



## **The BGHA 2023/24 Annual Report**

### **BELLEVILLE GENERAL HOSPITAL AUXILIARY BOARD OF DIRECTORS**



From left to right: Paul Reesor, June Boudreau, Heather Smith, Lynn Turcot, Angela Ford, Jim Reid, Aarzoo Umari, Cheryl Hosking, Marlene Corfield, Sharon Ostman and Heather Wilson.  
Missing from photo: Past President Leah Johnson.

## **Mission Statement**

The BGHA offers volunteer services for the benefit of clients and staff of Quinte Health's Belleville General Hospital and for the community at large. BGHA's fundraising projects support the in-hospital programs and work of the BGHA and from time to time, augment medical equipment purchases as requested by Quinte Health.

BGHA concurs with the Mission Statement of Quinte Health and adapts its services to the needs of its healthcare system.

## **Prayer for Hospital Auxiliaries**

Almighty God and Heavenly Father of Mankind, bless we pray Thee, our endeavours in those hospitals in which we strive to bring comfort and hope to all who are in distress of mind or body.

Guide us so that we may use the privilege given to us to help the aged, the ill and the very young with generosity, with discretion and with gentleness.

Give us the strength to labour diligently, the courage to think and to speak with clarity and conviction but without prejudice or pride.

Grant us we beseech Thee both wisdom and humility in direction our united efforts to do for others only as Thou would have us do.

Amen.



## **Your 2023 to 2025 BGHA Executive**



**Heather Smith, President**

Heather Smith was born in Ireland but came to Canada when she was in grade 6. Heather grew up in Kingston, Ontario, graduated from Queen's University in 1981, moving to Belleville in 2010 to retire with her husband David who had grown up in the city. Heather spent the last 30 years of her career as a professional fundraiser at University Hospitals Kingston Foundation, The Lung Association and YMCA and retired from Belleville General Hospital Foundation as the Executive Director.

"Meeting inspiring people and in some small way, helping others has motivated me to volunteer for as long as I can remember" Heather reminisces.

Heather enjoys her families annual ski trip and in her spare time she golfs, walks daily with a number of friends and spends hours at a time gardening.



**Leah Johnson, Past President**

Leah Johnson was born in Perth, Ontario and grew-up in Belleville. She retired as a graphic designer for local printing companies Warwick Printing and H&R Printing.

"I enjoy assisting people and ease the pressure of coming to a hospital," says Leah. "It's also important to help raise money for hospital equipment to benefit the community."

Leah loves to walk, aquafit at the YMCA, travel with her husband and enjoy her entire family as much as possible.



**Paul Reesor, 1st Vice President**

Paul Reesor was born and raised in Toronto and moved to Belleville 6-years ago because the city was a good fit on the retirement "check-list" in where to locate. His professional, dynamic 30-year career was spent with Toronto Hydro working in Corporate Communications.

"Volunteering was the best way to meet people when you're new to a community," claims Paul. "It also gives me the opportunity to use my professional skills to connect with patients, staff, volunteers and community!"

Paul volunteers and supports other agencies in the community like the Salvation Army Foodbank and Fire Fighter Toy Drive. He also enjoys his family time, cycling and golf!



**Heather Wilson, 2nd Vice President**

Heather was born in Ottawa and raised in Fort Erie, Ontario and it was her father's job with Via Rail that brought them to Belleville. She was employed in Nursing Home positions until her retirement.

Heather explains, "I always wanted to volunteer and Belleville General Hospital was the perfect fit for me."

Since retirement, Heather has been busy taking care of the grandkids, gardening and cooking, all of which she enjoys.



**Lynn Turcot, Recording Secretary**

Lynn Turcot was born in Shawinigan, Quebec but most of her growing-up years were spent in Candiac, Quebec until she permanently moved to Toronto in 1979. She moved to this area to be closer to her daughter and son-in-law. Lynn has had two fulfilling careers; one in Education and the other in Nursing.

"It has always been my desire to contribute to my community, have the opportunity to meet new people and gain experience on a not-for-profit board," claims Lynn

Outside of volunteering and spending time with family, Lynn likes to play golf, ski, go to the gym, read, cook and travel.



**Jim Reid, Treasurer**

Jim Reid was born in Trenton and moved to Belleville early in his career. He has been in business all his life primarily in the financial industry and processing.

"The auxiliary members are a great group and it is very satisfying seeing the people we help," Jim explains.

Jim is a director for an Indigenous group in Ontario that focuses on education and housing. He also enjoys golf, travelling and spending time with his family.

## **DIRECTORS**



**Angela Ford, Retail Services Director**

Angela Ford was born in Halifax, Nova Scotia and grew up in Dartmouth, Nova Scotia. She met and married a sailor who then became a Minister in the United Church of Canada which brought them to Belleville in 1992. Angela retired as Executive Director for the Alzheimer Society of Belleville-Hastings after 11 years.

“Volunteering gives me the opportunity to help others because even the smallest gesture can make a difference,” states Angela. “The proceeds from retail services are also so important to help support the work of the hospital.”

Angela enjoys time with her granddaughters, trailer, playing cards, watching movies, and reading!



**Marlene Corfield, Special Events Director**

Marlene Corfield was born in her parent’s farm house just north of Madoc, Ontario. She was a principal of a 3-room school in Prince Edward County and eventually traded teaching to be a stay-at-home Mom.

“What incredible experiences I’ve had in my volunteer life,” says Marlene. “I have held many executive positions including Belleville General Hospital Auxiliary President, Region 12 Chairman and served 2-terms on the Hospital Auxiliary Association of Ontario Board.”

Marlene enjoys being with people and helping in whatever way she can. Marlene also takes delight eating out with family and friends.



**June Boudreau, Administration Director**

Being the daughter and wife of RCAF servicemen, June Boudreau lived in 9 cities, 3 provinces, and Germany before settling in Trenton in 1972.

June received a Political Studies degree from Queen's University. She had a wonderful 26-year career with the Department of National Defense, working for 5 base commanders and in the legal office.

"Volunteering on behalf of the auxiliary and hospital has been most fulfilling and rewarding," says June. "I'm proud to be a part of the auxiliary team of dedicated volunteers, committed executive members and our resourceful volunteer coordinator."

June enjoys spending time with her beautiful family of 2 daughters, 5 grandchildren and 4 great grands.



**Sharon Ostman, Information Services Director**

Sharon Ostman was born in Belleville and raised in both Batawa and Belleville. Sharon graduated from the University of Ottawa with a degree in History and English and then started her teaching career that covered almost 35 years.

"Helping even one person navigate our hospital gives me a great deal of satisfaction and the good feeling of a 'job well-done' after a shift makes my day as a volunteer!" says Sharon.

Over the years, Sharon has been involved in standardbred horse racing, Habitat for Humanity, Kinette Clubs and The Christmas Sharing Program.



**Cheryl Hosking, Member-at-Large**

Cheryl Hosking was born in Belleville and lived here her entire life. Her career was in banking and worked from Calgary, Alberta to southern Ontario. She retired in 2017.

"I love the interaction between the staff and patients in the Emergency Department," says Cheryl. "You never know what's coming next!"

Cheryl lives a full retirement life spending quality time with lifetime friends and family, walking and swimming at the wellness centre and loves to bake cookies.



### **Aarzo Umari, Member-at-Large**

Aarzo Umari was born in Afghanistan, fled to Pakistan as a child refugee with her family before coming to Canada almost two decades ago. She lived most of her life in Toronto, studying and working both for George Brown College and Seneca College, before making the big decision to move and call Belleville her “permanent home”.

“Sometimes we don’t appreciate the blessings we have in life until we are faced with the most unexpected events,” explains Aarzo. “Our health care system is a blessing hence; we need to support and value our healthcare workers by being part of the team.”

Aarzo enjoys playing badminton and swimming at the wellness centre with her two daughters.



