Belleville General Hospital Auxiliary

2025 / 26 Annual Report

265 Dundas Street East
Belleville, Ontario, K8N 5A9

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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.

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Board of Directors *(full bios and pics on web shown in footer below)*

Paul Reesor, President

Heather Smith, Past President / Recording Secretary

Debra Sacket, 1st Vice President

Lynn Turcot, 2nd Vice President

Margaret Carter, Treasurer

June Boudreau, Administration Director

Marlene Corfield, Special Events Director

Betty Ann McKnight, Retail Services Director

Sharon Ostman, Information Service Director

Aline Labelle, Member-at-Large

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Recognizing the Remarkable Contributions of the BGH Auxiliary

Over the course of nearly 20-years at Quinte Health, I have had the privilege of witnessing countless examples of kindness, compassion, and generosity from volunteers at Belleville General Hospital. Time and again, it's the people who make this organization special, and the volunteers of the Belleville General Hospital Auxiliary are truly at the heart of that.

I want to sincerely thank Auxiliary President Paul Reesor for his leadership, partnership, and continued commitment to supporting patients, families, and staff at Quinte Health. The relationship between the Auxiliary and Quinte Health is incredibly important, and Paul's thoughtful leadership continues to strengthen that connection.

What always stands out to me most are the people behind the work. People like Linda, with her huge heart and contagious smile in the oncology clinic, bringing comfort and warmth to patients during difficult moments. Or Mark at the information desk by Tim Hortons, whose enthusiastic, welcoming, and helpful nature has helped countless visitors navigate the hospital with a little less stress. And of course, Doreen and the incredible team at the Opportunity Shop, whose energy, dedication, and community spirit continue to make an extraordinary impact. I could share many more examples of volunteers whose kindness and compassion leave a lasting impression every day across Belleville General Hospital.

Whether it's through the Gift Boutique, Aroma Café, information desks, volunteer ambassador roles throughout inpatient areas, or fundraising efforts supporting equipment and patient care needs, including continued contributions toward fracture clinic enhancements, Auxiliary volunteers bring our values to life every single day. These are powerful examples of "Imagine it's you," "Value everyone," and "We all make a difference" in action.

On behalf of Quinte Health, thank you for every hour volunteered, every dollar raised and every act of kindness shared. Your impact reaches far beyond the walls of the hospital. With gratitude,

Catherine Walker, Manager, Communications & Community Relations (Quinte Health)

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BGH Foundation

The Belleville General Hospital Auxiliary is one of the Foundation's most valued partners, and this past year was another powerful example of the impact we can make, together.

A highlight was the Auxiliary's ongoing commitment to enhancing care in the Fracture Clinic, one of the hospital's busiest departments. The Auxiliary made a second major

contribution of $100,000 in 2025 and further committed to helping close the remaining funding gap. We were delighted to invite all Members to a special Fracture Clinic update event in February, where they could see firsthand the progress being made and the difference their generosity is having for patients and staff.

Auxiliary Members also continued to support the Foundation in other meaningful ways:

7 Members volunteered at the 2025 Fairways for Fractures Golf Tournament in September,

Several joined us at the Game On Gala, helping to launch our fundraising push for a new 3D Mammography machine.

This year also marked an important step forward in how our organizations work together. The Auxiliary Executive and Foundation team established an ongoing meeting, to better understand priorities and identify new opportunities for collaboration. These conversations led to the development of the survey shared earlier this year to gather valuable feedback and help inform future opportunities.

On behalf of the Foundation Board and staff, thank you to every Auxiliary member for your dedication, generosity, and unwavering commitment to Belleville General Hospital. Together, we are making a lasting difference in the lives of patients and families across our community.

Wayne Sheppard, BGHF Board Chair

BGH Auxiliary cheque donation for the hospital Fracture Clinic redevelopment

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Dear BGHA volunteers,

Thank you for your extraordinary care, compassion, and dedication during the past year. Whether greeting visitors at the main entrance, helping patients and families find their way, or offering a warm smile during stressful moments, your presence creates comfort and reassurance for everyone who comes through our doors. Your kindness and willingness to help truly reflect the spirit of community and compassionate care that defines our hospital.

We are deeply grateful for the support you provide throughout our inpatient units. In some of the most difficult and emotional moments experienced by patients and families, your calm presence, thoughtful assistance, and caring hearts make a meaningful difference. You help create an environment where patients feel supported, families feel welcomed, and staff feel encouraged by your unwavering commitment to service.

Thank you as well for the tremendous work you do through our retail services, including the Opportunity Shop, and for the countless hours devoted to fundraising and special events. Your efforts not only raise vital funds that help enhance patient care and hospital programs but also strengthen the connection between our hospital and the wider community. From organizing events to supporting day-to-day operations, your enthusiasm, generosity, and teamwork are invaluable and deeply appreciated.

I also want to extend my sincere appreciation to the Auxiliary Executive and Convenors for your outstanding leadership, vision, and dedication. Your guidance, organization, and tireless commitment ensure the continued success inspire all those who volunteer alongside you. Thank you to June and the office volunteers for your excellence, professionalism, and outstanding dedication to our hospital and making sure everything is running smoothly each day. Together, every member of the Auxiliary contributes to making our hospital a more caring, welcoming, and supportive place for patients, families, visitors, and staff alike.

Thank you for all that you do, and I look forward to the year ahead.

Jay Moxness, Volunteer Coordinator & Liaison (Quinte Health)

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President (Chair), Paul Reesor (2018)

It’s my sincere privilege to represent our members as the new BGH Auxiliary President. I’m very grateful for the commitment of our volunteers and thank them for their ‘Time Well Spent’!

I’m honoured to hold this position held by 44 former presidents over the last 87 years. Most importantly, is that we recognize our past leaders and devoted volunteers and thank them for showing us what it truly means to serve with heart!

My genuine thanks for the leadership and commitment of our BGH Auxiliary Board Members Heather Smith, Debra Sackett, Lynn Turcot, Margaret Carter, June Boudreau,

Marlene Corfield, Betty Ann McKnight, Sharon Ostman and Aline Labelle for the work they carry out to keep the operation running smoothly. May I also share this recognition with our convenors, co-convenors and committee chairs for their dedicated work.

A special mention to our Past President Heather Smith on the completion of her 2-year tenure as our President and providing excellent leadership along the way.

The BGH Auxiliary Board extends our deepest gratitude to our volunteers for their unwavering loyalty, true care, and endless hours spent in-hospital, at home, or at the Opportunity Shop supporting patients, staff, and community.

Our partnership with Quinte Health (QH), Belleville General Hospital (BGH), Belleville General Hospital Foundation (BGHF) and our external community partners is extremely important to us and valued.

