



MAKING A DIFFERENCE  
TOGETHER



# ANNUAL REPORT 2020-21



Charlie Collura  
President, Board of Directors  
HHS Volunteer Association



The 2020-21 fiscal year was like no other, marked by the starting weeks of the global pandemic and all that was to come. This was a year that proved itself to be challenging, in ways that no one could have predicted, for both our hospital system and our organization. In the first quarter of the fiscal, the focus was on adjusting to restrictions, infection control measures and ensuring continuity of parking and food service operations. As the pandemic progressed we were able to begin shifting our attention back to resuming our work on strategic initiatives and project planning that would keep our organization moving forward through the pandemic and beyond.

Despite the challenges faced this year with temporary retail closures and reduced customer volumes, we were able to donate \$6.5M in support of Hamilton Health Sciences (HHS). In this report, you will find highlights about some of the patient equipment items donated and patient care programs funded. We were also very proud to provide recognition for HHS staff through various initiatives, including handing out over 5,800 holiday gift vouchers in December and coordinating giveaways throughout the year.



Tina Cooper  
Executive Director  
HHS Volunteer Association

None of this would have been possible without our incredibly dedicated team of Hamilton Health Sciences Volunteer Association (HHSVA) staff and members of our Board of Directors. Our staff in all areas of the organization, from food service to parking to administration, didn't just persevere through the many challenges of the past year, they rose above it all and seemed more determined than ever to care for their customers with compassion and heart. Together, we achieved more than we could have imagined.

As we look forward to a brighter year ahead, we are energized by the implementation of exciting projects, such as upgrades at the Barton Bean café at the General and the installation of brand new parking equipment across our parking facilities. We are also eagerly anticipating the return of volunteers to HHS who play such a vital role in supporting and enriching the patient and family experience across our hospitals.



Rob MacIsaac  
President & CEO  
Hamilton Health Sciences



This past year the COVID-19 pandemic challenged Hamilton Health Sciences and the health-care system like never before.

Our team had to work in new and different ways, advancing innovative approaches to patient care in collaboration with our partners. Through every twist and turn, the Hamilton Health Sciences Volunteer Association continued to be resourceful and responsive, working with our team to deliver compassionate, high quality service and care.

Changes due to the pandemic resulted in fewer patients, visitors and staff at our sites, impacting HHSVA services and retail operations. Despite the impacts of these changes, the HHSVA remained steadfast in its generosity with contributions of \$6.5M that supported HHS in a multitude of ways including \$1M for patient equipment. This donation funded equipment such as surgical tables, devices and ultrasound machines that greatly improve

the quality of patient care provided by our team. Specialized mattresses, wheelchairs, blankets and patient room furniture bring comfort to patients and enhance their families' experience.

Hamilton Health Sciences is proud of our strong relationship with the HHSVA. Our hospital and care teams are grateful and fortunate to have the HHSVA as a partner, standing together through the best and most challenging of times. I am encouraged by brighter days on the horizon and know that we are all looking forward to resuming more normal operations across our sites. I am certain that when we do, our friendly HHSVA partners will be there ready to welcome everyone back.

# HAMILTON HEALTH SCIENCES VOLUNTEER ASSOCIATION

## STATEMENT OF OPERATIONS

YEAR ENDED MARCH 31, 2021

NET INCOME FROM RETAIL OPERATIONS & OTHER	\$ 2,299,466
NET INCOME FROM PARKING OPERATIONS	\$ 7,278,870
TOTAL NET INCOME	\$ 9,578,336
ADMINISTRATIVE EXPENSES	\$ 1,625,349
EXCESS OF REVENUE OVER EXPENSES BEFORE DONATIONS	\$ 7,952,987
DONATIONS	
TOTAL DONATIONS AND FUNDING TO HAMILTON HEALTH SCIENCES AND FOUNDATION	\$ 6,465,673

## ORGANIZATIONAL HIGHLIGHTS

- Upgraded point-of-sale systems in food and gift locations
- Rebranded packaged product line and launched a new selection of 'On the Go' products, including salads, bowls and sandwiches
- Raised over \$57,000 for McMaster Children's Hospital through the 'Hearts for Kids' fundraiser, and MacKids cookie and plush sales
- Completed structural upgrades at Juravinski site Poplar parking garage
- Conversion to energy efficient LED lighting at General site Victoria parking garage and West Lincoln parking lot
- Installation of pedestrian safety ramps, railings and directional signage at General site Victoria parking garage
- Successful procurement and preliminary planning for upcoming 2021 parking equipment replacement project