### **President Heather Smith’s message**

I continue to give thanks for the guidance and support of each of the members of our Board of Directors. We have incorporated many changes over the 2023/24 year, which you will read about as you work your way through members’ reports. I’m grateful for the effort, insight and input each Board Member has brought to our table – we’re stronger and more effective as a result of your participation and commitment and feedback from our General Members. Together we’re a great team.

This year, we moved our Board Meetings to the Quinte Health Board Room and are hosting them at 3:30 pm rather than 1 pm to free up parking space during the busiest clinic times at our hospital. This has been an adjustment for us, but we’re muddling through and feel that we’re doing our little bit to address the parking woes many volunteers hear about during their volunteer shifts.

We’re addressing the number of General and Board meetings the Auxiliary hosts during the fiscal year in hopes that we can reduce the amount of work for directors while facilitating the business, social and fellowship needs of our members and attract new board members as vacancies arise. Thank you to those general members who completed the survey regarding this topic and thank you to our ad hoc working group leading the research, Paul Reesor, Leah Johnson and Aarzo Umari.

Our General Meetings continue to be well attended, however results of the survey indicated that members would prefer some of the General Meetings be repositioned as Social Meetings. The Board has determined that the March General Meeting, to approve the budget will be held electronically, the June General Meeting will be redeveloped to present Awards and celebrate with the Strawberry Social and the December General Meeting will be a seasonal social with no other business. Additionally, the Board determined that the number of regular Board Meetings

will be reduced to four, although we will be able to meet in person or electronically if pressing business calls.

This past year was a year of change, in particular for the Opportunity Shop. Unfortunately, the City of Belleville needed to take back three rooms we were using in our operation as the City's By-law Department was taking over the back of the building at 179 Pinnacle. This meant Convenors Doreen Cook and Lois Garrison had to modify the whole operation. Both women are very passionate about the operation and through hard work, heartache and forward thinking they've made the reduced space work. I want to thank and commend them for incorporating the change, it wasn't easy but they know how much the shop means to the community and to the volunteers and took on the challenge.

With the leadership of Selma Bochner, hard work of Kirsten Busse, Leah Johnson and Paul Reesor we updated our By-law 3 to comply with the new Ontario Not for Profit Act and we paid off the last installment of our \$100,000 pledge to the Belleville General Hospital Foundation for the Fracture Clinic. And we entered into a new agreement with the Foundation to support their Love Locks program for Cardiology Monitors for the Emergency Department with an additional donation of \$100,000. You will find the beautiful heart shaped art work in the hall corridor of Sills 2 for this great visual addition to our hospital and the BGHA profile.

Those donations couldn't happen without all the efforts provided by our retail volunteers, ably led by Angela Ford. As many of you will recall, the Opportunity Shop made \$78,000. The retail outlets at our hospital earn almost \$30,000, allowing us to make outright donations and support many hospital programs and services at BGH.

We have also signed up with Canada Helps; a social enterprise website that helps Canada's not for profits with fundraising solutions. It is a fundraising platform that will accept donations on our behalf and provide charitable tax receipts following the donation. The organization helps connect donors to their favourite charities who may not, like ourselves, have the resources to administer their own donation office to compile donations, issue tax receipts and the like. They have helped us with our capacity to accept donations and handle the subsequent book keeping efficiently and effectively. Canada Helps transfers the donations made to us on a monthly basis.

Donations to the site can be made at [www.canadahelpsbellevillegeneralhospitalauxiliary.ca](http://www.canadahelpsbellevillegeneralhospitalauxiliary.ca)

Our gift shop has a new convenor Jan Raymond so expect new and exciting items to be available before too long and perhaps even a new location. Leah Johnson has retired as convenor of the HELPP Lottery after many years at the helm. Her last order of business in regard to the HELPP Lottery was to recommend to the BGHA Executive a blood/gas analyzer for the BGH Lab. Thank you Leah for spearheading this. And welcome to Margaret Carter for taking on the role of Convenor for the HELPP Lottery.

And one of our most proud achievements is launching the [www.bellevillehospitalvolunteers.ca](http://www.bellevillehospitalvolunteers.ca) website to assist with informing our community and our volunteers about the BGH Auxiliary and our many accomplishments and amazing volunteers. Thank you to Paul Reesor and Jim Reid for the work involved in launching such a project. I might add that 1<sup>st</sup> VP Paul Reesor applied for a Community Service Recovery Fund Grant to support this project which it did and then some.

I also want to recognize that over the year many of us have experienced our own health issues or those of loved ones as well as the loss of loved ones. We have a caring community of



colleagues, friends and co-workers and knowing this, I believe, has helped us all as we cope with these ordeals. Thank you for the kindness and support you demonstrate each and every day to our patients and their families and to each other. It's one of the wonderful things about volunteering – being in a community of like-minded people who care about others.

I would also, like many of you, who have interacted with our Volunteer Coordinator, Jay Moxness highlight how lucky I feel we are to have Jay on our team. He's the consummate professional, offering great insight, guidance and support and he's the biggest champion of our Auxiliary. Thank you, Jay.

It's been a pleasure to fulfill my first year as your President, it's been humbling...and eye opening to witness the impact our volunteers have on hospital life. I signed the Volunteer Certificates that volunteers received at the June General Meeting – I was astounded by the number of hours each volunteer contributes. Kudos to June Boudreau for capturing these hours and for initiating the thank you certificates. It was a pleasure to sign them and get to know a little more about each volunteer. Thank you to each and every one of you. As our motto goes -: TIME WELL SPENT.



**Catherine Walker**

**Manager, Communications & Community Relations**

Dear Auxiliary Volunteers,

An annual report provides a welcome opportunity to pause and reflect on the past year. When I think of the many BGH Auxiliary volunteers I've seen in action across so many areas of the hospital, I am filled with gratitude and admiration for each and every one of you. Your dedication and tireless efforts have once again made a profound impact on our hospital and community.

Throughout the year, your unwavering commitment to service has touched the lives of countless individuals in need. Whether it was providing directions to patients and their families, organizing fundraising events such as the annual bazaar, or sorting donations at the Opp Shop, your selflessness and compassion have shone brightly.

As remarkable hospital ambassadors, your contributions have not only enhanced the quality of care we provide but have also strengthened the bonds within our hospital community. And while your hospitality is geared toward the patients we collectively serve, I hope you realize the impact you make to staff, physicians, students, and fellow volunteers. We are all part of the same team – and we all make a difference.

Please accept my heartfelt congratulations on all that we have achieved together. Here's to another year of making a difference and touching lives.

Thank you for everything you do.



## **Jay Moxness**

### **Quinte Health Volunteer Coordinator and Liaison**

Hello BGHA Volunteers,

After another remarkable year, I wanted to take a moment to extend my deepest gratitude to each and every one of you for your commitment and dedication to our hospital and community. Your selfless contributions have made an immeasurable difference in the lives of our patients, their families, and our staff.

Over the past year, you have shown incredible resilience and compassion in the face of unprecedented challenges. From lending a listening ear to patients in need to providing invaluable support to our healthcare teams, your efforts have not gone unnoticed. Your willingness to give your time, energy, and skills has truly been the backbone of our hospital and community.

Your willingness to step up and volunteer, especially during these trying times, speaks volumes about your commitment to serving others. As we look ahead to the future, I am filled with hope and gratitude knowing that we have such a dedicated group of volunteers by our side. Your continued support is essential to our mission of providing exceptional care to all who walk through our doors. A special thank you to all of the Convenors for going the extra mile with scheduling, training, filling shifts, and answering emails and phone calls. Thank you to the Opportunity Shop volunteers for all the time and energy that went into downsizing and learning to live with less space.

Wishing you all the best and looking forward to continuing our journey together.



### **Paul Reesor (1st Vice President); Annual Report (2023 / 24)**

As your 1st Vice President, it's my continued honour to serve and support each of our auxiliary members and cherish your time well spent!

It's my sincere thanks for the commitment of our executive and board members and the work they perform to keep the operation running smoothly.

I extend this accolade out to our convenors and their co-convenors for their dedicated work.

Special thanks to president Leah Johnson for her mentorship in her role as past president.