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

An on-going thanks to Jay Moxness in his role of Volunteer Coordinator on helping to maintain and support volunteer programs and services across our hospitals plus the recruitment of amazing volunteers including the students!

To raise our awareness, Susan Rowe, Quinte Health's Vice-President of People & Strategy provided the new BGH Auxiliary Board with a 'stellar' Governance 101 presentation at the beginning of our October 7 on-boarding meeting.

We also arranged to have Rob Jones, Senior Investment Advisor, CIBC Wood Gundy provide a financial overview at our February 3 executive meeting so the new Board had a full understanding of our investment portfolio for additional hospital funding including the Fracture Clinic renovation. We're actually now just one successful BGH Foundation golf tournament away from meeting the $239K fracture clinic goal. Our appreciation to BGHA members who approved a motion at their March General Budget Meeting to cover any difference up to $100K.

We've completed a draft of our strategic plan template and are now focused on adding goals with target dates and then to engage our stakeholders through surveys and focus groups. The aim is to align the plan with the Quinte Health values, goals and aspirations and to understand "What will care look like in the years ahead? And what needs to change to get there?" The BGH Auxiliary and BGH Foundation began having strategy meetings with a purpose to grow our partnership, to increase collaboration and engagement, and ultimately, deliver greater benefit for BGH. An example was the joint effort to create a survey between the BGH Auxiliary and the BGH Foundation with the intention to better understand how we can work together to strengthen our impact for our hospital.

Using an accumulation of special events funding, the BGH Auxiliary Board motion to purchase the 'Nurse Call System Console & Display for the BGH Maternity Unit, Quinte 7' met the membership agreement period and moved forward with QH to purchase this equipment. Jennifer Faulkner, Patient Services Manager, Perinatal and Paediatrics Program explains what this auxiliary investment will mean for the patients and staff:

“Every second counts in patient care, especially when it comes to new moms and babies. Our nurse call system is a lifeline, allowing patients to instantly reach nursing staff and ensuring urgent needs are met without delay. The current console on our Maternal Child Unit is at the end of its life, and the lack of an integrated display monitor means our nurses can't easily see alarms and patient information while documenting care. A new console and monitor would give our care team the tools they need to respond faster, stay better informed, and keep their focus on what matters most - the safety and comfort of mothers and newborns.”

The BGH Auxiliary Education Endowment was received by seven Quinte Health Education Award recipients at Belleville General Hospital. Congratulations to the 2025 recipients for their initiative and time commitment in pursuing further education in the medical field to improve patient care in our hospital through increased knowledge and skills.

Everyone has a story to share for others to enjoy; My personal thanks to all the contributors in this report for taking the time to make this happen!

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

Respectfully, Paul

Quinte Health’s Vice-President of People & Strategy Susan Rowe provides the BGH Auxiliary Board with a Governance 101 presentation

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1st Vice President, Debra Sackett (2022)

It's a pleasure to write my first Annual Report in my new role as 1st Vice President. Over these past 8-months I have seen first-hand how hard each and every member of our Executive Team work to ensure that we continue to have a successful and engaged Auxiliary. But the heart of the BGH Auxiliary is without a doubt, the wonderful volunteers that give selflessly of their time and energy to create an inclusive, supportive and caring environment for both patients, families, staff and the general public.

It has been quite a learning curve for me in this role. There are many, many moving parts behind the scenes that I was totally unaware of before joining the executive. I am very grateful for the support I have received from Paul, Lynn, Heather, Margaret, June, Marlene, Betty Ann, Sharon, Aline and Doreen.

A very special thank you to Jay Moxness for his encouragement, compassion, understanding and friendship.

Our Auxiliary planned and ran an extremely successful "Seasons Treats" fundraiser in December which under the leadership of Mary Adams and her team was a highlight in our fundraising efforts to support hospital programs. Kudos to a well-organized and enjoyable event.

The Auxiliary have donated $200,000. to date and have committed to an additional $100,000. (maximum) to complete the fundraising efforts for the redesigned and state of the art Fracture Clinic. This project is almost 9-years in the making and we are extremely proud of our substantial contribution to this most worthy project. Thank you for your dedication to seeing this project come to fruition.

I look forward to our continued success and wish you all a safe, happy and healthy year.

Respectfully, Debra

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2nd Vice President, Lynn Turcott (2022)

I began my role as 2nd Vice-President for the BGH Auxiliary in September 2025. Since that time, I have attended monthly BGH Foundation Board meetings where my new learnings have allowed me to grow professionally and personally.

Since assuming the role, I have involved myself in Foundation fundraising campaigns as a volunteer, beginning with the very successful Fairways for Fractures Golf tournament last July and the Game on Gala in November. Both these events have highlighted for me the tremendous collaboration and team work of the BGHF executive. They are a team that is bound together by the need to improve the health outcomes of those living in our communities, while reaching some targets that have brought us close

to the completion of the redeveloped Fracture Clinic, and purchasing a new TOMO synthesis Mammography machine.

In my leadership role, I was fortunate to attend the Not-for-Profit Leadership Workshop through the Trenval Business Development Corporation, which was the impetus for the development of our 2026-2031 Strategy Plan. This led to a joint survey with BHG Auxiliary and the Foundation to determine what the makeup of our members is along with better understanding how we can work together to strengthen our impact for our hospital. The results have recently been tabulated and next steps will be forthcoming.

This was the year Quinte Health hired KCI Consulting group to examine the role and impact of its Foundations. As the Auxiliary rep., some priorities were identified:

1) There is a need to raise more money and optimize the Foundations' potential to meet the health care needs of people living in our communities and accessing the services of Quinte Health was identified as a primary objective

2) The Foundation needed to work on reducing the cost of raising a dollar to be in line with CRA standards.

The Foundation started the new year with the loss of its Executive Director with a career move. In January 2026, Alec Bauer was named the new Interim Executive Director until a permanent director could be hired.

The Foundation hired 5 new Board members in March of 2026.

My ongoing work as a hospital ED volunteer remains very fulfilling. Every opportunity I have to put a smile on someone's face as they journey through the health care system brings me enormous gratification.

Respectfully, Lynn

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Past President / Recording Secretary, Heather Smith (2020)

It has been a pleasure to serve as both Secretary and Past President of the Belleville General Hospital Auxiliary. As I complete almost seven years on the Board, I would say that time has flown, despite the eight years of service I had committed to seeming like forever when I signed-up. I have one additional year to serve in the dual role and am pleased that the continuity of our organization looks strong given our partnerships, leadership and the continuity and care of our Quinte Health Coordinator Jay Moxness.

Over the course of my tenure there were some interesting challenges, but looking back on them the team work made the challenges less daunting, so much so that they're now not even worth mentioning. I would just add that for future board members, directors or convenors the team work does make this work dream work.

