



ENHANCING PATIENT CARE
AND QUALITY OF LIFE
FOR THE HAMILTON
HEALTH SCIENCES
COMMUNITY



2018/19 ANNUAL REPORT

WWW.HHSVA.CA



Charlie Collura
President, Board of Directors
HHS Volunteer Association

This was a year of further growth and success for our organization with record revenue of over \$31.9M and donations to HHS of \$14.2M. Our team takes great pride in the contributions that we make at Hamilton Health Sciences (HHS) not only in terms of the donation of critically needed patient care equipment and program funding, but in how we can positively impact the quality of life of the patients, families, visitors and staff at HHS.



Tina Cooper
Executive Director
HHS Volunteer Association

Throughout the year, our parking areas were busy with the expansion of our parking services to now include West Lincoln Memorial Hospital and significant infrastructure improvements at our General and Juravinski site garages. Retail initiatives included investment in our retail areas with enhanced lighting, digital menu boards and cash register relocation at Nora's Fresh Café and the renovation and expansion of the Giving Blooms floral workspace at McMaster site.

As we look to the new fiscal year, we eagerly anticipate the renovation of the cafeteria at the Hamilton General Hospital and further improvements to our parking areas.

The key to our success as an organization is our people, from our hard working parking, retail and administrative staff, and our dedicated Board of Directors, to the over 1200 volunteers who give their gift of time across the HHS family of hospitals every day. We know that it's all about the little moments, a smile, a laugh, lending a helping hand or a compassionate ear. Together, in these moments, we have the opportunity to make a difference in the lives of the people we serve. Thank you to our team for making this year such a tremendous success!

As we move forward with key transformative projects in the coming years, remember the part you've played in making them happen. Thank you for the immense support you provide to patient care at HHS.



Rob MacIsaac
President & CEO
Hamilton Health Sciences

Our hospital is embarking on major transformation. Over the next few years, we will make significant investments in new equipment and software, some of the largest Hamilton

Health Sciences has pursued in a generation. The Hamilton Health Sciences Volunteer Association (HHSVA) has played a crucial role in getting us here with its contributions to operating costs and equipment. Your consistent support has helped us achieve the sound financial footing we need to make banner investments to patient care.

This year alone, HHSVA donated more than \$14M. I am always impressed, but never surprised, by the level of its impact. These dollars funded valuable capital equipment including ultrasound systems, a heart lung machine, an EEG machine and more. Then there are the less visible, but equally important contributions to staff education and patient programs. Walking around our hospitals, it doesn't take long to find an item donated or activity funded by HHSVA. For me, this is always a powerful reminder of the difference you make to our patients and families.

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SLEEPER CHAIR BRINGS COMFORT TO LOVED ONES AT PATIENT BEDSIDE

For Maria Knappe, mother of Juravinski Hospital patient Nicole Vaudry, being at her daughter's side each day while she undergoes treatment is crucial. Nicole's room is furnished with a sleeper chair, one of 17 donated by the HHSVA to wards across HHS, which allows her to sit comfortably and sleep overnight at Nicole's bedside. "I don't know what I would do without it," explained Maria. "We're so grateful!"



Maria Knappe uses the sleeper chair in her daughter's hospital room as both a chair and a bed for staying overnight.



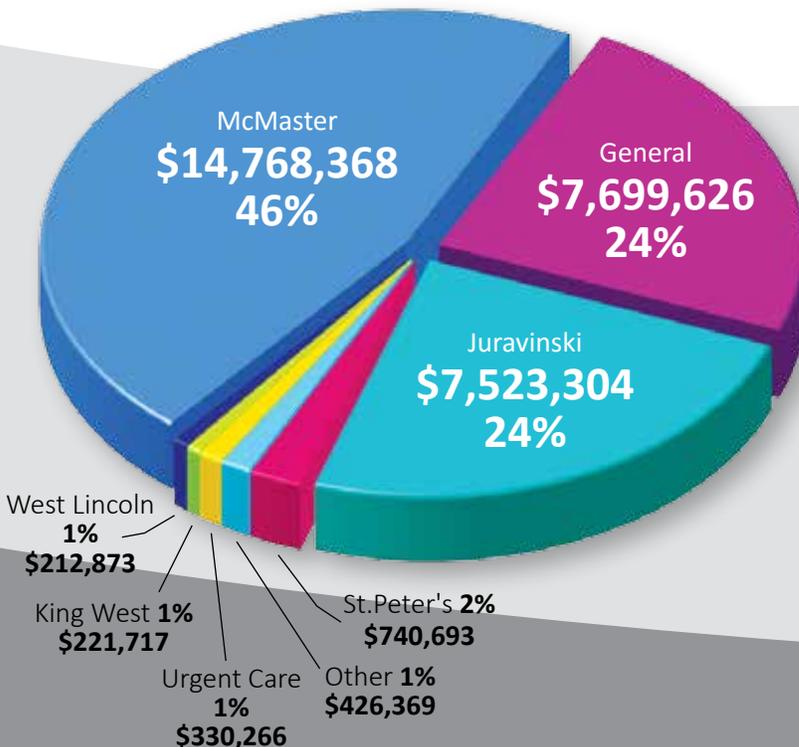
HAMILTON HEALTH SCIENCES
VOLUNTEER ASSOCIATION
STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2019