Many thanks to Director Catherine Walker and her corporate communications team and our own editor Cheryl Mound who continue to make us look good.

My on-going thanks to Jay in his role of Volunteer Coordinator on helping to maintain and support volunteer programs and services across our hospitals.

Our partnership with Quinte Health, Belleville Hospital and Foundation and external community partners is extremely important to us and appreciated.

As we all build on the past to take us into the future together, may I share my gratitude for the leadership our new President Heather Smith for her on-going guidance.

Please stay safe, stay well, and stay connected and blessings for those that have left us.

## AUXILIARY

### New E-mail group simple and effective

An e-mail group including a schedule, contact list and bulletin (examples below) was developed for Sills 2 Information Volunteers so they can easily communicate among themselves when seeking coverage.

Volunteer Martha Finnigan says, "A big thank you for setting up this e-mail chain as your volunteer list to request coverage is working well; One e-mail to the group saves many back-and-forth phone calls!"

### Sills 2 Information: Volunteer Shift Schedule (October 2023)

#### IMPORTANT Notices (Shift Coverage):

- 1) Peggy Vincent has moved-up from being a spare to a full-time member of our team on the previously vacant Tuesday, 1:30 - 3:30 p.m. shift.
- 2) New student Fiza Umari joined student Aashvi Shah on Tuesdays from 3:30 to 5:30 p.m.

TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:30 a.m. to 11:30 a.m.	Janet McCue / Margaret Carter	James Reid / Jayne Arnberg	Alison Lariviere / Hilda Dean	Kathy Robertson / Morgan Witherall	Doreen Fortin / Carolyn Edward

**If you are unable to do your shift, please try and change it with one of the other volunteers before calling and / or e-mailing convenor Janet or scheduler Paul.**

NAME	PHONE	E-MAIL
McCUE, Janet ( <i>Convenor</i> )	613-962-7118	janetrmccue@gmail.com
<b>SPARES</b>		
REESOR, Paul	343-261-8684	paul.k.reesor@gmail.com
<b>VOLUTEER COORDINATOR</b>		
MOXNESS, Jay	613-969-7400, Ext. 3376	jmoxness@qhc.on.ca

### Sills 2 Info Main: Volunteer NEWS FLASH (February 2024)

We are pleased to introduce our **News Flash** e-mail to provide our volunteers with timely updates that may need to be shared with patients and visitors at the main entrance.

The Sills 2 Info Main Volunteer Schedule will remain for volunteers to manage their absent request in order to find coverage

Please remember to reply all to reach all those on e-mail the thread.

Sincerely, Janet McCue (Sills 2 Info Main Convenor)

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## Community Services Recovery Fund (CSRF)

The Belleville General Hospital Auxiliary (BGHA) were among the cheque (\$12,610) recipients at the Government of Canada's Community Services Recovery Fund (CSRF) Official Ceremony on October 19 in the County of Hastings Council Chamber sponsored by the Community Foundation for Lennox & Addington (CFFLA). The BGHA will use the funding towards the required Ontario Not-for-Profit Corporations Act (ONCA) portfolio and website development to enhance communications with its members and beyond.



*L - R: Bob Baker - CFFLA Executive Director, Paul Reesor - BGHA 1st Vice President, Heather Smith - BGHA President, Jim Reid - BGHA Treasurer, Bob Mullin - Warden of Hastings County, Tom da Silva - CFFLA President & Chair of the Board, and Andrea Dicks - President Community Foundations of Canada*

**BACKGROUND - The Community Services Recovery Fund is a \$400 million investment from the Government of Canada to support charities, non-profits, and Indigenous Governing Bodies as they focus on how to adapt their organizations for pandemic recovery.**

## Our New Website is Taking Shape

Since our Community Services Recovery Fund (CSRF) approval last May for \$12,610, our web development team of Heather S., Paul, Jim and Jay have had many discussions, meetings and deliverables to keep on target and on budget.

The team reviewed website design blogs to understand the fundamentals of digital marketing like the importance of: Brand name and logo; Personalized domain name; Contact and social media information; Calls to action; Blog; About us page; Search functionality; and Frequently Asked Questions.

Our vendor (3) interview process included a set of 5-preliminary interview questions like: How does your website development process determine the best content management system for our needs? and What is your approach to client education, training and long-term needs? This was followed by vendor interviews with a panel that each took their own notes and score to then be tallied into a group matrix for discussion . . . stay tuned!

\* \* \*

## FUNDRAISING

### **You did it again! \$427,428,209 raised for Canadian charities in 2023**

Canada Helps, Giving Life: Your Charity Newsletter, January 2024 (Excerpt)

What a remarkable journey we had in 2023! Despite a rising cost of living and fewer with the capacity to give, Canadians rose to the occasion, embodying the true spirit of generosity and compassion. Here are some of the highlights from the year:

Visit: <https://mail.google.com/mail/u/0/#label/Community%2FDonations/FMfcgzGwJckHGRgfTsfFrShhcFTLztB>

\* \* \*

## PARTNERSHIPS

### **National Volunteer Week celebrates giving people**

The Intelligencer; Brenda Snider; Published Mar. 23, 2023 (Excerpt)

National Volunteer Week is dedicated to celebrating the people that give every day to ensure our community remains strong and individuals receive the programs and services to live a happy, healthy life.

Approximately 44 per cent of all Ontarians volunteer each year, they average 166 hours per year. The top four sectors that benefit from volunteer work includes social services, sports and recreation, education and research and religious organizations.

### **2023 VIQ National Volunteer Week Event (Movie Feature “80 for Brady”)**

BGHA Members along with other community volunteers were treated to a movie, popcorn, and special guests at the Volunteer + Info HPE, 2023 National Volunteer Week Celebration & Awards presentation at the Empire Theatre on April 22. This year's campaign is Volunteering Weaves Us Together through strengthening the fabric of our community by sharing our time, talent, and energy to support one another!

### **Luncheon speaker predicts political revival**

The Belleville Intelligencer, Jack Evans, Published Feb. 8, 2024 (Excerpt)

The popular annual luncheon was a joint project of the then two service clubs, Rotary and Kiwanis, with each club taking turns hosting the event. Over the years, the Kiwanis Club promoted the idea of expanding the event to other regional service clubs. At this year's luncheon, two new organizations had a presence – Belleville General Hospital Auxiliary, the Belleville Shrine Club and two Probus clubs.

Visit: <https://www.intelligencer.ca/news/local-news/luncheon-speaker-predicts-political-revival>

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## QUINTE HEALTH CARE

### **Emergency Preparedness & Fire Safety Training for Volunteers**

Belleville General Hospital Auxiliary members received Emergency Preparedness & Fire Safety Training on March 10 to understand the definitions for each of the 12 emergency "colour" codes and how to R.E.A.C.T. if you discover smoke or fire. Belleville General Hospital Auxiliary thanks

Quinte Health for offering its members Emergency Preparedness & Fire Safety Training so they are in a much better position to help themselves and others if they encounter an escalated situation at the hospital, home or in the community!

### **BGH Auxiliary funding helps improve the quality of life for patients in Recreation Therapy**

Everyone on the Recreation Therapy Team were very thankful for the monetary funds received from the Belleville General Hospital Auxiliary (BGHA) to help improve the quality of life for patients across Quinte Health. These donations provide a wide-range of activities for patients with different interests and abilities through the purchase of interactive games (ie. puzzles, trivia cards & board / physical games) and hosting special events (ie. Birthday Teas, Strawberry Socials & Canada Day Parties).

### **Accreditation “Required Organizational Practice (ROP)” Initiative**

We crafted and launched a simplified communication using the theme “*If you can't measure it, you can't manage it*” to explain to our auxiliary members the hospitals Required Organizational Practices initiative to enhance patient safety and minimize risk.

During the hospital(s) accreditation on-site assessment in early December 2023, surveyors used a “tracer” process to see first-hand how Quinte Health is meeting the outlined standards. This process allows surveyors to spend most of their time on the floors speaking with staff, physicians, students, **volunteers**, and patients.