I enjoy the simplicity into which my role has evolved. Working with President Reesor to develop meeting agenda and produce the minutes has been a pleasure. Working with a

dedicated computer provided by the auxiliary for this work has been much appreciated, as has the new e-mail address that will provide continuity from secretary to secretary.

And finally, just want to say that I continue to enjoy my weekly ICU shift. I think it's one of the most gratifying things I do during my week. I'm sure you all feel the same about your assignments; aren't we lucky to be able to volunteer and get so much positive feedback from patients, families and staff. Respectfully, Heather

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Treasurer, Margaret Carter (2022)

This fiscal year was my first as Treasurer (Apr. 1, '25 - Mar. 31, '26). While I have greatly enjoyed the role, it also came with challenges.

At the end of the previous fiscal year, the Executive frustrated by CIBC's inability to provide Visa cards, accounts were opened at TD in February 2025. Although TD also required a secured savings account as collateral, two visa cards were issued for use by the Gift Shop and the Treasurer. After the Treasurer's card was issued, the Auxiliary purchased a new laptop and an updated version of the Sage Accounting program for our Bookkeeper's use.

When the new accounts were opened, all automatic deposits and withdrawals previously set up with CIBC had to be transferred to TD. Once this was completed, the CIBC accounts were closed, and the remaining funds deposited into TD July 2025.

In November 2025, funds were transferred from the accumulated interest accrued on the investments. The amount of $100,000 as contribution to the Hospital Fracture Clinic through the Foundation and $5,000 as Education Endowments for Hospital staff.

In February 2026, I was able to renegotiate the cost of the Opp Shop telephone with Bell Canada from $72.69 to $29.43 per month, a saving of $43.20 per month.

In January 2026, the Finance Committee met to discuss the remaining funds in the current budget as well as prepare the budget for the 2026 – 2027 for approval by the Board in March 2026.

In January 2026, a payment of $1,988 was made to the Quinte Health for the educational awards made possible by the interest accrued on the Education Endowment GIC. This payment represents the Auxiliary's contribution to the Hospital staff to further their education.

Finally, I would like to extend the appreciation and gratitude on behalf of the Auxiliary and myself to our Bookkeeper, Suzanne for all of her hard work and the ability to answer the questions directed her way on almost a daily basis. There's a lot of daily activity going on behind the scenes affecting the financial status of the Auxiliary and Suzanne's efforts ensures that we are in good hands. Respectfully, Margaret

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Member-at-Large, Aline Labelle (2025)

Being a volunteer since August 2025 and being appointed Member-at-Large of the BGH Auxiliary in February 2026, these past nine months have been a quick learning curve. Volunteering in three separate areas (ICU, ER and the Gift Boutique as well as areas such as the annual Bake Sale, Patient Relations at BGH In-Patient in Quinte Gardens, and recently the Awards Committee have shown me what a dynamic, forward-thinking and humane place BGH really is. I have had the opportunity to meet and learn from other volunteers in the areas I have served in as well as volunteers from all sectors, again adding to my learning experiences. The same can be said for staff, patients and family. While no single experience stands out, the combination of all opportunities as well as my previous life experiences continue to make me grateful for starting this new chapter of my life, that I hope to add to for a long time! Respectfully, Aline

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Administration Director/Volunteer Services Office Coordinator, June Boudreau (1997)

The Administration Directorate is responsible for the management of the Volunteer Services Office and overseeing several committees. We are fortunate to have Jay Moxness as the QH Volunteer Coordinator/Liaison and convenor of BGH Inpatient Services. Jay works daily with the Auxiliary to ensure a smooth flow of new volunteers, meet with prospective volunteers, ensure each applicant has the appropriate medical and security clearances. He liaises with the Volunteer Office Coordinator to place new volunteers in assignments which match their skills and preferences. Between April 1, 2025 and March 31, 2026, 39 new volunteers were processed and trained. A total of 186 volunteers, consisting of 160 adults, 15 secondary school students, and 18 university students, currently serve in over 18 assignments at Belleville General Hospital and the BGHA Opportunity Shop on Pinnacle Street. Volunteers donated 26,640 hours of service to Quinte Health during FY 25 - 26.

The Volunteer Services Office has used the web-based volunteer management Volgistics (Volunteer Logistics) system since 2021 and has proven to be invaluable. The volunteer database is updated constantly as new volunteers and information is received. Monthly reports are produced such as volunteer lists, service details, shift schedules, and assignment descriptions. Email communication is possible through its email system which is based on a security platform used by major banks. The online VicNet (Volunteer Information Center Network) enables volunteers to sign for their shifts and see schedules and total service hours.

The homepage includes up-to-date information, posters, and coming events. Publications such as the latest newsletter, Volunteer Handbook and Auxiliary Bylaws are also available online. VicNet is very successful at BGH with most volunteers using this valuable tool.

AWARDS & RECOGNITION COMMITTEE - In November 2025, Leah Johnson stepped down as Committee Chair and June Boudreau assumed the role. Members are Past Chair Leah Johnson, President, 1st VP, Information Services Director, Opportunity Shop

Convenor, Volunteer Services Office and a Member-at-Large. This committee ensures that volunteers are recognized for their service and dedication: Service Pins for every five years of service, Outstanding Service Award, Life Membership Award, and Ontario Volunteer Service Award. The Awards and Recognition Committee meetings are held every year in November and April. The Annual Awards Ceremony is held in June.

FINANCE COMMITTEE - The Finance Committee consists of the Chair, Treasurer Margaret Carter and members: Director Information Services, Director Retail Services, Director Special Events, ex officio Past President, and QH Community Services when needed.

NOMINATING COMMITTEE 1925-2027 - The Nominating Committee is described in Bylaw No. 3, Section 7. The Chair is the 1st Vice-President.

PROGRAM/GUEST SPEAKERS COMMITTEE - Arranges guest speakers, when requested, for general meetings. Speakers during FY 25/26 included QH CEO, Stacey Daub.

TECHNICAL COMMITTEE - Technical Committee oversees an active Facebook page (https://www.facebook.com/theBGHauxiliary) and website (www.bellevillehospitalvolunteers.ca).

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. 2025 and Jan. / Feb. 2026. The Quarterly Bulletin was published in Jun., Sep. and Dec. 2025 and Mar. 2026. Print copies distributed to the Opportunity Shop, Aroma Café, Info Desks, Gift Boutique, Volunteer Lounge and Volunteer Office. Electronic copies are e-mailed to approximately 250 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, Julie Grant, Alison Lariviere, Nancy Morrison, 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 an inventory of uniforms and re-order uniforms as necessary
- Receive, record and inform the QH Volunteer Coordinator of online applications received through the QH website
- Maintain personnel records including active and archived files
- 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 e-mail.