NET INCOME FROM RETAIL OPERATIONS	\$ 3,772,167
NET INCOME FROM PARKING OPERATIONS	13,337,922
TOTAL NET INCOME	\$ 17,110,089
ADMINISTRATIVE EXPENSES	\$1,738,304
EXCESS OF REVENUE OVER EXPENSES BEFORE DONATIONS	\$15,371,785
DONATIONS	
TOTAL DONATIONS AND FUNDING TO HAMILTON HEALTH SCIENCES AND FOUNDATION	\$ 14,161,404

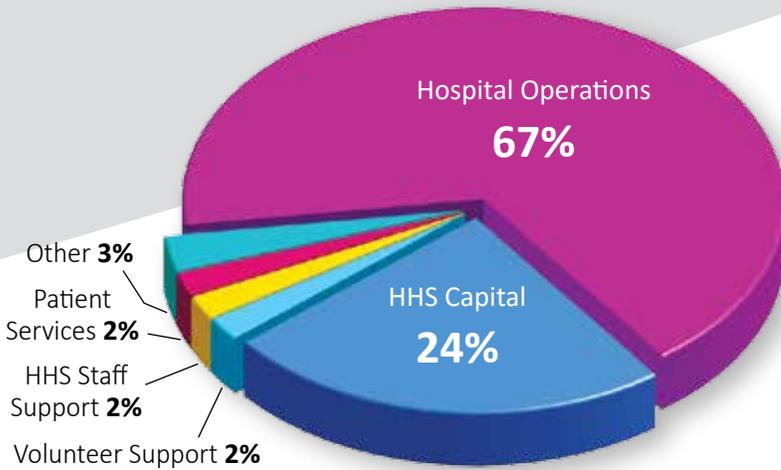
ORGANIZATIONAL HIGHLIGHTS

- Completed Nora's Fresh Café renovation to improve lighting and relocate the cash terminals
- Completed flooring replacement on the grand staircase at McMaster site
- Renovated the Giving Blooms floral workroom to expand refrigeration and work space
- Expanded the entrance at St. Peter's Gift Shop to improve accessibility for customers and patients
- Conducted a comprehensive food service customer research study including in-depth interviews, focus groups and survey with feedback and results incorporated into annual and ongoing organizational strategic planning
- Transition to HHSVA parking management services at West Lincoln Memorial Hospital
- Completed final phase of the four-year structural and concrete membrane repair plan at the Hamilton General's Victoria parking garage
- Completed exterior brick repairs, phase one of the elevator modernization plan and second year of the three-year concrete membrane repair plan at Juravinski Hospital's Concession garage
- Completed installation of new digital advertising program at the Hamilton General Hospital, Juravinski Hospital, Juravinski Cancer Centre and Urgent Care Centre
- Transitioned scheduling and payroll to a new Human Resources online platform and software system
- HHSVA featured in HHS "Three Things You Should Know" video series
- \$40,040 donated to McMaster Children's Hospital Foundation at the 10th annual HHSVA MacKids Bowlathon bringing the total raised from this event to over \$200,000

REVENUE BY SITE 2018/19 \$31.9M



FUNDING TO HHS 2018/19 \$14.2M



The HHSVA donates funds annually for the purchase of critical, state-of-the-art capital equipment, patient services equipment and funding for patient care programs helping to support the work of staff and medical professionals across HHS.

PATIENT CAPITAL EQUIPMENT DONATIONS \$1,100,000

- Heart Lung Machine
- OR Equipment Boom
- Mobile X-ray Machine
- EEG/EMG Machine
- Electrosurgical Unit
- POC Ultrasound System
- 4 Pediatric ICU Ventilators
- 5 Bipap Machines
- 2 Sonosite Ultrasound Systems
- Intellicart Duo Fluid Cart and Evac Station

PATIENT SERVICES EQUIPMENT AND PROGRAM FUNDING \$244,614



HEART LUNG MACHINE GOLD STANDARD IN CARDIAC SURGERY

The heart lung machine, donated by the HHSVA to the Hamilton General Hospital's operating room (OR), is used during cardiac surgery to take over the heart's functioning and keep the patient safe. "This machine is the gold standard for best outcomes as it allows for very precise surgery and excellent post-operative recovery," explains Perfusionist, Andrew Dooley. "Donations like this save lives every day of the year. The VA is part of this life saving team."