Through the last two accreditation cycles, Quinte Health was ‘Accredited with Exemplary Standing’ – the highest award available through the hospital accreditation program! Their goal is to repeat this success in 2023 and **we can help!**

### **A Heartfelt Thank You for an Outstanding Accreditation Canada Survey Week**

“As our Accreditation Canada Survey week at Quinte Health comes to a close, we wanted to take a moment to express our gratitude and admiration for the incredible efforts and dedication displayed by our staff, physicians, volunteers, patient and community partners.

We look forward to celebrating the results of this hard work in the weeks ahead, and embracing the opportunities for improvement, when we receive the report from Accreditation Canada.

With heartfelt appreciation and immense pride, *Quinte Health President & CEO Stacey Daub and Chief of Staff Dr. Colin MacPherson.*” (Fri., Dec. 8, '23; E-mail excerpt)



## ***RETAIL SERVICES ANNUAL REPORT – 2023-2024*** **Angela Ford**

As *Director of Retail Services*, I just wanted to share several highlights from this past fiscal year:

\* Submitted regular articles for the *High 5 Newsletter* and *The Bulletin* re updates on locations, hours, items for sale, 10% discount at *Gift Shop*, etc., regarding the three *Retail* venues, and

current vacancies!

\* *The Retail Services Volunteers* at *BGH* donated twenty various kitchen items for a *gift basket donation* to the *Christmas Bazaar* fundraiser! Also, several *Retail Services* suppliers donated some great baskets!

\* There were several vacancies for the two *BGH* venues due to our current volunteers experiencing health issues, retiring, and taking the summer/winter off! All shift vacancies have been filled! THANKS, JAY!

\* The *Aroma Café* and the *Tuck Shop* were inspected by the *Hasting and Prince Edward Public Health Department* on February 13<sup>th</sup> with “*No violations entered, and overall general cleanliness observed to be very well maintained at time of inspection*” at both venues! YAY - Great teamwork at both *BGH* venues!

\* On a sad note, the sudden passing of *Brent Perry* during March Break was a shock to us all! Brent was a very active Volunteer throughout the *BGH*, with a regular shift at the *Aroma Cafe* and *sparing* on soooooo many occasions! He joined the *BGHA* in 2017 and was presented with the *BGHA Outstanding Service Award* last June and the *Ontario Volunteer Service Award* in October! He will be greatly missed!

\* Leah Johnson retired as the *H.E.L.P.P. Lottery Tickets Convenor*, as she has had this role since 2008, and effective April 1, 2024, Margaret Carter has taken on this position!

## ***Aroma Cafe Annual Report***

The *Aroma Cafe* is doing well and fortunate to have a *full complement* of energetic, dedicated volunteers, and a few spare volunteers to call upon, as well. The regular “shift” volunteers are most accommodating and open to *switching shifts/filling-in* due to weather, illness, appointments, family visits, or vacations!

The *Aroma Cafe* still sells sandwiches, muffins, squares, cookies, banana breads, and lemon loaf; and our usual items of chips, candy, chocolate bars, gum, pop, juice, milk, coffee, tea, hot chocolate, jello! We are selling products that have passed their “best before” dates at half price, and also available are \$5.99 and \$7.99 paperback books, gift cards and stamps! Volunteers also sell the *H.E.L.P.P. Lottery* tickets, and we continue to be a valuable resource offering *Information* to visitors/patients, due to being located near the new *Sills 2 Main Entrance*, and when a *Sills 2 Main Entrance Greeter* is not available!

As *Tim Hortons* is closed on ALL Statutory holidays, our amazing volunteers have kept the *Aroma Café* open for its regular hours from 9 a.m. to 4 p.m. for the convenience of staff, patients, and visitors! As a *Co-Convenor*, it’s been a challenge to maintain the monthly shift schedules due to various absences; but the good news is that Leah Johnson is a *Co-Convenor* stocking supplies weekly (despite our limited space/storage), making posters, etc.!

Special thanks is extended to June Boudreau and Paola Vani (for covering my shift last summer), and Marilyn Case for covering my duties (ordering/stocking supplies) during my vacation (out of province)!

***Opportunity Shop Annual Report***  
***Co-Convenors Doreen Cook and Lois Garrison***

We have had a very successful year bringing in \$78,000.00, our best year yet. We have been getting a lot of donations, especially after partnering with Giant Tiger and receiving good quality clothing from Déjà Vu Boutique, and regular donations have been pretty steady, as well. We had one \$50 donation made to us in early March, and our JUNK BOX brought in a total of \$1,040.50 in just one year. Moving to the new Shop location has made a big difference also. Our regular hours are 9 a.m. to 3 p.m., six days per week (from Monday to Saturday), and the summer days are Tuesday, Thursday, and Saturday (Market Days).

Last fall, we started a monthly bag pick-up of winter clothing to be given to the Emergency Department to be used for patients (homeless, mental health, drugs) who have no clothing (cut off, destroyed, etc.) to leave the hospital with. We did have one break-in last fall but have had nothing like it since, and we have had some issues with the homeless; but in January 2024 we had over an hour presentation to hear David Pym, QH Manager of Security and Occupational Health and Safety, conduct a De-escalation/Fire Safety Training event for the benefit of our ladies. Forty volunteers, President Heather Smith, Vice-President Paul Reesor, Director of Retail Services Angela Ford and Volunteer Coordinator Jay Moxness attended.

Unfortunately, the City of Belleville has had to reclaim the three storage rooms they allowed us to use; so it has been a challenge to make some drastic changes reorganizing our storage issues.

We did lose some of our ladies, Anne Waite and Mary McNaulty passed away, and we only have one new person, Catherine Cheung; but we are anticipating more volunteers. A big thanks goes out to all the ladies because without them we wouldn't have a store.

Respectfully submitted.



**Opportunity Shop Volunteers at a Health and Safety Training Session**

***Auxiliary Tuck/Gift Shop Annual Report***  
***Convenor Marilyn Case***

We have finished another full year and our sales have been quite slow, with total revenue being down a bit from last year. We still offer a variety of squares, cookies, banana breads, lemon loaf, muffins, ice cream bars, cereal, fruit, puddings, fruit cups and applesauce. Of course, our sale items still



include chocolate bars, candy, gum, chips, sandwiches, juices, milk, coffee, tea, pop and water. We have soup as well - Mr. Noodles (just add water). We still add new items (Pizza Pops, Michelina's Dinners, KD Pasta) to see if they will sell and provide a variety. There are also a lot of miscellaneous/sundry items including shampoo, conditioner, deodorant, shaving cream, toothpaste and brushes, hand cream, playing cards, lip balm, soothers, Kleenex, Tylenol, Advil, combs, brushes, chargers, soothers, batteries. Our books are popular because they are a great price at \$5.99 and \$7.99 and they are updated several times a year; although we only keep a few on hand and send the rest down to the Aroma Café. Also, we may not always have all our products as some are not available in the stores at various times; but try to purchase goods when they are on sale or at places with lower prices. The closing of the old Main Entrance has definitely hurt our sales.

A few of our volunteers have left us, but we have a few new volunteers and have all the shifts covered. The Tuck/Gift Shop hours are Monday to Friday from 9 AM to 5 PM.

Unfortunately, we are competing with Tim Hortons, and they are selling chips, chocolate bars and other items that the Tuck Shop sells so that has also affected our revenues and we are still trying to find ways to get the staff to support our venues, as the money does go back to the hospital. Being open until 5 helped somewhat; but recently Tim Hortons started staying open until 7:30 PM instead of 4 PM. We are always open to suggestions and will still try to find new things to sell. Please share any ideas with us.

The Gift Shop has been part of our venue since February 2021, and is definitely not doing as well as prior to the location changes at BGH; but we do get quite a few people looking and purchasing items from the Gift Shop displays, as the merchandise is 'switched out' seasonally. We still have the Gift Shop Convenor vacancy (4 years now); so hopefully soon we will have two Co-Convenors to take on this role.