- 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.
- Register yarn given out and knitted caps received for the Cuddle Cap program.
- Deliver change to the Aroma Café 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, June

BGH Auxiliary 2025 Outstanding Service Award Recipients

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Marlene Corfield, Special Events Director (1980)

Mary Adams convened Season's Treats in December, turning the Sills entrance into a lovely red and white Market Place. Much effort was made by the team sourcing beautiful baskets to be donated from various businesses and volunteers which was greatly appreciated. Along with 2 lovely homemade quilts, placemats, small baked goods scattered among various other items, Pick-a-Prize, a grocery Raffle and Punch-a-Cup, for a total of $5,301.

December 23 found Convenor Jan Horlock, Jay Moxness and their team spreading cheer and bringing smiles to 250 patients throughout the hospital with Christmas gifts.

The Musical Evening (Roast Beef Supper, Silent Auction & 50/50) on May 2 with "Joy and the Silhouettes" created a happy buzz throughout the Dug-Out Restaurant. President Paul Reesor shared our appreciation to the businesses, hospital staff, visitors and members who donated and purchased 121 tickets. Convenor Stephanie Vandermeyer thanked the team and Jen and the restaurant staff for supporting us. Thus, realizing a profit of $3,911.78.

I personally wish to thank the Convenors for all their organizing to help add to the Auxiliary coffers so we may help purchase needed equipment for our hospital.

Respectfully, Marlene

- Season's Treats Convenor, Mary Adams (2012)

Belleville General Hospital Auxiliary, Season's Treats Committee Members Jill Turney, Betty Ann McKnight, Susan Begley and Mary Adams (Convenor) along with a complement of keen volunteers hosted a terrific holiday event on December 5. Proceeds will help with the purchase of equipment for the Belleville General Hospital. The organizers wish to extend a special thanks to the auxiliary members, hospital staff and the business community for their generous support! Respectfully, Mary

- Musical Evening Convenor, Stephanie Vandermey (2023)

Stephanie Vandermey happily accepted the role as convenor for the Musical Evening Dinner / Dance for 2025 and 2026 where the team raised almost $8,000.00 in profits for the BGHA! With a background in Administration and many volunteer hours at schools and church, it was a role she stepped into with confidence. Working with a great team of three, Marlene Corfield, Nancy Dafoe and Paul Reesor, we made a great team and supported each other throughout. They say you are never too old to do something or learn something and convening this event helped me grow in confidence and move past some shyness while approaching strangers for auction items for such an important and rewarding cause as this. Respectfully, Stephanie

- Patient Gifts Convenor, Janice Horlock (2021)

What inspired me to be the Gift Convenor is that every act of kindness makes life nicer for someone else. It seemed like an ideal way to make good use of the compassion I feel for others.

Compared to the first year, the second year felt more organized in that I knew what items to purchase. As well, some volunteers approached me wanting to help again making the gift wrapping and gift delivery easier.

While delivering the gifts, some patients were genuinely surprised and touched by our thoughtfulness. Yet, it was the stores' staff reactions to this hospital auxiliary program that was unexpected. They were unaware that volunteers would go beyond to comfort patients during the holiday season. Respectfully, Janice

BGH Auxiliary Patient Gifts provide some festive cheer for the patients during the holiday season

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Retail Services Director, Betty Ann McKnight (2022)

Volunteering with the Auxiliary has been a complete change in lifestyle - No more 8 - 5 and worrying about what the day will be like. I started 4-years ago with the Opportunity Shop and learned what it means to be a volunteer for the hospital. We all need the hospital at some time in our life and being able to contribute in some small way is very rewarding. I have met several wonderful people, made new friends, learned new ideas and appreciate I can be part of this organization.

Starting in September 2025 with the Auxiliary has been interesting and quite an experience. The Aroma Café is not just serving coffee. The volunteers are busy helping other areas, HELPP Lottery, selling leftover gift baskets from the Bazaar and tickets for Dugout dinner, etc. All things which I did not know and have shared with other volunteers who didn't know.

The Gift Boutique has been open for a year. I was surprised at the items sold and Convenor Jeanne does a very good job of sourcing local vendors. The shop looks like it belongs in a mall with all their new and interesting items (Turtle Mop).

Opportunity Shop, my stomping ground. What an experience from volunteering, monitoring customers, setting up displays, making sure racks and shelves are full, emptying, bringing full bins in from storage and above all having fun.

All the volunteers in the retail service are amazing and all contribute in their own way.

Respectfully, Betty Ann

- Aroma Café Convenors, Marilyn Case (2012) & Angela Ford (2013)

The Aroma Café is a busy place, being located at the Main Entrance, and sales have been very good this year, also receiving a lot of cash donations for the Auxiliary, as people appreciate the fact that we are there for them. Our customers are a mixture of patients and visitors, as well as, the staff from BGH.

It's a great experience, as we get to know them and their needs. Still supplying a full range of refreshments, paperbacks and puzzle books, gift certificates and stamps. Some new products have been added to the mix (pretzels, candy, various sundry items and our new Children's Corner, consisting of small items / activities that a young person may enjoy during their visit.

On a new note, the Aroma Café is no longer open on Statutory Holidays. In February, the annual Hastings Prince Edward Public Health Inspection was conducted with no violations!

Extra activities included: a few of our volunteers selling the H.E.L.P.P. Lottery tickets during their regular shift; two Book Sales (with the quality paperbacks from the BGHA Lending Library, now discontinued, and donated books from Giant Tiger) with a profit of $530.00; selling tickets on the Raffle Basket, creating four gift baskets and arranging three donated gift baskets from our vendors for the Season's Treat Bazaar; a few caterings (meetings and luncheon for the BGH Administration and our own BGHA General Budget Meeting); being another venue - open 9 a.m. to 4 p.m. - for ticket sales for the BGHA Dugout event; and our volunteers assist and are back-up greeters at the Sills Main 2 Entrance when the regular volunteer greeters are absent.

Quite often we just supply a smile and friendly face to people and they do appreciate talking to us. Some people just come and say "thank you for talking to me and listening" or "thanks for all you do". It certainly is a good and rewarding feeling.

A big shout out to the Aroma Cafe's energetic and dedicated volunteers for doing such a great job, and being such an amazing team. You are much appreciated. Also, through our retail services, the BGHA motto: 'Helping Us ... Helps Others', most definitely makes our 'Time Well Spent'! Respectfully, Angela & Marilyn

- Aroma Café Bank Deposits Convenor, Maureen Hamilton (2010)

BGH Auxiliary "Buck a Book" event with funds going towards hospital

- Gift Boutique Convenor, Jeanne Raymond (2013)

Our boutique is still getting positive comments about the quality of items we offer and the inviting layout. The no-cash policy still works. The local vendor connections and the effort to buy Canadian is appreciated by our customers.

