun writing procedures for the role so that future treasures have that as a resource

We have instituted a diary system for various tasks (eg budgets) so that future treasurers have that as a resource.



Board Members presenting a cheque to the Foundation towards the MRI, June 2024

Respectfully submitted by D. Condon

MAJOR MILESTONES FOR THE BROCKVILLE GENERAL VOLUNTEER ASSOCIATION

The Volunteer Association has a long and varied history, starting in 1889. We take a look at some of the highlights of our 135-year history, how monies were raised in the past and how volunteering in the hospital it has changed.

1889 – CONSTITUTION WRITTEN – The Brockville General Hospital Women's Auxiliary was formed. Its main function was supplying and mending linens (which continued until 2015) and checking the quality of patient care to report to back to the hospital Board.

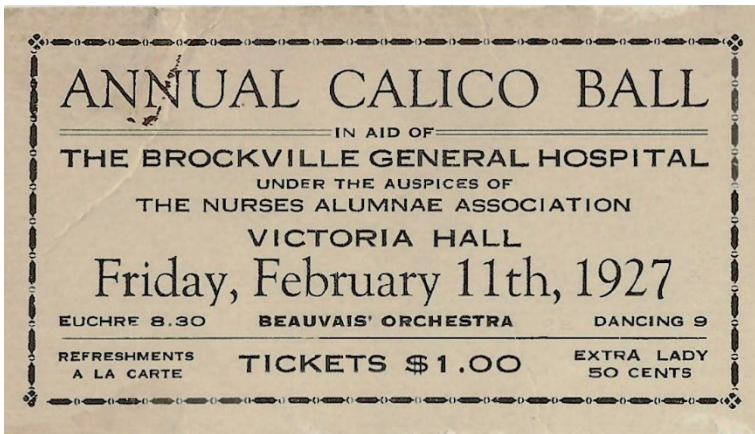
Fundraising was paramount for the Auxiliary. The volume of linens supplied in a year can be seen in this list on the right

Nov. 1919 - Sept. 1920

99 spreads
 191 sheets Large sheets & draw sheets
 8 roller towels
 36 cup towels
 65 kitchen cloths - towels
 99 tray cloths
 3 table cloths 2 yds square
 2 table cloths 3 yds long
 20 covers for operating table
 18 pillow cases
 34 night shirts

H. H. C.

1901 – FIRST CALICO BALL - \$175 raised (the equivalent of \$2650 in 2024). The Ball became a major social event in Brockville until 1947



1904 – MADE IN CANADA EXHIBIT – A huge undertaking at the Brockville Armouries with expenses of \$6140.86 and revenue of \$6150 – the event was enjoyed by all (as the article at right states) but hardly a financial success!

November 9 100 years ago

1904 — Last evening was the second night of the "Made in Canada" exhibition at the armoury, and if the remaining four draw the crowd of last evening, the net receipts for the Brockville General Hospital will be away up in the thousands. Careful estimates made placed the attendance at about two thousand and five hundred.

1906 – DUTCH FETE - To be carried out as the official minutes stated: "with as little expense as possible!" (obviously learning from the Made in Canada exhibit of 1904) \$1800 was raised from that day! Funds raised were used to equip hospital laundry. A successful format repeated in 1908 titled 'The Fete of Nations' raised \$3511.62!

COMMENCING OCTOBER 15th.
 1908
 "Fete of Nations and Society Circus"
 Will be Held at the Armory.

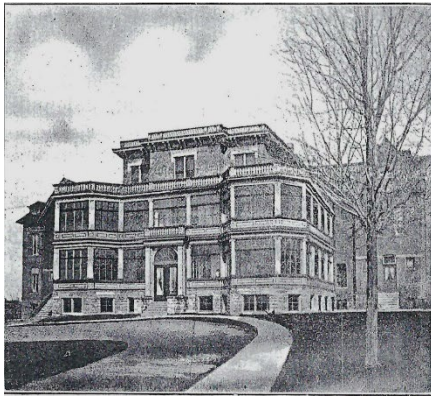
At the regular monthly meeting of the Ladies Auxiliary of the General Hospital yesterday afternoon a movement which has been on foot was definitely decided. Commencing with the week of October 15th next the armory will be the scene of what will be known as a "Fete of Nations and Society Circus", for which preparations will be started at once. The proceeds will be for the aid of the Hospital and the clearing of the debt on the new laundry

1910 – 1923 – 1979 COOKBOOK

The Auxiliary Women have created 3 cookbooks in the last 135 years. Recipes came from the women of Brockville and their friends further afield, as the title suggests.

