



Auxiliary
Annual Report
2008/2009

MESSAGE FROM THE PRESIDENT AND CEO OF PEMBROKE REGIONAL HOSPITAL

Dear Members of the Pembroke Regional Hospital Auxiliary:

On behalf of our Board, staff, physicians and Senior Leadership Team, I would like to take this opportunity to congratulate your group for another successful year, and express my personal appreciation and gratitude for the work that you have done and continue to do for our patients and the broader community.

As a volunteer-based organization, we recognize the dedication and commitment your members put forth in order to provide our Hospital with the funding to expand our facility and purchase some of the much-needed state-of-the-art equipment we require for many of our programs and services.

This past year alone, your group contributed more than \$110,000 to the Pembroke Regional Hospital which completed your one million dollar fundraising commitment to our capital project.

In addition, your contributions this past year included a \$25,000 donation to the Upper Ottawa Valley Medical Recruitment Committee which will help to bring much-needed family physicians to our area.

The fundraising endeavours you coordinate year-round such as the operation of the Hospital's Sunshine Gift Shop and Mural Café, the rental of bedside televisions, the sale of H.E.L.P.P. lottery tickets, flower sales, and the operation of the ATM machine, among others, not only assist in raising tremendous amounts of money, but also enhance the patient and visitor experience as you provide them with the amenities required to help make their visit or stay at our Hospital that much more comfortable whether it be for a couple of hours, a couple of days, a couple of weeks, or more.

For this and more I must say "Thank You", and I would also like to congratulate each and every one of your 181 members for their part in receiving recognition as "Community Organization of the Year" at the this year's Chamber of Commerce Awards Gala, recognition which was well-deserved and demonstrates to the broader community how a relatively small group of individuals can work together to accomplish great volumes of success.

In the coming year, I wish you continued success and thank you once again, not only for your financial contributions but also for the countless hours of priceless volunteer time you have given the Pembroke Regional Hospital.

***Pierre Noel
President and CEO***

2008/2009 Executives

President	Anne Sloan
Past President	Sheila Schultz
Honorary President	Pierre Noel
1 st Vice President	Mary Olsheski
2 nd Vice President	Susan Morrow
Treasurer	Sister St. Mark
Secretary	Diana Gagné
Press & Publicity/Historian	Eleanor Boire
HELPP	Vina Hearty
Gift Shop Operations	Christine List
Gift Shop Staffing	Amelia Mackwood
Mural Café Operations	Mieke Mahood
Mural Café Staffing	Iris Ball
Special Events Telephone	Dolly Pick
Spiritual	Fran Kennedy/Janet Borne
Ways & Means	Carmel Harrington/
(Fundraising)	Dorothy Devine
Membership	Janet Campbell

PRESIDENT'S LETTER

Dear Auxiliary Members:

Let me start by saying that I have decided to stay on for another term, God willing. This is a wonderful organization and I am so very honoured to be involved.

We have truly had a busy year of fundraising, from which monies continue to be used to enhance health services that are not funded by the Ministry of Health.

2008-2009 was the big year for us! This year the Auxiliary contributed over ***\$110,000.00*** to the Hospital, thereby **finally achieving our \$1M commitment**. Amen and Congratulations!!

This coming year, we plan to tackle our pledge of \$75,000.00 for a Maternal Birthing Mothers.

The Mural Café and the Sunshine Gift Shop experienced a good year in sales. The Café netted over \$45,000.00. The Gift Shop netted \$30,000.00, but with Christine attending a late January gift show this year, we still have a *huge* inventory to sell.

We are pleased to welcome Judy Johnson and Patricia Bergsma, who will take on the joint task of the Mural Café Managers as of April 2009. I want to extend our special thanks to departing managers Mieke Mahood and Iris Ball for their dedication and hard work over the last five years. They will be staying on at the Café in a reduced capacity.

