



April 2022-March 2023

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 100 th 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 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
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.

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| 2008 | Donated \$20,000.00 to Brockville Cardiovascular Program |
| | 120 th Anniversary Garden Party held at the Rob Farm in Lyn brought volunteers from past and present together to celebrate. Attended by |
| 2009 | 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. |
| | Celebrating 125 years of volunteer service to BGH. The celebration |
| 2014 | 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 23 rd , 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 130 th 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 |
| 2022 | Pledged to donate a total of \$250,000.00 towards the MRI – starting with \$200,000 in 2022. |

President's Report

In my report last year, I stated that “steady state” was the plan for 2022-2023. Well, it was just a plan! We have been focused on the following three initiatives this year:

1. Recruitment and retention remained a top priority as we continued to try to bolster our numbers. As with many, if not most volunteer organizations, the pandemic had a significant effect on our active membership. As volunteer roles returned it was a struggle to at times to fill the schedules. With the support of our sponsors, including our friends at BGH, a number of events were held to entice new volunteers to join us and to extend our thanks to our current team. Progress has been made for sure but there is still lots of work to do. But, our organization is well placed to continue to grow and look at recruitment through a variety of lenses.
2. Compliance matters were almost a full time project as we both righted the ship in a number of financial areas and prepared for the impact of the Ontario Not-for-Profit Corporations Act (ONCA) on our organization. We have made major progress and fully expect to meet the deadline of October 2024 to be compliant with the provisions of the Act.
3. Marketing and publicity has seen significant growth as witnessed by our increased presence on Facebook.

We have communicated regularly and openly to ensure all of our volunteers are aware of what is happening. Sometimes it may seem overwhelming but I believe it essential that everyone has knowledge of what is being undertaken.

A thriving organization needs to be dynamic i.e., characterized by constant change, activity, and progress. The past year was surely a testament to dynamism.

Please join me in bidding adieu to Board members Sherry Martucci and John Francis and thank them for their dedication and support during their terms in office.

Thank you to BGH for always being in our corner. We are so glad to know you are there.

It has been my privilege to serve as President the past three years. They have been both challenging (we will never forget the pandemic!) and fulfilling. Thank you for your support.

With respect and appreciation

Respectfully submitted by D. Shram

Vice President's Report

In my 3rd year as Vice President of the BGVA I continued to learn and develop a real knowledge of how things were done and analyzing when and if we needed to change things. I am prepared to take on my next role as President and glad that I have the support of a committed Volunteer Board to help us succeed in the coming year.

2022-2023 continued to be a challenging year for us as with most volunteer organizations. Building our volunteer base is a priority. By doing this it helps us fulfil the roles that are continuously developing at the hospital, as well it provides a strong base to draw from to build a succession plan. One great way to get new volunteers is to recruit by word of mouth and recommendations from a family / friend / neighbour. If you know of someone who you think would be a great addition – let us know or have them contact Liz Rogers our Volunteer Coordinator.

Our relationships with the Hospital and with the Foundation are strong. We have heard from BGH staff– “we couldn’t do this without you!” What a nice compliment to YOU our volunteers. And, our relationship with the Foundation Board also continues to grow and be strong in developing communication and areas where we can work together to support the hospital. The whole team approach is I think one of the reasons why we are successful in having a hospital that meets the needs of the community it serves.

As in past years we held fundraising events throughout the year to help raise dollars for specific hospital equipment. This year we gave another \$25,000 towards the MRI. Only \$25,000 more to meet our commitment of \$250,000! Congratulations to everyone who is helping us to reach that goal.

Your BGVA board strives to remain up to date and in compliance with the federal / provincial rules as they relate to volunteer organizations. A couple of newsletters this year informed you about some changes to structure and process that we will need to undergo to remain compliant. We are working on these changes and will keep you apprised as we move through the process. These are changes which are non-discretionary and things we must do to remain an organization.

A committee of Board members has been working diligently to be sure that we meet all deadlines. Watch for continuing information and stay informed, you will be asked to vote on specific things and having the knowledge to do that is important. If you have a question – ask us. This is YOUR organization and you have a responsibility to understand what is going on and how the organization

works. And, to be honest – we need you to do that.

As I look forward to the next year I am somewhat nervous but excited about the challenges our Volunteer Organization faces. I know we will be successful in facing these challenges as we all have a commitment to get things done the right way, we have a great group of volunteers who always step up to the plate when needed, and most importantly we are a Team!