The 1910 book is to *"those plucky housewives who master their work instead of allowing it to master them this book is dedicated."* The 2 earlier books also have advertisements from local businesses in them.

1928 – AN INTERESTING FUNDRAISER was organized by the women, looking for items for the Autumn Fete.



ONE of the attractions at Our Autumn Fete to be held early in October, will be the "Links with the Past," a Remembrance Booth furnished entirely by gifts from those who are interested in the Hospital but are living in other parts. Will you, for 'auld' acquaintance sake, contribute something towards the Booth? Any article or money will be most gratefully received.

Kindly send gift with card attached, not later than the 1st of October. 1928

MRS. J. F. PURVIS,
or MRS. J. A. McBRID, O.M.,
Conveners, Brockville.

THE BROCKVILLE COOK BOOK

COMPILED BY

THE LADIES OF BROCKVILLE
AND FRIENDS ELSEWHERE

To be Sold for the Benefit of the General
Hospital.

"We may live without poetry, music and art;
We may live without conscience, and live without heart;
We may live without friends, we may live without books;
But civilized man cannot live without cooks.
He may live without books;—what is knowledge but
grieving?
He may live without hope—what is hope but deceiving?
He may live without love,—what is passion but pining?
But where is the man that can live without dining?"

THE RECORDER PRINTING CO., LIMITED.
1910

1935 – 2 VOTING REPS – after 46 years, the Auxiliary were given 2 seats on the hospital Board.

Very little 'happens' for the Women's Auxiliary during the 2 world wars of 1914 – 1918 and 1939 – 1945. Life for the women volunteers remains much the same in Brockville. We did find the following news article from 1941 mentioning around the world...without mentioning the events around the world.

"Though our organization has not been organized as a Red Cross unit, the majority of our members have been busily engaged in other organizations and units and have thus co-operated in what is to us all the most vital need of the hour. We urge the continued co-operation in such activities and at the same time the usual loyal support of this organization.

"We are grateful to the many friends, both in Brockville and in the surrounding district, for their continued interest and generous support. We wish to thank individuals, fraternal societies, organizations, The Recorder and Times, The Public Utilities Commission and all who have

THE WAGON SHOP

Brockville General Hospital



OPEN DAILY: 10 a.m. — 1 p.m.
2 p.m. — 5 p.m.
6 p.m. — 8 p.m.
SUNDAYS: 2 p.m. — 5 p.m.

1955 – WAGON SHOP/CANTEEN – opened, reducing the need for constant fundraising and offering a service to the growing hospital. The Canteen ran using groups of women from Brockville and the other locations in Leeds & Grenville. Known as the 'out of town' groups, Prescott, Maitland, Athens would all have designated days where groups of women would come in to run the location. During the summer, Volunteers were encouraged to ask their visiting families and friends to spend a day in the Canteen as well to help out. These were the days before the strict screening regulations that volunteers need to meet now.

1974 – “WOMAN’S” DROPPED – Now called BGH Auxiliary in a successful effort to attract men.

1977 – 1ST MAMMOGRAPHY MACHINE PURCHASED by the Women’s Auxiliary. They purchased a second unit in 1990 for the hospital.

1980 – THE WAGON SHOP – celebrates 25 years. A total of \$256,154 has been contributed in that time.

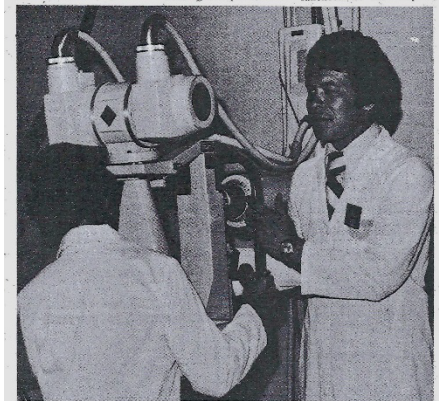
2000 – “AUXILIARY” DROPPED – Name changed to Brockville General Volunteer Association and in 2001, the Association become Incorporated and became the organisation that we know today.