The Bingo proceeds were \$33,000.00 this year, which is a drop from our \$41,000 of last year, but it is not from a lack of trying.

Our H.E.L.P.P. lottery ticket sales of \$18,000.00, the Annual Fall Tea, TV rentals, the Mural print sales, the Memorial Fund, and the operation of the ATM machine round out our fundraising efforts with their proceeds helping to fill the Hospital treasury.

Our reach also extended outside the walls of the Hospital in donating \$25,000.00 to the Upper Ottawa Valley Medical Recruitment Committee. In February, the Auxiliary was honoured at the Chamber of Commerce Awards Gala as the Community Organization of the Year. "The Auxiliary earned this recognition as its members quietly and effectively go about raising funds to enhance health care for everyone in our community." What a lovely feather in our cap!

Of course, none of this would have been attainable without the efforts of our executive, the coordinators, and all the wonderful volunteers. With your ongoing support and personal contributions, we truly make a difference to health care.

See what we can accomplish when both our minds and our hearts work in unison.

Anne Sloan, President

PRH AUXILIARY ANNUAL FINANCIAL REPORT (unaudited)
April 1, 2008 – March 31, 2009

Bank Balance - April 1, 2008			\$ 45,447.44
REVENUE - 12 months:			
General Revenue:			
Gift Shop		\$ 74,192.72	
Flowers		1,562.94	
Café		93,882.21	
Tips		1,724.93	
TV Rental		27,724.72	
ATM		6,300.50	
Other Revenue:			
BINGO Proceeds		\$ 33,000.00	
HELPP Tickets		18,000.00	
Bank Interest		1,431.63	
Membership Dues		700.00	
Memorial Fund		240.00	
Donations		2,917.00	
Mural Project		635.00	
Fall Tea		1,768.40	
Sales Taxes Collected		14,062.55	
TOTAL REVENUE			\$ 278,142.60

DISBURSEMENTS - 12 months:			
Gift Shop		\$ 56,774.52	
Flowers		733.07	
Café		48,757.64	
Office Expenses		1,322.83	
Travel & Conventions		6,342.80	
Bank Charges		1,025.97	
Fall Tea		241.15	
Mural Project		59.40	
Donations to Pembroke Regional Hospital:			
General Fund	59,420.00		
BINGO	33,000.00		
HELPP	18,000.00		
Total Donations to PRH		110,420.00	
Miscellaneous - Donation to UOV Medical Recruitment		25,000.00	
Sales Taxes Paid		13,762.24	
TOTAL DISBURSEMENTS			\$ 264,439.62
Bank Balance - March 31, 2009			\$ 55,049.94

Sister St. Mark, Treasurer

Recording Secretary Annual Report 2008/09:

Cards Sent:

Get Well	5
Sympathy	10
Thank You	5

Memorial Donations	<u>6</u>
Total	26

Fifty hours were spent on secretarial work for the year as well as time spent as a member of the Executive Committee (typing, photocopying, printing, calling, sending cards, attending meetings once a month).

I also work two to three shifts per month in the Café as well as the Gift Shop.

Diana Gagne, Secretary

Press and Publicity Annual Report:

Notices of the monthly meetings were forwarded to various churches for inclusion in their bulletins. With the use of e-mail, we were able to contact more churches in an attempt to reach more of our membership.

As well, notices for special events were posted at several businesses, places of worship, the Drop-in Center, St. Joseph's Housing, as well as the retirement and nursing homes.

The annual Newsletter will be published in April. The membership renewal form will be included with the Newsletter mailing.

News items have been forwarded to the newspaper in the hope of raising public awareness of our operation.

An attempt was made to take photos at all newsworthy events. These pictures and a description of the year's events are documented in the Current History Album.

I wish to thank everyone who acted as a photographer and kept me informed of the news while I was away.

Eleanor Boire, Convenor

Ways & Means Committee Annual Report:
April 1, 2008 to March 31, 2009

Despite the fact that Bingo revenues are diminishing, reports from other Convenors will demonstrate that there has been great success in the overall fund raising events.