Respectfully submitted by N. Banford

Volunteer Coordinator

“Everybody can be great. Because anybody can serve. You don’t have to have a college degree to serve. You don’t have to make your subject and your verb agree to serve.... You don’t have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love.”~Martin Luther King, Jr.

2022 and into 2023 has seen more normality return to our lives and to the hospital. We have been able to return more teams to the building and offer more support to patients and staff.

We have made many new friends in the last 12 months, however sadly we have also had to say goodbye to some well-known faces along the way, they will never be forgotten.

In the last 12 months (April 2022 – March 2023) we have welcomed 52 new Volunteers to the hospital. Volunteers accumulated over 17,600 hours of volunteering time between between April 2022 and March 2023

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.

Our teams now include Welcome Ambassadors, Eleanor’s Café, Information Desk, Lottery Desk, Gift Shop, Administration Support in the office, Cardiac Rehabilitation, Day Surgery, Rehabilitation Therapy, Palliative Care Unit, Palliative Care support in the Community (Day Hospice, Bereavement Support, Wellness and Grief Calling) and Pet Therapy. We plan to return more teams, old and new in the next 12 months.

I have had the honour of watching Volunteers support and invest in each other, sharing their knowledge to enable teams to serve others with more impact. I look forward to supporting the teams in the coming year, watching them grow and develop their roles further to assist those who need their help at the 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 significant difference. Thank you.

Respectfully submitted by E. Rogers

Revenue Generation Committee

The four revenue generating areas for the Association - Gift Shop, Eleanor's Café, Nevada, and Fund Raising, have been combined under one umbrella. Below are the reports from each of the four areas.

Gift Shop Report

The continued effects of the pandemic over the past year took its toll on Gift shop hours. We went from a positive 5 day schedule back to a 3 day one, early in 2022. That, however, was changed again last May to a 5 day schedule with hours 10 - 3. As of February, our open hours became 9:30 - 3:30. Sadly, with the winter weather throwing us many challenges, there were shifts which could not be filled, thereby leaving the shop with no alternative but to stay closed. G. Wilson took care of the schedules for which we are most thankful! We are learning to roll with uncertain times but now that our hospital is fully opened it is wonderful to welcome visitors and shoppers.

Our coordinators N. Levesque and W. Church have put their stamp on the little shop by bringing in new items and sourcing some local items and crafts. Due to the changing ways of doing business, most of the buying is now being done online.

A small space was configured so customers could have a place to try on clothing. A suggestion book is available for any shop volunteers to communicate with each other regarding merchandise and suggestions. It is invaluable. Merchandise is often now able to be displayed in the corridor for much needed exposure to all.

A newly configured cash register will help us follow what is selling. Also, it will allow better discount percentages at sale times.

With hospital traffic returning to normal, Gift Shop sales have begun to reflect that. Sales for the past year look to be just under \$60k. This puts a smile on our faces as we forge ahead toward better times. Genuine appreciation is extended to all shop volunteers, without whom none of this would be

possible.

Respectfully submitted by N. Levesque and W. Church

Eleanor's Cafe Report

2022 was a better year for Eleanor's as most Covid restrictions have now been lifted. We have seen an uptick in sales now that visitors are allowed back into the hospital, allowing us to exceed our budgeted revenue. Unfortunately, with increased costs, our expenses also exceeded our budgeted amounts.

The coordinators continue to shop locally to keep costs down and avoid paying shipping fees. We have been resistant to raise our prices, but if costs continue to increase, we may have to raise them. Last summer, we introduced salads and ice cream to our lineup. Both of these proved to be good sellers so they will be returning again this summer. We have also introduced more sugar free and gluten free options for our patrons with dietary restrictions. Some of the new products we introduced were a direct result of suggestions in our suggestion box. We will continue to look for new products for the staff and visitors. We continue to get our sandwiches and wraps from Metro and the baked goods from Sweetlife Cafe. M. Gilliland continues to order the sandwiches and wraps from Metro and she does an awesome job as our discard rate is very low.

G. Wilson took over the scheduling duties from E. Robinson and has done a great job keeping the Cafe well-staffed.

In December the Chase Debit/Credit machines were replaced with Moneris terminals. These terminals have been a positive change with no more balancing issues with settlement tapes. One of our fridges failed overnight in March, so we have asked BGH maintenance staff to perform regular maintenance on all of our equipment.

Supply chain issues are getting better, but we still face challenges with some items.

Thank you to all our amazing volunteers. We couldn't do this without YOU!!