Once again, many thanks to the faithful volunteers at the Tuck/Gift Shop. Our volunteers have been great covering shifts when necessary and it is much appreciated.

Respectfully submitted.

### **Many Thanks**

As *Director of Retail Services*, I wish to offer sincere thanks to the many dedicated "retail" volunteers, and special thanks to Marilyn Case (purchasing supplies), Leah Johnson (posters), Cheryl Mound (High 5 and The Bulletin) and June Boudreau (Administration support) for their continued volunteering efforts!

Respectfully submitted, *Angela Ford* - Director of Retail Services



## **INFORMATION SERVICES DIRECTOR**

### **SHARON OSTMAN**

It is hard to believe another year has passed for All members of the Auxiliary! I thank ALL VOLUNTEERS for their continued support of the various services offered by the Auxiliary at the Hospital and the Opp Shop. During this past year, I have provided reports, and kept everyone up to date at Board Meetings, Luncheon reports, and Highlights that appear in the High Five and the Bulletin. The reports you will be reading reflect the commitment Volunteers have made this past year, and will, I am sure, continue to in the future!

**CUDDLE CAPS---Linda McPherson, Convenor.** During this past Cuddle Caps have been delivered to Quinte 7 on a regular basis. The pink and blue caps are still the staple for this service; however, different colours have been added this year to meet the requests from Maternity, as well as the wishes of the mothers. Thank you to our group of knitters who continue to participate in this wonderful and longstanding service!

**FAMILY CARE ROOMS---Kirsten Busse, Convenor.** In the spring of 2023, Quinte 4 submitted a request to open a Palliative Care Room in Quinte 425. This room was initiated in collaboration with the Belleville General Hospital Auxiliary. This room would provide the comfort of household furniture, the convenience of small appliances, and even refreshments of coffee and cookies. Quinte 425 opened in June 2023. The major change from previous Family Care Rooms would be that palliative patients would be in the room. Families of palliative patients could now spend time with their loved one in a quiet, private space away from other patients. Additional precautions would also be required for infection control protocols.

As word spread regarding the success and demand of this service provided by BGHA, a request for a more traditional Family Care Room was submitted from Quine 6. Room Quinte 607 opened July 2023 with the intended use being a quiet space for loved ones of patients; being available as a consultation lounge for difficult discussions; and if vacant, as a space for patients to spend time with family. The room could also be used if family members needed an overnight accommodation. This room is quite popular and has the added bonus of free books!

Patient occupancy changed once again on Quinte 4 and a second Palliative Care Room, Quinte 419, was opened in August 2023, functioning the same as Quinte 425.

Funding for these dramatic changes in our Care Room Service is divided into 2 parts. Incidental items such as coffee, tea, cookies, sugar, sweeteners, single serve coffee maker, etc., are funded by an annual Budgeted item under Information Services. It was necessary to buy 3 Sleeper Chairs for the 3 Care Rooms. These items and possible further furniture items were and are being funded from the Una Grimm Account. Thank you for the support provided by the Hospital and the Auxiliary for these very important and needed Care Rooms!

**GOOD SAMARITAN CUPBOARD---Linda McPherson, Convenor.** Appropriate Gift Bags continue to be handed out to new Mothers on Quinte 7. They are appreciated by all who receive them. Remember the Samaritan Cupboard provides onesies, blankets (often home-made), sleepers and Receiving blankets. A

Cuddle Cap is also included in the Gift Bag. This service is another example of the continued commitment by the Auxiliary and volunteers over many years!

**HELPING HANDS---Nancy Morrison, Convenor.** This program started in 2018 with small donations of toiletries from BGH Volunteers in a small box in the Volunteer Lounge. Since that time, the Service has expanded, and patients on the Sills and Quinte Wings receive this assistance. During the Pandemic, the need for these basic necessities rose evermore. Thank you for the generous donations over this past year from St. Vincent de Paul (toiletries); the United Way (hot chocolate—quite a hit); Proctor and Gamble (toiletries); the Bridge Street United Church Knitters for 50 pairs of socks; and all other donations that appear in the Volunteer Lounge! The Auxiliary Budget for this service has been most helpful in providing funding for the purchase of shampoo, soap, toothbrushes and toothpaste, deodorant, and combs and brushes. This service will continue to provide the necessities for patients in the hospital!

**INFORMATION 2---Sharon Ostman, Convenor.** The Information 2 Volunteers are located at the intersection of the Quinte and Hastings Wings, near Tim Horton's. Using a table, a chair, a binder and their vast knowledge of all areas of the hospital, these volunteers help ALL who pass through this area, whether they are coming in for any of the many services in the hospital, or very much want to leave! During this past year, the Volunteers had Masks at the ready to assist visitors going to the various patient areas. I thank Alison, Joanne, Lynn, Elaine, Nancy, Mark, Bob, and Morgan for their commitment to this valuable service. You are much appreciated!

**LIBRARY CART---Sharon Ostman, Convenor.** The Library Cart Service saw limited use this past year for a variety of reasons. Magazines were made available in the Volunteer Lounge, and magazines and some paperbacks were handed to and for the patients on Sills 3 and Sills 5. Thank you to those volunteers who have donated magazines—it is much appreciated!

**PHOTOGRAPHY---Sharon Ostman.** Over this past year, I have enjoyed taking the pictures of Volunteers and Guests at our wonderful Luncheons; Our 85<sup>th</sup> Anniversary Celebration; Our Dinner and Musical Fundraiser at the Dug Out; our terrific Christmas Bazaar and Bake Sale; and individual shots of Volunteers around the hospital. I try to have as many pictures as possible on the Bulletin Board outside the Volunteer Office. I continue to supply pictures for our High Five and Bulletin publications (thank you Cheryl Mound!). I look forward to another year of picture-taking of our wonderful Volunteers!

**BGH AUXILIARY BURSARY AWARD---The Auxiliary was pleased to announce that we had an award winner in 2023! Jay Solomon, a graduate of East Side Secondary School was the winner of our \$1,000.00 Bursary! Jay had enrolled in the Honours Bachelor of Science program with a specialization in Kinesiology at Queen's University. Jay was also part of the International Baccalaureate program at East Side. Jay had volunteered at BGH in the Dining program on Sills; the Friendly Visiting program, and very importantly, in redeveloping our Face Book Page—this effort took a number of hours, and consultation with various individuals to help him. Jay was also involved in Relay or Life; the Math Club; and the Belleville Swim Team. We were pleased to present Jay with his \$1,000.00 cheque at our June Awards and Recognition Luncheon June 20, 2023. We wish Jay Good Luck in his future endeavours! Members of the Bursary Committee are Sharon Ostman, Judy Hurst, and Elaine Dafoe.**

**DAY SURGERY---Sharon Ostman, Convenor.** This service, started over 10 years ago, provides assistance to All who come to Quinte1. Many of the hospital services can be found on Quinte 1. These services

include the Fracture Clinic; Day Surgery procedures—surgeries and scopes; Blood Work; MRI; and pre-op Consultations. The Volunteers provide a valuable service helping everyone navigate their way around the floor, as well as assisting everyone to leave the floor and find their way out of the hospital! Many thanks to Kim, Doreen, Pat, and Marilyn for your commitment over the years! You are much appreciated by Staff and Patients alike.



## **Special Events Report 2023/24**

### **Marlene Corfield, Special Events Director**

We had a very successful music night at the Dugout on November 4<sup>th</sup>, with a full house for a Prime Rib Dinner and dessert.

Entertainment was by the Charlie Bird Band. Thanks to the generosity of volunteers and business donations for the silent auction we raised over \$3000 for the auxiliary.

#### **Convenor Nancy Dafoe**

December 8th 8 am, found the entrance to the Sills Wing turned into a buzzing and very busy market with fourteen tables full of yummy baking and many gift baskets donated to be sold or in draws. Treasures old and slightly used were sold at the very best prices in town. The Punch-a-Gift table was very popular. Thanks to all the businesses and volunteers who donated to this very successful Bake Sale and Bazaar.