2003 – NEW SHOP AND CAFÉ – as part of new addition, the Association received space in the new hospital building for the café and Gift Shop. The Café was now renamed Eleanor’s Café.



BGH Auxiliary gives \$14,000 for machine for screening for possible breast cancer

A cheque in the amount of \$14,000 was turned over from the Auxiliary to U. R. (Al) Morriswala, administrator of the Brockville General hospital, by Catherine Gray, Auxiliary president, as payment for the mammograph machine. Making the presentation with Mrs. Gray was Strela Laing, chairman of the projects committee, and it highlighted the spring snack luncheon in the hospital



Larry Hearn, chief radiological technologist, demonstrates how mammograph machine is used for screening for breast cancer in a woman patient referred by her family doctor.

auditorium. The Auxiliary members were treated to a close look at the new mammograph machine for detecting breast cancer. How it operates was explained by Dr. R. E. Brannen, radiologist at the hospital.

SPECIAL MECHANISM
The machine is basically a special X-ray tube and mechanism designed solely for the making of breast X-rays to assist in early detection of breast cancer. It is one of several methods of assisting the physician in finding early and small lesions.

With this equipment we expect to be able to keep X-ray dosage down to no more than 10 percent of that used with conventional X-ray equipment for breast X-rays," Dr. Brannen explained.

"We have no desire or interest in getting involved in mass screening. The only patients to be examined by X-ray are those who have first had examinations by their family physician and have been referred to us for their test," he pointed out. "Examinations on the mammograph will be limited to women of the high risk age group," Dr. Brannen stated. Mammography takes no longer than other conventional X-rays. But it is not something a woman would decide to have herself. It is to be by request of the family physician only, the Auxiliary members were told.

EXPECT GOOD RESULTS
Dr. Brannen pointed out that if it is properly controlled, the new machine will give as good results as machines anywhere else in the world.

Use of the machine boils down to the family doctor being convinced that a woman, from her past family history, would benefit from its screening. Its purpose is to provide some assistance to the family physician as an ability to detect an early breast cancer.

"The large percentage of lumps will not turn out to be cancer. Only a very small fraction of lumps on breasts turn out to be malignant," Dr. Brannen assured the auxiliary members.

Today the Gift Shop remains in its original location, with Eleanor's moving to the new main entrance which was opening in 2020.

2006-07 – MERGER WITH ST. VINCENT DE PAUL HOSPITAL. The Volunteers celebrate the merger of the 2 hospitals and volunteer groups with a special afternoon tea and tours at both sites for volunteers

2015 – CLOSURE OF LINEN (SEWING) ROOM. After 126 years in business, the

Joy Short sewing room is closed in conjunction with the closure of the hospital laundry. Linens now come to the hospital via a 3rd party.

2020-2022 – THE COVID-19 PANDEMIC AND REBUILDING AFTERWARDS – Volunteering was put on hold on March 13th, 2020, due to the pandemic. After a 6-month hiatus, a small group of Volunteers return to the hospital to support patient care and wayfinding in the newly opened Donald B. Green tower. These Volunteers stay with the hospital through the rest of the pandemic and help the next generation of Volunteers who join us through our recruitment campaign in 2022 – 2024. During this time, we recruit over 80 new Volunteers to assist throughout the hospital.



2022 – COMPLETED PLEDGE - \$ 200,000 to redevelopment project. From 2018 – 2022, the BGVA pledged to give the hospital \$50,000 a year to go towards the building of the new tower. The Association were also able to have naming rights to the 2nd floor patient dining room, a patient room and Palliative Care room on the 3rd floor.

2024 – COMPLETED PLEDGE - \$250,000 to MRI and medical equipment “Your Health, Your Hospital” campaign run by the Brockville & District Hospital Foundation.

Researched and written by J. Mather