Michael Ciganovic, a patient at St. Peter's Hospital, and Physiotherapist Alicia Page demonstrate the Plyo Box rehabilitation equipment donated by the HHSVA. Designed to be versatile, Plyo Boxes are used to create supports and levels for rehabilitation exercises.

OVER 200 ITEMS DONATED INCLUDING:

- 7 Isoflex pressure relief mattresses
- 17 family sleeper chairs for patient rooms
- 53 specialized wheelchairs and walkers
- Plyo Boxes and rehabilitation equipment
- 128 chairs and furnishings for family and patient rooms and patient lounges
- Funding for Recreational Therapy and Social Work Emergency Fund patient care programs

OVER 1200 AT HHS VOLUNTEERS

Volunteers at Hamilton Health Sciences bring a multitude of skills and experience to over 70 different placements from Greeting People Services (GPS), Give Shops and cafés to administrative areas and at the patient bedside. No matter where they serve, they are an important part of the patient experience, attentive to those around them and seeking opportunities to help make someone's day that little bit better.



VOLUNTEER PROGRAM HIGHLIGHTS

- The Partnership Award for volunteer engagement, recognition and overall appreciation was presented to the Restorative Care team at St. Peter's Hospital
- Launched new Advisor Connect service created to provide volunteer applicants with assistance during the on-boarding process
- Volunteers supported the 1st Annual Super Crawl at the Ron Joyce Children's Health Centre
- Formed a new partnership with the March of Dimes
- Results from a survey of HHS leaders and volunteers to measure the value of volunteers at HHS validated the importance and positive impact of volunteer contributions on the overall patient experience
- New volunteer program established at the Urgent Care Centre
- Addition of 40 new members to the volunteer knitting team resulting in increased sales at Give Shop locations
- Revitalization of the Volunteer Resources website
- Established a Virtual Volunteering platform to accommodate various volunteer demographics



"I started volunteering in the Give Shop last fall. I come to the hospital twice a week. I enjoy meeting the patients and customers and learning about their lives, both sad and happy. The staff are great to work with too!"

- Margaret K., Volunteer, Juravinski Give Shop

HHSVA SCHOLARSHIPS

Congratulations to the 2018 HHSVA Education Scholarship recipients:

Ruth Chau	Abir Shamim	Shipra Taneja
Tanveen Narula	Jessica Shih	Bridget Veltri

IN MEMORIAM of our dedicated volunteers who passed away in 2018/19:

Anne Cotton	George Fletcher	Phyllis Rush
Vera Barlow	William Frith	Avril Taylor
Pat Crabtree	Carol Ouellet	Joyce Vyn
Alex De Jong		





MAKE A PURCHASE, MAKE A DIFFERENCE®

All profits generated across Hamilton Health Sciences Volunteer Association (HHSVA) shops and services are donated to enhance patient care. Whether purchasing a cup of coffee, a bouquet of flowers or parking at one of our hospitals, our customers make a difference in the lives of the patients and families of HHS every day.

Our staff and volunteers are inspired to provide our customers with an enjoyable shopping experience and a wide selection of products and services.

INSPIRED TO
make  a
DIFFERENCE

WHAT OUR CUSTOMERS ARE SAYING

Feedback provided through the HHSVA customer feedback form program

"They are very kind- treat you like family. They know our order better than we do!"

Nora's Fresh Café

"The staff are #1- they go out of their way to help, if an item is sold they reach out to other sites and have it brought in for you. They have a nice range of merchandise with lots of variety to choose from. A fabulous place to shop."

General Hospital Give Shop

"Your attendants were excellent, friendly and efficient. I didn't realize there were better rates for daily use. It was explained to me that various rates were available. They couldn't have been nicer."

McMaster Hospital Parking Services



SHOPS & SERVICES

CAFÉS & CAFETERIAS

Atrium Café
Barton Bean
Baywest Café
Bean Express
Corner Café
Hummingbird Café
Maplewood Café
Marketplace on Victoria
Nora's Fresh Café
Sunnyside Café

GIFT SHOPS

General Give Shop
Juravinski Give Shop
McMaster Give Shop
St. Peter's Give Shop

OTHER RETAIL AND MULTI-SITE SERVICES

GivingBlooms.ca
Merchants Showcase
Preferred Catering
Vending Services

PARKING SERVICES

General, Juravinski, King West, McMaster, St. Peter's, Urgent Care and West Lincoln sites

BOARD OF DIRECTORS

Charlie Collura *President*
Jamie Elchuk *Vice-President*
Trevor Stooke *Past-President*
Paul Vetrone *Secretary*
Chuck Russello *Treasurer*

Dale Hand Fred Hussey Gokcin Nalsok
Ray Freckleton Alessia Macaluso Tom Sawchuk

EX-OFFICIO

Kelly Campbell *Vice President, HHS Corporate Services & Capital Development*
Tina Cooper *HHSVA Executive Director*