The best month was December 2025, close to $6,900. in sales. On Friday, November 28, $1,281.29 was deposited while January was modest, which was to be expected post-Christmas. During the last fiscal year there were 2039 separate sales transactions.

Total sales $60,136.08

Square Fees ($935.40)

Net total $59,200.68

Apparel is still our top seller; we keep the Quinte Health t-shirts and hoodies in stock along with stuffed toys and baby items up to 18 months. These 3 categories account for about 35% of total sales. Greeting cards are also popular; they account for about 5% of sales. Our current inventory is worth approximately $23,000 and is expected to bring in almost $40,000; we are at about 42% profit.

With great appreciation for all the extra ‘behind the scenes’ work – thank you to Martha, Aline, Susan, Sandra Beaton, Sandra Porter, Murielle and Brenda for keeping me mostly sane.

Please let us know if you have questions or concerns and when any of you would like to join the Boutique Bunch – giftshopbgha@gmail.com.

Respectfully, Jeanne

BGH Auxiliary Gift Boutique Grand Opening

- Hospital Equipment Lottery Program for People (HELPP) Convenor, Margaret Carter

A total of 6 boxes consisting of 2,200 each of H.E.L.P.P Lotto tickets were sold from April 1, 2025 to March 31, 2026 by the volunteers who were set up at a designated area between the Gift Shop and Aroma Café with a stand-alone cart. The total profit from the sales was $2,861.

With the approval of the Auxiliary membership, the purchase of a Tilt Table to assist the Rehabilitation Sills 3 was received and paid for by the funds raised. The total amount in the bank is $4,682.

All reports have been completed and delivered to the City of Belleville as required. Respectfully, Margaret

- Opportunity Shop Convenors, Doreen Cook (1995) & Lois Garrison (2004)

The Belleville Opportunity Shop is pleased to report another successful and rewarding year of serving our community.

Thanks to the incredible dedication of our volunteers, loyal customers, generous donors and community supporters, the shop raised an impressive $86,000 this year. These funds are directed to the hospital through the foundation, helping to purchase needed medical equipment and support programs that enhance patient care within our community.

One of the highlights of the year was being nominated for a local business award, a meaningful recognition of the hard work, commitment, and community spirit demonstrated by everyone involved with the Opportunity Shop.

We are delighted to welcome several new volunteers to our team this year. Their enthusiasm, commitment, and willingness to give back have strengthened our operations and helped us continue providing excellent service to our customers and donors.

A special thank you goes to Déjà Vu, which generously donated $1,000 to the shop this year. In addition, they have continued their ongoing support by donating unsold clothing items, helping us maintain a diverse and affordable inventory for our customers.

We are also extremely grateful to both Giant Tiger stores in Belleville, which have continued to support the Opportunity Shop through their generous donations. Their ongoing partnership and community-minded spirit contribute significantly to our success and are greatly appreciated.

Throughout the year, we have seen an increase in new regular customers, many of whom have discovered the value, quality, and welcoming atmosphere that make the Opportunity Shop a special place to visit. Their continued support contributes greatly to our success.

We are pleased to report that donations have remained steady throughout the year, ensuring a consistent supply of quality merchandise and allowing us to meet the needs of our shoppers while generating funds for charitable purposes.

Beyond fundraising, the Opportunity Shop continues to be a welcoming and compassionate presence within our community. Throughout the year, we have been able to assist members of the unhoused population by providing clothing and other essential items free of charge. This support helps ensure that some of our community's most vulnerable individuals have access to basic necessities while being treated with dignity and respect.

We are proud that the shop serves not only as a place to shop, but also as a place where people feel welcomed, supported, and valued.

One memorable example of this community spirit occurred when a local gentleman came into the shop with his guitar and spent the afternoon playing music for volunteers and customers. It was a simple but meaningful moment that brought people together and reflected the warm, inclusive atmosphere that makes the Opportunity Shop special.

As we reflect on another successful year, we extend our heartfelt gratitude to our volunteers, donors, customers, community partners, and supporters. The success of the Belleville Opportunity Shop is truly a collective effort. Through your generosity, we are able to support our local hospital foundation, help fund important medical equipment, and continue serving our community in many meaningful ways.

We look forward to another productive and rewarding year ahead.

Respectfully, Doreen & Lois

- Opportunity Shop Bank Deposits Convenor, Shirley Noble (1995)

BGH Auxiliary Opportunity Shop cheque presentation from Clothing for a Cause Program

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Information Services Director, Sharon Ostman (1999)

INFORMATION SERVICES - Sharon Ostman, Director. It is hard to believe that another year of Volunteer Service has come and gone! I thank ALL Volunteers for their excellent efforts every day, week and month: you are always here through bad weather, the Flu season, and whatever else might be happening! During this past year, I have provided reports and kept everyone up to date at Board Meetings, and with 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 (2007), Convenor. During this past year, our caps in pink and blue, and the expanded colour range of yellow, apple green, multi gray and light purple have been delivered to Quinte 7. They are proving to be popular with the new Mothers! We have had to revise the pattern for our caps due to changes in the wool that is suitable for our caps. This has led to limiting the number of knitters at this time. We thank all knitters in the past who have assisted us!

DAY SURGERY - Sharon Ostman, Convenor. This service, started over ten years ago, provides assistance to ALL who come to Quinte 1. Many of the Hospital's services are located on Quinte1 — Fracture Clinic, Day Surgery procedures—surgeries and scopes; Blood Work, MRI, and pre-op Consultations, just to name a few. More changes will be occurring with the updating construction to the Fracture Clinic, maybe starting this fall! The Volunteers---Kim, Doreen, Pat, and Marilyn, provide invaluable service in directing patients to their appointments, and certainly assisting them on how to leave the hospital

the easiest way! One volunteer assisted an out-patient by helping him tie his boots so he did not trip on the laces! The volunteers are prepared for anything!