Major fund raising projects remain pretty much the same, including the Fall Tea, Sunshine Gift Shop, Mural Café, A.T.M. machine, TV rentals, HELPP Tickets, flower sales and the weekly Bingo's.

A review of the last four years Bingo proceeds are as follows:

April 1, 2005 to March 31, 2006 =	\$57,000.00
April 1, 2006 to March 31, 2007 = (smoking by-law enforced)	\$39,000.00
April 1, 2007 to March 31, 2008 =	\$41,000.00
April 1, 2008 to March 31, 2009 = (decrease in attendance)	\$33,000.00

We would like to thank all our volunteers who participated in the various fund raising projects throughout the year (see reports from other convenors, regarding individual projects).

A special "Thank-You" to members of the Bingo Committee. Eighteen years ago, the founders of the project were the late Lyla Neville and the very much alive Dorothy Devine. Current volunteers are: Sheila Schultz, Elwood Fitzpatrick, Eleanor Boire, Dorothy Devine, Dolly Pick, Laura Quiat, Cathy & Bill Britton, Helen Morris, Patricia Pellerin, Geraldine Levesque and Jim & Carmel Harrington.

This Group donated a total of 936 hours in the past year.

Carmel Harrington/Dorothy Devine

A Comment

It is with some sadness we leave as managers of the Café, but also with a deep feeling of reward and commitment.

We want to especially thank the volunteers who tirelessly gave many hours working in the Café and to the Auxiliary who allowed us free rein to operate and manage the Café.

We worked as a team for the past five years and this enabled us to focus and manage the Café as a vital part of the auxiliary fundraising effort.

We have only resigned our management positions... but are still very much a part of the Auxiliary and the Café.

We know that you will give the same support and cooperation to Judy Johnson, Pat Bergsma and their team.

Sincerely,
Iris Ball and Mieke Mahood

Mural Café Operations: 2008-2009

This past year has proven to be another successful year for the Mural Café.

Several new products such as trail mix, flavoured hot chocolate and packages of cheese were introduced and are proving to be popular. We decided to eliminate the cookie promotion at Christmas since the day-to-day operation of the Café had become too busy to allow time for the extra baking.

I developed a system that placed extra products purchased from the Hospital in the storage room. This reduced trips by volunteers to the dietary department to only once a day for daily lunch items.

This year while the Hospital cafeteria was under construction, we experienced our busiest period. In January, we had two days where we took in over \$500.00 each day. However, with the renovations now complete, we are realizing a slow down.

On March 1, 2009, we had to raise many of the prices. Fortunately, the cost of a cup of coffee remained the same as it continues to be our major source of revenue for the Café.

The volunteers remain committed to the Café and enjoy their shift every month. A special thank you to those who work extra shifts, especially at the last minute. Amazingly, Iris has been able to cover every shift in the past five years, at times coming in herself.

Iris and I announced as of March 31, 2009, that we would no longer be managers of the Café; this ended our five-year commitment. It is now in the capable hands of Judy Johnson et al.

Mieke Mahood, Convenor

The Sunshine Gift Shop Staffing
Annual Report: 2008- 2009

Over the past year, we have had a few changes but still have 53 full time members doing morning, afternoon and evening shifts. Some generously do two shifts and fill in when needed, as well as two auxiliaries who fill in when needed in the evenings and weekends. In the next few weeks, we will be training some new students, as well as adults to fill the empty shifts.

As before, during July and August, paid students will staff the Gift Shop.

Sheila Schultz and I have been doing the calling to insure that all shifts are covered. Our total volunteer hours equal approximately 1900 hours, which includes the 10 months of staffing the Gift Shop and the time spent by the telephone committee.

I want to extend my many thanks to our co-workers, volunteers and students for enabling the staffing of our wonderful Sunshine Gift Shop.