#### **Convenor Marlene Corfield**

I had 200 Christmas gifts wrapped and ready to handout to patients who remained in hospital on December 22<sup>nd</sup>. It was a welcome surprise to our guests (patients) to know the volunteers of the auxiliary care and were thinking of them during their stay over Christmas. The Christmas season is a difficult time to be in hospital but with a little kindness we can put a smile on all our faces.

#### **Christmas Gift Convenor Lynn Macpherson**

Respectfully submitted.

#### **Time Well Spent**



## **DIRECTOR OF ADMINISTRATION ANNUAL REPORT**

### **June Boudreau, Director of Administration & Volunteer Office Coordinator**

The Administration Directorate is responsible for the management of BGH Auxiliary volunteer records, the Volunteer Services Office, and overseeing several committees. We are fortunate to have Jay Moxness, QH Volunteer Coordinator/Liaison, as convener of BGH Inpatient Services. Jay works daily with the Auxiliary to ensure a smooth flow of new volunteers, meet with prospective volunteers and liaise with the Volunteer Office to place new volunteers in assignments which match their skills and preferences.

The Volunteer Services Office has used the web-based volunteer management Volgistics (Volunteer Logistics) system since 2021 and it has proven to be an invaluable tool. The volunteer database is updated constantly as new volunteers and information is received. Reports on volunteer lists, service details for all assignments, monthly reports on the number of volunteer hours donated, the number of hours donated to each of the 20 assignments, job and assignment descriptions, to name a few. Email communication is possible through its email system which is based on a security platform used by major banks. In December 2023 Vicnet (Volunteer Information Center Network) was added to enable volunteers to sign in and out and check their schedule online. It has proven to be very successful and saves time and paper.

**ARCHIVES** - Selma Bochner is the Convener of the Archives Committee. The Committee does valuable work for the Auxiliary by maintaining, preserving and researching historical documents, and displaying documents and photos. Selma wrote columns for *The Bulletin* and *High 5* which give credit and recognition to events and volunteers who have served in the past.

**AWARDS & RECOGNITION COMMITTEE** – Chair Leah Johnson and members Heather Smith, Angela Ford, Alison Lariviere, June Boudreau, Sharon Ostman and Paul Reesor are thanked for their work on behalf of the volunteers. This committee ensures that volunteers are recognized for their service and dedication. Included are Service Pins for every five years of service, Outstanding Service Pins, Life Membership Pins, and Ontario Service Awards.

**COMMUNICATIONS/FACEBOOK** – The Auxiliary has a Facebook page and all Auxilians are encouraged to sign in and follow our news and events.

**FINANCE COMMITTEE** – The Finance Committee consists of the Chair, Treasurer Jim Reid, and members: Past Treasurer Carolyn Edward, Shirley Noble, Sharon Ostman, Angela Ford, Marlene Corfield, June Boudreau, *ex officio* Leah Johnson, and Catherine Walker when needed.

**GOVERNANCE COMMITTEE** – Chair Selma Bochner worked with Templeman LLC regarding necessary changes to the Auxiliary's Bylaw No. 3 as required by the *Ontario Not-for-Profit Corporations Act (ONCA)*. Executive members Heather Smith, Paul Reesor, Leah Johnson and Kirsten Busse worked to ensure that Bylaw No. 3 was compliant by the deadline of October 2024. The amended Bylaw No. 3 was submitted for approval by ONCA officials in 2023.

**MEMBERSHIP.** All Auxiliary members and BGH volunteers are entered into the Volgistics (Volunteer Logistics) volunteer tracking, recording and scheduling system. There were 179 volunteers on April 1, 2023, and 204 volunteers on March 31, 2024. There are more secondary

school and university students signing up to volunteer as their schedules permit. In FY 23/24, 23,868 service hours were donated to the Belleville General Hospital.

**NOMINATING COMMITTEE 1923-2025.** The Nominating Committee is described in Bylaw No. 3, Section 7. The Chair is the 1<sup>st</sup> Vice-President.

**PROGRAM/GUEST SPEAKERS COMMITTEE.** Convenor Selma Bochner arranges guest speakers, when requested, for general meetings. Speakers during FY 23/24 included Belleville Mayor Neil Ellis and QH CEO, Stacey Daub.

**QUARTERLY BULLETIN & HIGH 5.** Cheryl Mound is the Editor of two Auxiliary publications, *High 5* and *The Quarterly Bulletin*, which are the main sources of information for all volunteers. Messages and photos from the President, Directors and Convenors keep everyone informed of daily activities, as well as special and coming events, hospital experiences and photos. The *High 5* was published in Jan/Feb, Apr/May, Jul/Aug 2023 and Jan/Feb 2024. *The Quarterly Bulletin* was published in Jun, Sep and Dec 2023 and Mar 2024. Print copies are mailed to Non-Active members, and distributed to all volunteers in BGH and the Opportunity Shop. Electronic copies are emailed to approximately 200 through *Volgistics*.

**VOLUNTEER SERVICES OFFICE.** The Volunteer Office has a very capable staff consisting of Office Coordinator June Boudreau, and Volunteers Sandra Campbell, Elaine Dafoe, Alison Lariviere, Lynn Macpherson, Nancy Morrison, Jennifer Prince, Debra Sackett and Morgan Witherall. The Office responds to many requests for information and assistance. Some regular duties include:

- Process new volunteers with a uniform, membership, name badge and ID/parking pass
- Maintain personnel records and record membership renewals.
- Maintain records on the office computer H drive and action emails received on *Outlook*.
- Update the Office Procedures Manual and members' Information Brochure.
- Distribute Auxiliary notices, *The Quarterly Bulletin* and *High 5* notices by mail and email.
- Collect and register mail from the Mail Room.
- Collect and deliver physician mail as directed by the CAO's office.
- Enter volunteer hours into *Volgistics*, produce month-end reports and shift schedules.
- Action in-coming telephone calls, email, and in-person inquiries.
- Send appropriate cards to volunteers expressing concern, sympathy, congratulations.
- Deliver patient floral arrangements to medical stations when requested.
- Register yarn given out and knitted caps received for the Cuddle Cap program.
- Deliver change to the Aroma Café and the Tuck & Gift Shop when requested.
- Post BGHA and Quinte Health posters in hospital elevators.
- Sell tickets for Auxiliary events such as luncheons, special events and raffles.
- Maintain the Volunteer Lounge as a clean, welcoming and comfortable space.

Respectfully submitted.



## **PALLIATIVE CARE**

### **Convenor Michelle Plewes**

My role in Palliative Care entails visiting palliative patients in the hospital. It is similar to visiting ill patients except that I am aware the patient's time with us is limited. Each patient's situation is different, so I respond according to the patient's lead and needs. Most of these patients have few or no family and friends visiting, but I have met family members on occasion. It is a privilege to be with a patient in their final days.

The referrals come through the Palliative Care Nurse to Jay Moxness and the patients are generally on Quinte 4, 5 and 6. Since the COVID-19 pandemic there have been fewer referrals, and in those cases I have seen the patients probably two or three times before they returned to their homes to live out their final days or moved into hospice care. There are two volunteers that currently do palliative care visits. Hospice Quinte provides an extensive training program for volunteers. Mary Adams has just completed the training.



## **EMERGENCY DEPARTMENT VOLUNTEER REPORT 2024**

### **Convenor, Heather Rutledge**

Volunteers continue to play an active role in the Emergency Department at Belleville General Hospital.

Currently, we have 21 volunteers, 3 summer student volunteers and 2 pending student volunteers.

Our shifts were Monday-Friday from 9:00 a.m.-5:00 p.m., however, in order to accommodate additional volunteers we added a new shift - that is Monday - Friday from 5:00 p.m. to 7:00 p.m. In addition, one of our students is volunteering on Sundays.

We are very grateful to the Emergency Department staff who continue to support us.

My thanks to our current volunteers and to Jay Moxness and June Boudreau for their continued support and encouragement.

Respectfully submitted.