FAMILY/ PALLIATIVE CARE ROOMS - Kirsten Busse (2016), Convenor. There are three active Family Care Rooms at Belleville General Hospital. Two of the rooms are located on Quinte 4. These are designated as Palliative Care Rooms, and are rarely found without a patient. The other Family Care Room is located in the centre block of Quinte 6. This room offers a quiet space for visiting family, and private discussions. This room has become a retreat from the everyday bustle of the floor. Furniture and comfort items for these rooms are supplied by the Auxiliary! These items include coffee, tea, and cookies and these expenses are paid out of Budgeted dollars for the three rooms. Larger purchases have also been made this year. They include 2 side boards, 2 magazine racks and 2 floor lamps to bring a sense of home to the Palliative Care Rooms. The Large Furniture additions would not be possible without the financial support of the Una Grimm account. The furniture additions to our Family Care Rooms are an essential part of providing comfort to families during their time of need. Finally, many items that were donated this year include: classical music CD's, novels, art books, colouring books/pages and games, along with the unexpected return of a long-lost pull-out sofa still in working condition

GOOD SAMARITAN CUPBOARD - Linda McPherson, Convenor. Our wonderful Gift Bags continue to be handed out to new Mothers on Quinte 7. The Gift Bag includes onesies, blankets (often home-made), sleepers and receiving blankets, and of course one of Cuddle Caps! A new Father was looking everywhere on Quinte 7 for Linda to express his appreciation for receiving one of the bags!

HELPING HANDS - Nancy Morrison (2014), 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. The need for these basic necessities has risen evermore. The Auxiliary Budget for this service has been most helpful in providing funding for the purchase of shampoo, soap, toothbrushes, toothpaste, deodorant, combs, brushes, underwear, socks, and hygiene products. This service will continue to provide the necessities for patients in the hospital!

INFORMATION 2 (Hastings Wing) - 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, 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 or very much want to leave!! This area is perhaps one of the most confusing spots in the hospital. Thank you to Alison, Joanne, Lynn, Elaine, Nancy, Mark and Morgan for your commitment to this valuable service. You are much appreciated!

PHOTOGRAPHY - Sharon Ostman. Again, I have enjoyed taking your pictures over this past year! Whether it has been at our Luncheons, our Dinner and Musical Fundraiser at the Dug Out or our Season's Treats, I enjoy capturing your wonderful faces at these events. I enjoy arranging the display on the Bulletin Board. Cheryl Mound does a great job of displaying them in the High Five and the Bulletin. Thank you, Cheryl!

BGH AUXILIARY SCHOLARHIP AWARD - I am pleased to announce that our yearly Scholarship has been increased to $2,000.! The Scholarship committee was pleased that the Finance Committee and the Auxiliary Board agreed to this increase. We can now offer one $2,000.00 award, or 2 $1,000. awards. The Auxiliary was pleased to announce that the winner for 2025 was Haneen Aurangzeb graduating from Eastside Secondary School. Haneen has entered the Waterloo School of Pharmacy, and hopes to graduate with a degree in Bachelor of Science (Honours) and Doctor of Pharmacy. While in High School Haneen participated in SHAD Summer program, Duke of Edinburgh International Award, Co-founder and president of STEM Club, Track and Field member, and Student Council member. Haneen volunteered in ICU. Haneen was indeed a worthy candidate for our Scholarship. Congratulation Haneen! Haneen and her mother attended our June Luncheon which is a celebration of awards and honors. Committee members are Sharon Ostman, Chair, Elaine Dafoe and Judy Hurst. Thank you for your time.

Respectfully, Sharon

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In-hospital Services Coordinator, Jay Moxness (2004)

Inpatient Services reaches a record 1,002 hours of volunteer service in October 2025! Thank you to the 93 volunteers and their convenors for donating over 1,000 hours in October to Inpatient Services. With Jay Moxness at the helm, Inpatient Services, is made up of 14 different assignments throughout Belleville General Hospital. The newest assignment added to the long list is the Quinte 4 Meal Program. Respectfully, Jay

- Cancer Clinic Convenor, Julie Grant (2024)

Linda Bunnett was nominated for two Hospital Hero Awards this past year. Linda dedicates four full days a week to providing vital emotional support to patients and their families in our waiting area, and we are incredibly grateful for her unwavering commitment.

Our volunteers ensure a comfortable environment by providing warm blankets and refreshments during treatments. We restock information brochures, maintain the wig corner, and care for the indoor and outdoor greenery. These services are deeply valued by our nursing staff and patients.

Last summer, student volunteers provided vital support in the clinic. We look forward to welcoming students back this summer to continue delivering compassionate care to our patients.

The Cancer Clinic was expanded in March 2026 to create more space for patients and their families. By remodeling an area next to the clinic, we made visits more comfortable for consultations, assessments, and treatment planning. This setup helps our team of doctors, nurses, and social workers collaborate easily. Respectfully, Julie

- Emergency Department Convenor, Heather Rutledge (1998)

Volunteers continue to play an active and important role in the Emergency Department at Belleville General Hospital. Currently, we have 25 volunteers.

Our shifts are Monday - Friday from 9 a.m. - 5 p.m. and in order to accommodate additional volunteers we added a 5 - 7 p.m. shift on Monday, Wednesday and Thursday.

We are very grateful to the Emergency Department staff who continue to be so supportive and helpful.

My thanks to our current volunteers who not only do their regular shifts but fill-in for those not able to do their shifts.

As always, my thanks to Jay Moxness who continues to be supportive and encouraging.

I also wish to thank June Boudreau who has taken on the role of scheduling for the Emergency Department volunteers and whose help to me is deeply appreciated.

Respectfully, Heather

BGH Auxiliary Emergency Department volunteer hospital safety training

- Info Main (Sills 2 Wing) Convenor, Janet McCue (2020)

Sills Entrance Team:

Our collective goal as volunteers is simple, to assist others. Each week this mission is carried out by a dedicated group of 40 - 50 individuals. Shifts are scheduled in 2- or 4-hour blocks over the course of the day with the majority of shifts covered by 2 people. The assistance provided is diverse, ranging from offering directions to hospital departments such as Imaging or Day Surgery, helping find patient rooms, or simply being that “listening ear” for a few minutes.

The team is collaborative in our approach. To ensure shifts are covered throughout the day, a group email chain is utilized to manage absences and request shift support. The responsiveness of the group is remarkable, with volunteers stepping up quickly to fill gaps when they occur.

Dedication:

The team frequently receives acknowledgement from patients, visitors and staff for their compassionate approach and readiness to assist others. Even the 4-legged visitors express their gratitude when they receive a special treat from the desk’s bottom drawer, earning a hearty tail wag in return.

Technology & Infrastructure: Several improvements were introduced this year.

Communication: The addition of a telephone at the desk has improved our ability to contact the switchboard more efficiently and has added an extra layer of safety to the area.

Accessibility: A new door switch was installed behind the desk allowing volunteers to open the interior doors for patients and visitors safely, eliminating the need to cross a busy hallway to use the manual push button.

Efficiency: The new payment parking machines have significantly reduced the number of payment issues that were frequently brought to our attention.

Special Mention:

Sincere thanks to the Aroma Cafe volunteers who field questions from visitors when the Sills Desk is unstaffed and also help when the new team members need support with the hard-to-find location questions from visitors.