## SUPPORTING HHS DURING THE PANDEMIC

The HHSVA was able to provide various means of support for HHS staff over the past year, including:

- Providing uninterrupted food and parking services at hospital sites throughout pandemic period
- Ensuring infection control measures were in place for the safety of our customers and staff
  - Coordination of giveaways to healthcare workers, such as potted orchids, beverages and seasonal treats
  - Recognition of HHS staff through the distribution of over 5,800 holiday gift vouchers
  - Continued funding support for HHS Volunteer Resources and Education departments
  - Ongoing delivery of Email-a-Patient messages to hospital wards to help families stay connected with their loved ones



# PATIENT CAPITAL EQUIPMENT DONATIONS

## \$859,110

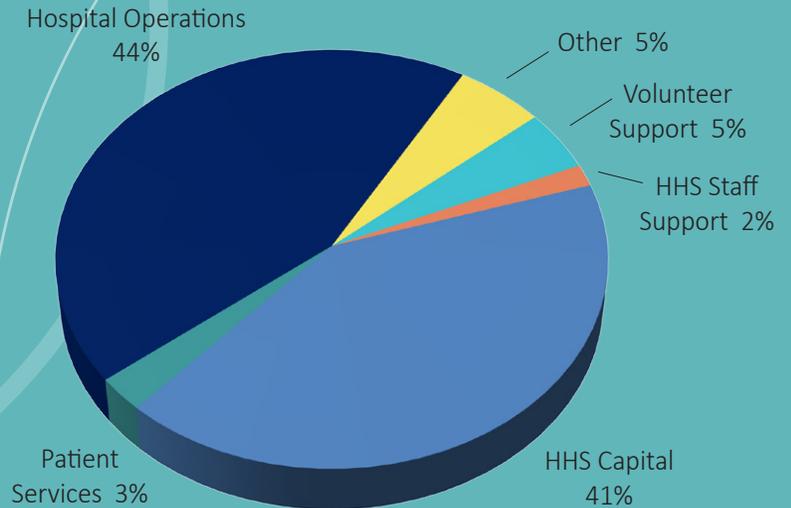
- 2 Spinal Surgical Tables \$344,018
- Advanced Digital Ultrasound System \$273,187
- 2 ERBE Surgical Cautery Machines \$119,303
- Point of Care Ultrasound System \$65,925
- Stereostatic Neurosurgery System \$56,677

*"I would like to extend our sincere appreciation to the Volunteer Association for funding essential capital equipment such as an ultrasound system, spinal surgical tables, and cautery machines – to name a few. Our team is very appreciative of your generosity and the impact it has on the delivery of safe, quality, patient-centered care."*

*Dr Marcy Saxe-Braithwaite  
Director, Perioperative and Endoscopy Services*

# FUNDING TO HHS

## 2020/21 \$6,465,673



# PATIENT SERVICES EQUIPMENT DONATIONS & PROGRAM FUNDING

## \$173,284

OVER 140 ITEMS DONATED INCLUDING:

- End-of-life Comfort Carts and supplies
- Isoflex pressure relieving mattresses
- One-sided staircase for patient rehabilitation
- Sleeper cots for family overnight stays
- Specialized wheelchairs, walkers and accessories
- Neonatal Intensive Care Unit receiving blankets
- Behavioural Health special event program funding
- Patient Recreational Therapy funding

## SPINAL SURGICAL TABLES PUT A NEW SPIN ON SAFETY

The spinal surgical table is specially designed to allow for the 180° rotation of patients during surgery giving the surgeon access from different positions for procedures such as spinal fusions. During rotation patients are stabilized and held securely by the table, greatly reducing the risk of injury for patients and minimizing lifting strain for operating room staff.

Right: Operating room staff demonstrate how the spinal surgical table is used to rotate patients during surgery for specific procedures and imaging.

Far right: Various forms of padding and attachments are used to position the patient for surgery.



## FUNDING BRINGS COMFORT TO FAMILIES AND PATIENTS



Above, from left: Child Life Specialist, Lyndsay Pickering, Clinical Specialist QoLA Program, Cindy van Halderen and Clinical Manager QoLA Care Program, Krista Binnington with the Comfort Cart.



Right: An example of a hand mould created for a patient and family.