## **Intensive Care Volunteer Report Convenor Heather Smith**

The ICU team has approximately 22 volunteers working in shifts from 9 am to 5 pm Monday through Friday and Saturday mornings from 9am to 11am. We have a number of students who fill in over Christmas and summer holidays and even a student or two who work shifts throughout the year. Volunteers assist visitors to the ICU by checking in with nurses before they escort visitors to patients. They resupply laundry carts with gowns, blankets, sheets, towels and the like. Staff in the ICU regularly acknowledge and thank volunteers for their efforts. In 2024 we incorporated a Family Care Cart to provide refreshments and comfort items for families of patients who were Palliating, however the service never gained traction for reasons that we're not able to determine. The cart is still in the ICU and perhaps the staff will try again now that all the precautions from COVID have been lifted.

We also have a new Convenor in ICU – Aarzo Umari, who is a Member at Large on the BGHA Board of Directors and has been an ICU volunteer for the last two years. Welcome and best of luck Aarzo. ICU is in good hands with you as the Volunteer Convenor.



### **Sills 3 – Integrated Stroke and Rehab Unit (ISR)**

#### **Jay Moxness**

Sills 3 is where the Integrated Stroke and Rehabilitation Unit is located at BGH. The unit has over 20 volunteers, with shifts 7 days a week. Volunteers play a key role on Sills 3 by providing meal assistance in the dining room daily at lunch time, assisting with patient surveys, providing stroke survivor support as well as assisting with escorting patients to and from therapy sessions. Volunteers also provide companionship through 1:1 visiting. Pet Therapy is also a much-appreciated program on Sills 3 for patients and staff. Thank you to the BGHA and Carolyn Edward for purchasing and providing coffee for patients. 😊



### **Convenor Leona Gosson - THERAPY DOG PROGRAM**

The therapy dog program has been in place at BGH for thirty years with our dedicated two-legged volunteers bringing in their four-legged volunteers to bring joy and comfort to the patients they visit and their visitors, the staff, and anyone else they encounter on their way. They visit the Foundation Office on their way to



Sills 3, 4 and 5; Quinte 4, 5 and 6; Oncology waiting room; and ICU. They are Peter Hodgson and Matty Huff with Gracie, Cavalier King Charles Spaniel; David Stiglick with Cassie, a retired Greyhound; Patricia O'Connell with Bluebell, a Cock-A-Poo; Cindy Quinn with Sully, Golden Mountain Doodle.



## **Sills 2 Main Door Report Convenor Janet McCue**

What a privilege it is to be the convenor of the Sills 2 Main Door volunteers!

This phenomenal group of 40 adult and student volunteers are committed to assisting visitors coming through the Sills Main Entrance doors every week. At this time, we have 2-hour shift blocks covered from 7:30 am until 5:30 pm, Monday through Friday. As we continue to welcome new members to our team, one of my roles as convenor is to provide orientation and training specific to the Sills 2 Entrance so volunteers feel confident and comfortable in their position when greeting visitors. The training is typically done over several sessions.

With such a large group, it is important that we stay connected. We do that through the use of two group email chains. One is specifically for reporting absences and requesting coverage for a shift(s). The other email chain is called the "News Flash". This email is used to convey important and timely information to members. A huge thank you goes out to Paul Reesor, 1st Vice President, who has been a tremendous support in aiding me with the setup and operation of this electronic communication! Paul's experience and assistance with the operation of the email chains and monthly schedules has ensured that all of us stay connected and informed in a timely manner.

Additionally, special thanks to Administration Director June Boudreau, who has assisted me with different tasks related to the Sills 2 Door Information group and most notably, helped me update the Information Services reference sheet. This valuable resource which was created by volunteers many years ago continues to be a well used document! Administration Director June B, does an incredible job keeping track of our hours and numerous other tasks, too many to list! Thank you, June, for setting up the VicNet app which makes it so easy for us to log shift hours from any location! You always have a smile on your face and are always ready to help!

Regularly I hear feedback from visitors and patients about the countless ways volunteers have provided support at the entrance. Giving directions to hospital locations, escorting visitors to departments, or simply being that friendly face and lending an ear, are some of the many things the Sills Door volunteers can experience each shift.

Thank you to those two special volunteers for the "behind the doors" work to help make things run smoothly for all of us down at the "big doors".

Lastly, a huge thank you to Jay M for the wonderful support you provide to our team on a daily basis! Your care and concern for each and every volunteer is greatly appreciated!

In closing, I would like to thank you all once again for all that you do! I truly do feel it is "Time Well Spent", volunteering with such an outstanding team!



Archives Convenor Selma Bochnek  
at the June 18, 2024 BGHA Awards Luncheon.

**Preserving our Past Inspiring our Future**

**Archives Committee Report:** There are three openings on our Archives Committee. We have not met in quite a while and hope to get back to one regular meeting on the second Thursday of each month in the morning. Traditionally our meetings have been kept to two hours. If you are interested in finding out more about joining the Archives Committee, please contact Convenor Selma Bochnek at 613-962-8934 or Jay Moxness at 613-969-7400 ext. 3376



## **2024/25 BGHA Board and General Meeting Schedule and Social Meeting Schedule**

### **Board Meetings**

Tuesday, September 3, 2024  
Tuesday, October 1, 2024  
Tuesday, November 5, 2024  
Tuesday, December 3, 2024  
Tuesday, February 4, 2025  
Tuesday, June 3, 2025  
Tuesday, September 2, 2025  
Tuesday, November 4, 2025

### **General Meetings**

AGM Tuesday, September 17, 2024  
Tuesday, December 17, 2024  
Budget Approval - Virtual - Tuesday, March 18, 2025  
AGM – Tuesday, September 16, 2025

### **2025 Socials**

Awards and Strawberry Social – Tuesday, June 17, 2025  
Christmas Social – Tuesday, December 16, 2025





**Belleville General  
Hospital Foundation**

*Your Gift Makes Care Better*

Belleville General Hospital Auxiliary  
Heather Smith  
Quinte Health, Belleville General Hospital  
265 Dundas St. E.  
Belleville, ON  
K8N 5A9

June 26, 2024

Dear Heather and Members,

John Lennon once wrote "Love is a promise, love is a souvenir, once given never forgotten, never let it disappear."

This sentiment encapsulates everything our 'Love Locks' campaign represents and we thank you sincerely for choosing to express your own love here at the Belleville General Hospital Foundation through your leadership match gift to the campaign.

Locking your love into place and expressing your support for our amazing healthcare teams offers a daily visual reminder to our frontline teams that the community is behind them and value their important work in saving lives.

I am pleased to be able to tell you that your generous gift of \$100,000 will match dollar for dollar the gifts received from our community, serving as a powerful incentive for increased generosity and support.

It will also go to work to ensure our healthcare teams have the best equipment to carry out their work, right here, close to home through the purchase of new cardiac monitors for the Emergency Department.

Belleville General Hospital serves the entire Quinte region, over 160,000 people, through specialized services such as Diagnostic Imaging, Cancer Care, Mental Health Services, Intensive Care, Obstetrics and Surgery, to name just a few.

The 'Love Lock' installation is located along the Sills wing corridor. To view the locks and share the love, we encourage you to visit the installation any time and share your own photographs of yourself next to the wall online, using the hashtag #LoveLocks.

Thank you, again, for your partnership in paying homage to our incredible health care professionals and for your part in this celebration of love and unity across the Quinte region.

Sincerely,

Steven Cook  
Executive Director

*Thank you!  
We're thrilled to  
be doing this  
together.*

You can change a life. You can save a life.  
**You can do it today. [bghf.ca](http://bghf.ca)**

Belleville General Hospital Foundation  
265 Dundas Street East, Belleville, Ontario K8N 5A9

(613) 969-7400 ext. 2061  
[bghfoundation@qhc.on.ca](mailto:bghfoundation@qhc.on.ca)



**Thank you from the Belleville General Hospital Foundation for being our partner in the Love Locks Campaign. "We're thrilled to be doing this together."**



### BGH Auxiliary Years of Service

Volunteers must be

- a) a 2024 paid-up member and
- b) an active volunteer

to qualify for Awards.