Finally, thank you to the Volunteer Office Staff for your assistance throughout the year and Volunteer Coordinator, Jay Moxness for your unwavering support of the volunteer team. Respectfully, Janet

- Intensive Care Unit Convenor, Debra Sackett

Our volunteer team has grown since last year. As of April 30, 2026, we have 27 volunteers working in the unit. We have added to our roster eight high school and

university students in the last few months which allows us to have volunteer coverage from the hours of 9 a.m. through 8 p.m. several evenings per week. A big thank you to Jay Moxness for recruiting an exceptional group of students, some of whom are pursuing medicine in their post-secondary education.

The ICU has been over capacity at least three times since January 2026. When the unit has an influx of patients, the staff will utilize space in the Post Anesthetic Care Unit (PACU) and set up ICU stations there. There have been as many as 26 patients in the ICU which was designed for twenty-one. Being able to secure and set up temporary beds in the PACU has enabled the unit to continue to provide exceptional care for all patients and their families.

The Three Wishes project officially kicked off in January 2026. This initiative is designed to support patients, families, and staff during end-of-life care in the ICU. This program focuses on honouring what matters most to patients and their loved ones by facilitation in small, meaningful wishes that bring comfort, dignity, and connection in a profoundly difficult time.

The Three Wishes project is intended for patients who are nearing end of life-typically those with a high likelihood of dying during their ICU stay, those transitioning to comfort care, or when a decision has been made to withdraw life-sustaining treatment. Once a patient is identified, staff can collaborate with the patient (if able) and their family to learn about meaningful wishes. These may include simple gestures such as playing favourite music, creating keepsakes, facilitation pet visits or personalizing the patient's room.

Respectfully, Debra

BGH Auxiliary Intensive Care Unit, Three Wishes Project partnership

- Integrated Stroke & Rehb Unit: Physio + Occupational Therapies, Dining Program, Peer Support & Friendly Visiting: Convenors, Paul Hamelin (2016) & Jay Moxness

Over 20 volunteers are fully integrated into the care team on Sills 3. They help patients get to and from therapy on time with needed assistive devices, support daily exercise groups, and provide friendly visiting, activities, and hydration between sessions. At mealtimes, they assist in lunch groups that improve nutrition, hydration, and socialization, often incorporating additional mobility by bringing patients to the dining room. Without volunteer involvement, therapy sessions could be shortened or missed, and patients might not receive the same level of engagement, companionship, or encouragement to participate in activities outside of formal therapy. Volunteer support one another and help new volunteers feel confident, supported, and connected to the impact of their work. The coordination of patient transport to therapy contributes to smoother transitions and reduced wait times. Volunteers also build strong rapports with patients through regular visits, creating a sense of trust and comfort that supports their emotional well-being during rehabilitation.

Paul Hamelin generously donated an iPad from yard sale funds and a protective case to the Integrated Stroke Unit. This new device supports stroke education and provides interactive tools to enhance patient therapy and recovery. Sills 3 staff are grateful for Paul's support in helping us continue to deliver exceptional care and innovative rehabilitation options for our stroke patients. In addition, Paul, who has served 9 years with the Auxiliary, receives $1K annually from the Scotiabank Pensioner Volunteer Program to help with programs on Sills 3. Respectfully, Paul H. & Jay

- Maternity / Pediatrics Convenor, Jennifer Robertson (2024)

Quinte 7 Volunteers are a group of hard working, fun-loving ladies who take a great deal of pride in their work. The idea that they have a small part in the birth of a child, the welfare of the mother and helping the Nurses and Doctors do their jobs, is a feeling like no other. The ladies will help each other out, and not even having to contact me to switch days for an unexpected appointment or illness shows great trust in each other's abilities to fill in for them. I have spoken to the staff on Quinte 7 and they are extremely pleased with the work the ladies do every week. I could go on and on about my team but I think they might get a little embarrassed. Just know they are a top 10 team of exceptional ladies. I am very fortunate to work with them. Also, a thank you to the staff on Quinte 7 for their help when a question arises, they are very quick to help find an answer. Respectfully, Jennifer

- Pet Therapy Convenor, Leona Gosson (1994)

The Therapy Dog Program is in its 32nd year with seven dedicated volunteers bringing in their four-legged volunteers every week to visit the patients and their families, the staff, and anyone else they encounter on their way. There are seven teams visiting Quinte 4,5,6 and 7; Sills Wing 3,4 and 5; and ICU. They also visit the BGH Foundation Office who always have treats on hand. The volunteers are Peter Hodgson and Ruby, a

CKC Spaniel; Patricia O'Connell and Bluebell, a cock-a-poo; Cindy Quinn and Sully, a Golden Mountain Doodle; David Stiglick and Cassie, a retired Greyhound; Dave Semenuk and Olivia, a Sheep Doodle; Joanne Barry and Hannah, an English Pointer; and Liz Muldoon and Watson, a Golden Retriever. They bring a lot of joy to the patients and staff. Respectfully, Leona

- Quinte 4 Meal Assistance Convenor, Jay Moxness

This is a newly added volunteer role on Quinte 4 with a goal of having daily support for patients at mealtime. Volunteers provide compassionate mealtime assistance to patients in an acute hospital setting by setting up trays, offering encouragement during meals, supporting hydration, and engaging in friendly visiting to promote comfort and dignity. This helps to create a calm, social environment that reduces isolation and improves patients' willingness to eat and drink. Through consistent one-to-one support and encouragement, this contributes to a noticeable increase in patient intake and hydration levels. Patients who received assistance are more likely to finish meals and maintain adequate fluid intake, which supports better energy levels, improves recovery, and reduces the risk of complications such as dehydration or malnutrition.

Respectfully, Jay

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Successes of the Past Year

APR. 8 & 9, '25: Organized a "Buck a Book" event at the hospital main entrance and sold over 275 paperbacks from the former Free Lending Library service offered to patients with funds going towards hospital equipment and programs.

MAY 3, '25: Raised a profit of approximately $3,900 going towards hospital equipment and patient programs at the Musical Evening / Auction event attended by over 110 guests.

JUN. 17, '25: Recognized 7 auxiliary "Outstanding Service Award" recipients at the Strawberry Social Awards & Recognition at St. Matthew's United Church.

JUN. 17, '25: Presented a $2,000 scholarship to award winning, student nominee who accumulated over 100 volunteer hours with the desire to become a pharmacist.

JUL. 16, '25: Acknowledged 9 auxiliary "Ontario Volunteer Service Awards" recipients for their commitment and dedication as volunteers.

AUG. 30, '25: Celebrated auxiliary member who retired after 63 years of service at the thrift store; This volunteer reached 100 years of age at the beginning of 2026.

SEPT. 2, '25: Purchased a Dual Action Tilt Table for the Quinte 5 Medicine Unit with funds of $6,200 from the Hospital Equipment Lottery Program for People (HELPP).