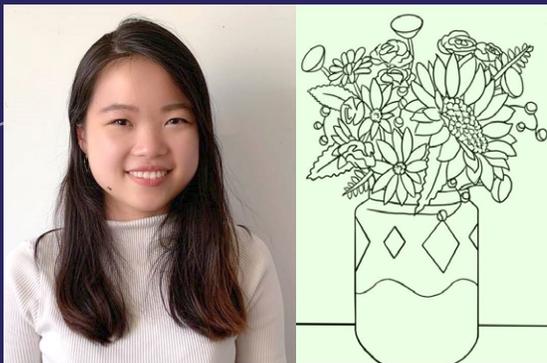
Cindy van Halderen, Clinical Specialist for the Quality of Life and Advanced Care program (QoLA), knows that end of life care is one of the hardest parts of the job for nurses and care teams. “Nurses wanted to be able to offer more, to answer more questions, and to engage in the special moments of legacy creation with families,” says van Halderen. “Some of the things we had on hand weren’t what we wanted to offer, like the stock tissues which were thin and rough. We wanted to be able to offer the softest tissues for families who were crying and distraught.”

In 2020, QoLA launched the HHSVA funded ‘Comfort Cart’ program for patients and families at McMaster Children’s Hospital (MCH). The wheeled carts are brought to the patient bedside for families and are stocked with legacy creation items, such as kits to make hand moulds and digital stethoscopes to record a child’s heartbeat, soft tissues, books and resources to help support families through the grieving process.

Programs like this rely on non-traditional funding sources making the HHSVA’s donation crucial in getting the program started and planning for its ongoing availability for patients and families. “This type of project fits with the spirit of care everyone at McMaster Children’s Hospital wishes to offer patients,” says van Halderen. “Hospital budgets have tightened and projects like these aren’t possible without Volunteer Association funding.”

## VOLUNTEERING HIGHLIGHTS

As a result of the pandemic, all in-person volunteer programs were temporarily paused in the spring of 2020. Undaunted, volunteers from across the organization looked for ways to continue supporting patient care at HHS. The following are just a few examples of some of the ways volunteers and programs innovated to keep patients connected:



Volunteer, Longxi Lin, from St. Peter’s Hospital, gave her time, energy and artistic talents to create beautiful illustrations for Palliative Care patients. The drawings were sent to St. Peter’s Palliative Care program to be used as colouring sheets for patients as part of their therapeutic wellness program.



Volunteers like Chris Stephens (left) and Isaac Yeung (right) connect with patients virtually. From iPads to telephone calls, volunteers from programs, such as palliative care and the Hospital Elder Life Program (HELP), spend time with patients talking, reading to them or even playing games. This kind of social interaction may not be quite the same as being there in person, but these dedicated volunteers create meaningful interactions to help patients maintain social interactions and pass the time.

# SERVICE WITH HEART

INSPIRED TO  
make  a  
DIFFERENCE

The pandemic has put us all to the test, but, despite the challenges, our dedicated team of HHSVA staff always manage to find a way to go above and beyond for the patients, families and hospital staff they serve. Here are just a couple examples of how they have made a difference over the last year:

The HHS Patient Experience team received an email from the spouse of a patient at the General thanking staff from across the site, from nurses to porters to Nutrition Services, for the care they provided. Included in the message was mention of the great service provided by our teams at the General:

*"My husband had a rather long stay at the Hamilton General Hospital. We wanted to say thank you for the wonderful care he received. ...**The employees at the parking garage were lovely, and incredibly helpful. The staff at the Barton St. Cafe were lovely, and were instrumental in my survival.** ...We will continue to send prayers and positive thoughts to everyone who works there. Thank you is not enough."*

HHSVA food service staff across our cafe and cafeteria locations have always surprised customers

with little messages on their cups and take-out containers, but when the pandemic began they took it a step further. Staff included inspirational sayings like "you are amazing", "we appreciate you", and "sending positive vibes your way" to help brighten the spirits of nurses, physicians and hospital staff. Some customers were so touched that they shared pictures of the messages on social media to spread the positivity and inspire others.



## OUR VISION

### Best Support for Patient Care

At the HHSVA we strive to achieve our vision by ensuring that we are providing the best quality services and maximizing our donations to HHS while continually innovating and adapting to serve the needs of HHS and our customers.

## OUR MISSION

To enhance patient care and quality of life for the HHS community through the donation of profits from the operation of business services and the recognition and support of volunteers

## SHOPS & SERVICES

### CAFÉS & CAFETERIAS

Atrium Café  
Barton Bean  
Baywest Café  
Bean Express  
Corner Café  
Courtyard Café  
Hummingbird Café  
Maplewood Café  
Nora's Fresh Café  
Sunnyside Café

### PARKING SERVICES

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

### 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

## BOARD OF DIRECTORS

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*Vice-President*

Trevor Stooke

*Past-President*

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*Secretary*

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*Vice President, HHS Corporate Services & Capital Development*

Tina Cooper

*HHSVA Executive Director*