Amelia Mackwood
Staffing Convenor

The Sunshine Gift Shop Operations:

The Gift Shop had a fairly good year, with sales keeping in step with last year's. However, we went to the Gift Show in Toronto at the end of the fiscal year and the purchases made at this time, cut into the profits for the 2008/2009 year. On the other hand, the products that we found at the show have proven to be quite popular and we are happy with the new suppliers.

We continue to stock the tried and true items that sell on a regular basis, with jewelry being the top seller. A couple of the new lines have not done as well as we had hoped, but it is really too new to make any judgments just yet.

Christmas did not prove to be very profitable this year and with that in mind, we will not be purchasing very much for next season. We will be holding a summer "sidewalk" sale to try to recover some of the money tied up in Christmas stock as well as a few leftovers from past lines.

The new safe is working out very well. I really think that most of the volunteers are happy to take the bulk of the money out of the drawer at the end of their shifts. The Business Office of the Hospital seems to be having an easier time balancing, with voiding still being the main source of mistakes. However, even that seems to be getting better.

Harleen Buske and Trudy Radke have taken some time to learn more about the workings of the shop as a whole, which will make it easier if I am not available due to holidays etc. I intend to form a new committee to run the shop as the old committee fell apart due to circumstances. I would like to do this before we reconvene in the fall. The details of running a business are many and varied, making this a large undertaking, but with more hands and ideas, it becomes more manageable. Thank you to everyone who has helped in any way over the year.

Overall, I really feel that the shop is doing very well and with the purchase of the new display unit, it looks more professional. With the onset of the recession, I was afraid that sales would be down; however, I am pleasantly surprised that they are not. With more careful purchasing, I hope that 2009-2010 will be even better.

Christine List, Convenor

Special Events Telephone Committee:
Annual Report: 2008-2009

The Telephone Committee donated approximately 103 hours to the Pembroke Regional Hospital Auxiliary for the following Special Events:

- **Volunteer Appreciation Dinner**
- **Annual Ecumenical Service at the Hospital Chapel**
- **Strawberry Social**
- **Fall Tea**
- **Pot Luck Lunch**

A big round of applause to all the members on this committee, namely:

Francis Kennedy
Theresa Day
Janet Bourne
Theresa Knott
Kay Roach
Marie Chaput
Margaret MacFarlane
Lorraine Murphy
Pat Pellerin

Dolly Pick - Convenor

Spiritual Annual Report : 2008/2009

Auxilians assembled at the funeral homes for prayers for those members who had died. A prayer card is available at the funeral homes for this purpose. Family members expressed their gratitude for this expression of support.

Visits were also made to the funeral homes to pay respects to family members of Auxilians.

Approximately ten hours were donated to the convenorship.

Frances Kennedy and Janet Borne - Convenors

H.E.L.P.P. Tickets Annual Report:

With the construction of the new West Champlain Health building at the front of the hospital, we had to relocate our sales desk to *the new front door* ... along side of the Café. It took a little while for everyone to find us, but now business is back to normal if not increasing with Diagnostic Imaging visitors as well as patients and hospital staff buying from our faithful volunteers.

During the 2008-2009 year, we saw proceeds grow to \$18,000.00, with the monies being used to help meet the Auxiliary's commitment to the Hospital in support of programs and services for patients.

Vina Hearty, Convenor

Membership Annual Report: 2008- 2009

Membership runs from April 1 of one year to March 31 of the next. Fees are \$5.00 per year, with some members often paying for two years or longer.

In our spring Newsletter, a membership reminder and a form for membership renewal was enclosed. The reminder states that the members can mail or leave their membership dues at the Sunshine Gift Shop. Once the monies are received and recorded, updated membership cards are made available for pickup at the Gift Shop.

As of March 31, 2009 our membership was:

Honorary & Life Members	23
Regular Members	<u>158</u>
TOTAL	181

Janet Campbell, Convenor