SEPT. 16, '25: Inducted the "new" 2025 / 27 BGHA Board of Directors at the Annual General Meeting at St. Matthew's United Church followed by a lunch social.

SEPT. 18, ’25: Volunteered at the Belleville General Hospital Foundation's Fairways for Fractures Golf Tournament at Black Bear Ridge!

SEPT. 23, ’25: Presented Opportunity Shop Co-convenors with a $1,000 cheque from the Clothing for a Cause Program sponsored by Kimberly’s Déjà Vu Boutique.

SEPT. 30, ’25: Partnered with the Easthill Elementary School Kindergarten class and Gift Boutique to help sell their paintings over the summer to raise $160 for their outdoor recreation area at the new school and an additional $40 went back to the hospital!

OCT. 8, ’25: Opened the inaugural 2025 - 27 BGHA Board meeting with a stellar presentation by Quinte Health, Vice President People & Strategy entitled Governance Unplugged: What Every Board Member Should Know.

OCT. 15, ’25: Facilitated by Quinte Health staff professionals, a debrief session took place for Emergency Department Volunteers to share their views and ideas.

OCT. 24, ’25: Nominated across 16 categories, the Opportunity Shop was one of many to be recognized for outstanding achievements among local businesses, organizations, and entrepreneurs at the 29th Annual Quinte Business Achievement Awards.

NOV. 22, ’25: Participated at the Belleville General Hospital Foundation "Game On" Gala at the CAA Arena to help fund a world-class breast cancer detection system.

DEC. 5, ’25: Hosted the “Season’s Treats” holiday event raising proceeds of over $4,000 to help with the purchase of equipment for the hospital with special thanks to the auxiliary members, hospital staff and the business community for their generous support!

DEC. 8, ’25: Received membership agreement on the BGHA Board motion to purchase the "Nurse Call System Console & Display for the BGH Maternity Unit, Quinte 7" equipment for approximately $20,000.

DEC. 12, ’25: Relaunched the ICU Comfort Cart in preparation for the formal roll out of the Three Wishes Project in early 2026.

DEC. 16, ’25: Donated $100,000 to the Belleville General Hospital Foundation (BGHF) to bring the fundraising finish line in sight for the hospital's Fracture Clinic redevelopment. This gift brings the Auxiliary’s total support for the project to $200,000 and means BGHF is within $240,000 of the final fundraising goal.

Note: A second donation of up to $100K was approved at the March 17 General Budget Meeting; This amount in combination with a successful foundation golf tournament is expected to top the fundraising goal to commence with the Fracture Clinic project.

DEC. 17, ’25: Awarded 7 Quinte Health Education Award recipients with the auxiliary endowment to assist them with their endeavors to achieve higher educational goals in the medical field.

DEC. 23, ’25: Delivered 250 gifts to hospital patients by the Gift Committee to show what the 'Spirit of Christmas' is all about!

JAN. 14, ’26: Contributed 27,562 volunteer hours of service and support to Belleville General Hospital in 2025 through 28 different assignments, programs and projects throughout BGH and the thrift shop.

BGH Auxiliary Years of Service Pins 2025

Volunteers must be active volunteers to qualify for years of service pins

5 YEAR (Started 2020): Janet McCue, Sue Morley, Heather Smith & Morgan Witherall

10 YEAR (Started 2015): Carol Brown

15 YEARS (Started 2010): Jane Ashcroft, Jean Capstick, Ken Capstick, Dylan Cook, Maureen Hamilton, Jackie Matchett, Regina Olsen

20 YEARS (Started 2005): Linda Bunnett

30 YEARS (Started 1995): Doreen Cook & Shirley Noble

45 YEARS (Started 1980): Marlene Corfield

60 YEARS (Started 1965): Selma Bochnek
Special Pin over 55 years

Outstanding Service Awards: Janet McCue, Donna Bruce, Alison Lariviere, Paola Vani, Jane Ashcroft, Jackie Matchett

This pin may be awarded to any Active BGHA member at any time upon the completion of outstanding service to the Auxiliary.

Life Membership Award(s): Jeanne Raymond
Candidates will be active members with proven leadership capability and at least five consecutive years of active service.

Ontario Volunteer Service Awards 2025
Ken Capstick, Pat Hately, Peter Hodgson, Melodie Nazzer, Eileen Reesor & Cathy Willock; Students: Haneen Aurangzeb, Salsabil Elias & Soondus Elias

2025 Awards & Recognition Committee
Leah Johnson, Heather Smith, Paul Reesor, Angela Ford, Sharon Ostman, Alison Lariviere & June Boudreau

BELLEVILLE GENERAL HOSPITAL AUXILIARY - INCOME STATEMENT (SUMMARY)
APRIL 1, 2025 - MARCH 31, 2026

REVENUE

REVENUE GENERAL
Administration …….. 3,439.75
Donations ……..4,868.43

REVENUE SPECIAL EVENTS
Special Events ……... 6,349.00
Special Events-Bazaars ……5,406.00
Raffles …… 591.00
Una Grimm Interest …….. 8,734.99
Endowment Fund Interest …… 1,002.78
GIC's Interest …… 500.00
Asset Revenue ……1,970.00
TD-Business Investor Acct Interest ……. 172.69

SPECIAL EVENTS & INVESTMENT INCOME …… 24,726.46

Aroma - Sales	48,281.83	
Aroma - Donations	1,375.00	
HST Retained	1,746.54	
Aroma Cafe Sales		51,403.37
Gift Shop - Sales	55,190.76	
Gift Shop - HST Retained	2,382.71	
Gift Shop Sales		57,573.47
Opp Shop - Sales	88,861.35	
Opp Shop - Donations	1,104.85	
Opp Shop Sales		89,966.20
TOTAL RETAIL REVENUE		198,943.04
TOTAL REVENUE		231,977.68
Funds transferred from Investments		105,000.00
TOTAL REVENUE & INVESTMENT TRANSFER		336,977.68

EXPENSE

EXPENDITURES GENERAL

General Expense	19,179.12
Patient Gifts	834.71
Administration	4,060.37
Communication	4,998.99
Information Services	5,758.90
QHC Volunteers	6,221.02
Canada Helps – Donations	130.34
Special Events Expense	3,172.53
Transfer to BGHF	100,000.00
BGHA Education Fund	1,988.30
Depreciation	1,880.45
Aroma Café Expense	32,857.46
Gift Shop Expense incls. Renovation	48,033.36
Opp Shop Expense	2,387.43
TOTAL EXPENSE	231,633.32
NET INCOME	105,344.36

Above figures include the transfer of funds from the Investment Interest

Presented by Margaret Carter, Treasurer