Respectfully submitted by K. Matte and J. Edgley

Nevada Report

Re-opened on March 1st 2023 at 3 days a week. As of April 3, we are open 5 days a week for the most part. Some days it might only be 1 shift as not enough volunteers.

Staff and visitors are equally happy to see us back. Sales going well, \$752.45 in 14 days (March).

New license obtained April 19th & new tickets are on order. Expect the last of our "old" pre-covid tickets to be sold by Monday April 24th

Tickets are only 50 cents so stop by & see volunteer on duty. (Volunteers can buy tickets so long as

they are not involved in the selling of any tickets.)

Respectfully submitted by G. Wilson

Special Events

Over the past fiscal year, we have held two very special events.

In November 2022 we held the first Concert and Art Show featuring the Foxwood Quartet and our own Corridor Artists. It was held at St. Lawrence Anglican Church in Brockville. The admission was by donation, and we raised \$2,108.00!

In November/December 2022 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 \$2,534.00! 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 with the Concert and Art Show and took a shift selling tickets for the Gift Basket Raffle. We couldn't enjoy the success at these two events without you!

The funds raised go towards the purchase of an MRI for our hospital.

The plans, so far, for 2023 are a Garage Sale in June, a Concert in November and a Gift Basket Raffle in November/December. We hope to see you there!

Respectfully submitted by E. Wollaston

Compiled by M. Lauridsen

Patient Services

The Brockville General Hospital slowly eased up on some of the pandemic restrictions this allowed more Patient Services to open up.

- Welcome Ambassador Volunteers and the Welcome Desk Volunteers continue to support visitors and families and guide them throughout the hospital. The number of volunteers continue to grow.
- Day Hospice as well as Bereavement were able to offer more volunteer services for Patients and their Families. Slowly the number of volunteers increased.
- A Bereavement session was held, where the Palliative Care Volunteers came together to discuss and learn more about grief and bereavement as part of their on-going education.

- Palliative Care Unit Volunteers continue to grow with volunteers now supporting patients and staff during supper time and visiting patients during the day.
- Palliative Care Community Volunteers continue to grow supporting clients and families in the community in a range of activities.
- The Palliative Care Volunteer training was able to return in the Fall of 2022.
- Cardiac Rehabilitation Volunteers returned to the outpatient clinic. The role still supports patients with their exercises and monitoring their medical vitals (heart rate, blood pressure), but now also incorporates assisting patients with their weekly surveys.
- Pet Therapy team consists of one team and are visiting patients and staff with a positive reaction.
- Day Surgery Volunteers encountered a bit of a slow start getting volunteers, but the numbers are back and running fully.
- Stroke Peer Support had their first session in December 2022 and was well received. Volunteers continue to attend group conversations offering their knowledge and what they have experienced to support patients in the Integrated Stroke Unit.

Thank you to all the Team Leaders for stepping up when there was a shortage of volunteers. Thank you to all the volunteers. Visitors, patients, families, clients and staff are so thankful for your help and support.

Respectfully Submitted by S. Martucci

Treasurer's Report

The time between the new Treasurer taking office in September 2022, and the end of the fiscal year, was a busy time as a number of activities occurred during this tenure.

- Three of the bank accounts at Scotiabank and the account at Bank of Montreal were consolidated into one interest-accruing account. Previous accounts had a small or no rate of interest. The Lottery Trust Account, a legal requirement was not affected.
- The Point-of-Sale terminals used at the Gift Shop and Café were replaced with those from a new provider (Moneris), and a third terminal was obtained for additional use or in other locations, for example during the Christmas basket raffle.
- A bookkeeping service was contracted to ensure consistent and professional accounting records were in place.

- In accordance with the provisions of the new *Ontario Not-for-Profit Corporations Act*, a public accountant was engaged to perform a review engagement of the financial statements of the BGVA.
- The accounting software program was switched to a new provider to overcome issues with the previous system.
- More vendors took advantage of the Interac e-transfer system to receive quicker and more efficient payments.
- A corporate credit card was instituted to allow for a more professional approach rather than individuals using their own funds for necessary administrative purchases.
- Working with Canada Revenue Agency, the BGVA recommenced taking advantage of the Public Service Bodies' Rebate of GST/HST.

The financial statements accompanying this report reflect the financial statements prepared and reviewed by MNP, the public accountant of the BGVA, and approved by the Board of Directors.

Respectfully submitted by J. Francis



Volunteers in Action 2022—2023