#### 5 years – 2019

Joan Batchelor Smith	Anna Noronha
Dalene Bolt	Patricia O’Connell
Martha Finnegan	Rob Preston
Myron Krishantha	Heather Wilson
Alison Lariviere	

#### 10 years – 2014

Shirley Graham	Vickki Quincey
Joanne Grebby	Nancy Morrison
Jeanne Raymond	

#### 15 years- 2009

Doris Granger	Anna McCaw
Vera Jordon	Anita Towell
Mona Tummon – Lyon	

#### 20 years – 2004

Linda Cook	Leah Johnson
Lois Garrison	Judy Roes

#### 25 years – 1999

Nancy Dafoe	Sharon Ostman
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#### 30 years – 1994

Leona Gosson	Peggy Vincent
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**Congratulations and many thanks.**

### Special Mention Only

#### Ontario Volunteer Service Awards

**2024 honourees are:**

- Donna Faye Bruce – 10-year pin
- Bob Barber – 5-year pin
- Dylan Cook – 10-year pin
- Jackie Matchett – 10-year pin
- Mariel Rollins – 5-year pin
- Thaila Stratakos – 5-year pin
- Student – Myron Krishantha – 5-year pin
- Student – Anna Noronha – 5-year pin

**CONGRATULATIONS**

### Outstanding Service Awards

*This pin may be awarded to Active, Paid-Up BGHA members at any time upon the completion of outstanding service to the BGH Auxiliary.*

- Kirsten Busse – member 2016
  - Hilda Dean – member 2013
  - Mina Fraser – member 2011
  - Paul Hamelin – member 2016
  - Anne Morrison – member 2013
  - Rebecca Muir – member 1997
  - Pat Pamentor – member 2012
  - Kathy Robertson – member 2018
- WELL DONE ALL!**

### Life Membership Awards

No candidates this year.

#### 2024 Awards & Recognition Committee

Leah Johnson, Heather Smith, Paul Reesor, Angela Ford, Sharon Ostman, Alison Lariviere, June Boudreau

### General Meeting & Awards/Recognition & Strawberry Social Tuesday, June 18th, 2024

**Time: 11:30 am**

St. Matthew’s United Church  
25 Holloway St. Belleville.

**BELLEVILE GENERAL HOSPITAL  
AUXILIARY  
INCOME STATEMENT (SUMMARY)  
as of March 31, 2024**

**Income**

Administration total	\$18,028.46
Total Donations	958.55
Una Grimm Int	12,382.65
Endowment Int	4,682.52
GIC int	6,294.86
Aroma Café	43,237.96
Tuck Shop	21,682.64
Gift Shop	5,698.00
OPP Shop	77,166.47
<u>OPP Shop Donations</u>	<u>25.00</u>
<b>Total Revenue</b>	<b>208,884.42</b>



**NET INCOME** \$95,787.12



**Expense**

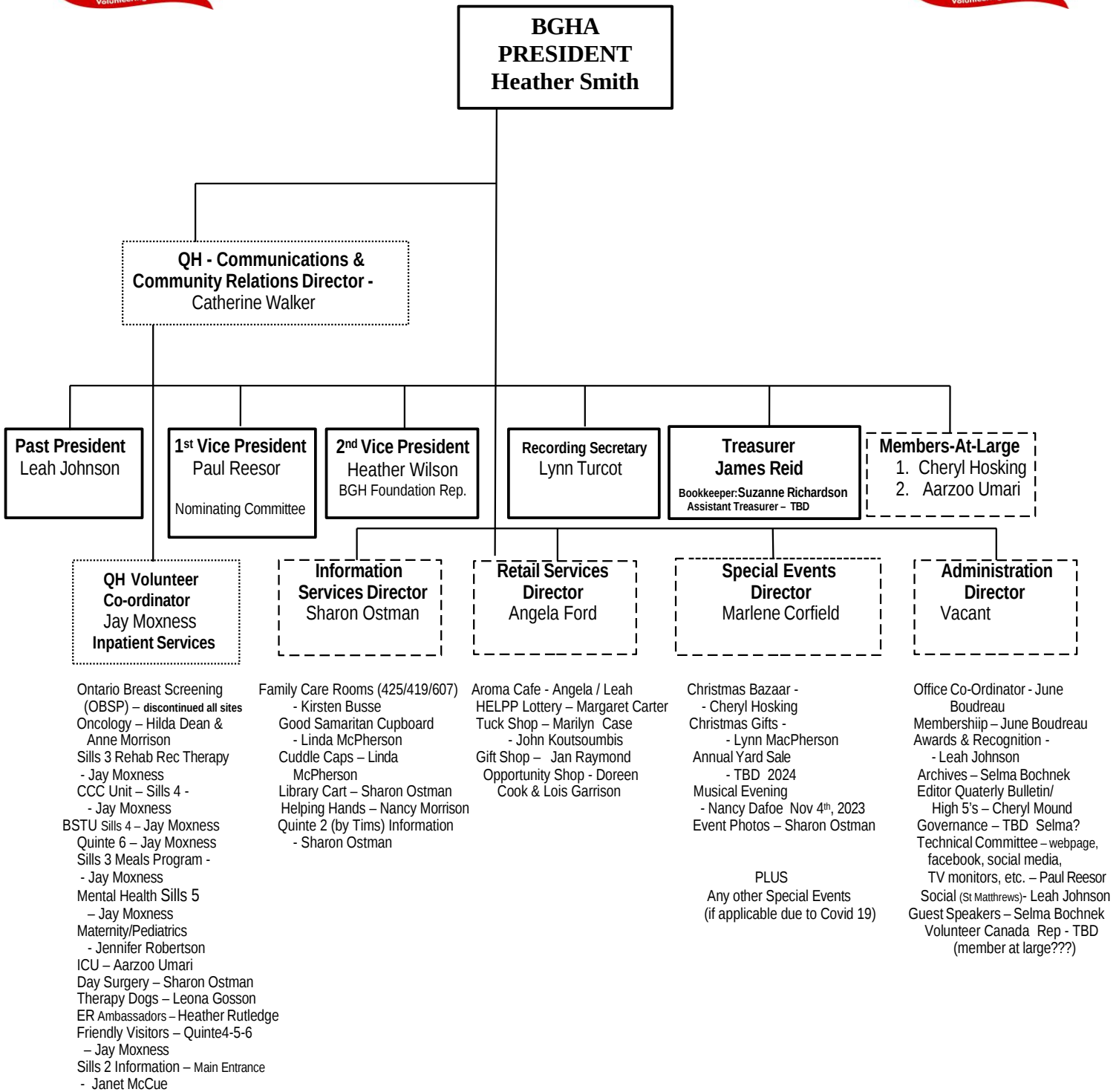
General	\$20,071.35
President	165.00
Patient Gifts	427.89
Administration	7,817.61
Communications	4,393.13
Information Services	3,575.24
QHC Volunteers	5,136.60
Purchases	585.98
Special_Events	3,317.08
Transfer- Fracture Clinic	20,000.00
Education Fund	2,000.00
Capital Account Exp	5,371.08
ONCA Capital	1,084.98
Depreciation – retail	700.00
Retail	39,175.71
Gift shop resale	-10,508.59
<u>OPP Shop</u>	<u>9562.59</u>
<b>Total Expense</b>	<b>\$113,097.30</b>



# Belleville General Hospital Auxiliary

## Organization Chart

Oct. 1<sup>st</sup>, 2023 - September 30<sup>th</sup>, 2025



**Notes:** 1. Directors and Members-at-large are appointed. 2. Executive members are elected. Latest guidelines for Covid 19 protocols followed for all events.  
 3. All Job Positions are located in the Volunteer back Office - Binder.

Notes: BSTU = Behavioural Supports Transition Unit ALC = Alternative Level of Care CCC Unit = Complex Continuing Care  
 All proceeds go to support the services and programs of the BGH Auxiliary. (To go on all special events posters)

Sept. 2023