

MAKING A
DIFFERENCE
TOGETHER



 **Hamilton
Health Sciences
Volunteer Association**

ANNUAL REPORT
2021-22



Louise Taylor Green
President, Board of Directors
HHS Volunteer Association

Although these continue to be unprecedented times, the Hamilton Health Sciences Volunteer Association (HHSVA) is pleased to report on a year of growth and positive recovery as we forge ahead through this third year of the pandemic.



Tina Cooper
Executive Director
HHS Volunteer Association

This has been a very trying time for hospital staff, patients and families and we've been proud to provide continuous food service operation across our sites. Despite the many challenges brought on by the pandemic, we have remained steadfast in our focus on ensuring excellent service, product quality and variety for our customers.

Thanks to the support of our retail and parking customers we were able to donate \$10.7M to HHS this year, including \$1.22M for patient equipment and services, \$300k for Volunteer Resources, and \$118k in support of HHS staff appreciation initiatives and education bursaries.

Although we operate across many sites, the HHSVA is collectively one big team. Each member of our team from retail to parking to administration and our Board of Directors contributes to the success we experience year after year. We are grateful for their hard work, care and dedication to achieving our vision of 'Best Support for Patient Care' at HHS.

As we look ahead to the initiatives and projects coming up this year, including the renovation of the Corner Cafe at McMaster site, we are excited for the future of our organization and ongoing support of excellence in patient care at HHS.



Rob MacIsaac
President & CEO
Hamilton Health Sciences

In many ways, hospitals have been at the epicentre of the pandemic. More than two years since it began, our patients, teams, and partners continue to experience its impacts,

the Hamilton Health Sciences Volunteer Association (HHSVA) included. Despite these pressures on our system, the HHSVA continues to demonstrate its unwavering commitment to providing quality services and products for Hamilton Health Sciences (HHS) patients, families, and teams.

In 2021/22 the HHSVA's generous contribution of \$10.7M supported HHS in a multitude of ways. This included \$1.22M for patient equipment such as a medical device sterilizer, maternal fetal monitors, and surgical instruments, all of which help our teams provide high quality, safe care.

Additionally, the HHSVA helped fund specialized beds, mattresses, chairs, walkers, wheelchairs, and rehabilitation equipment supporting patients' mobility and enhancing the patient and family experience. The HHSVA's support for HHS staff education and appreciation initiatives helped to expand teams' knowledge and resilience during a time of unprecedented pressure on healthcare workers.

On behalf of HHS' Board of Directors, staff, physicians, and patients thank you to the HHSVA for the many ways you partner with our team to deliver compassionate, high quality service and care. We look forward to continued collaboration as we advance care for patients and our communities in the year ahead.

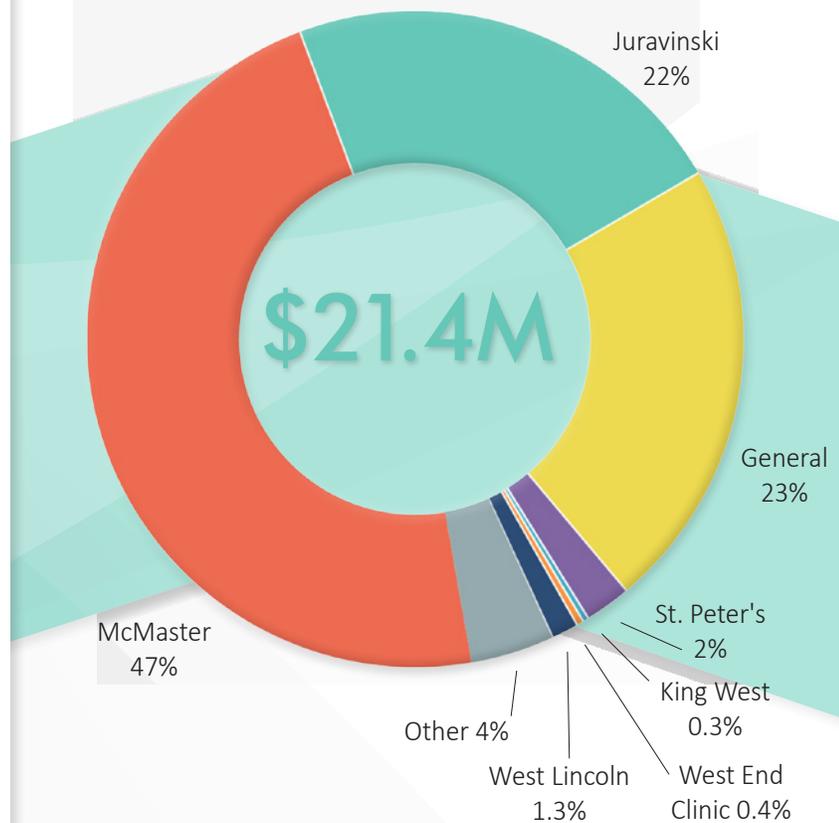
HAMILTON HEALTH SCIENCES
VOLUNTEER ASSOCIATION

**STATEMENT OF
OPERATIONS**

YEAR ENDED MARCH 31, 2022

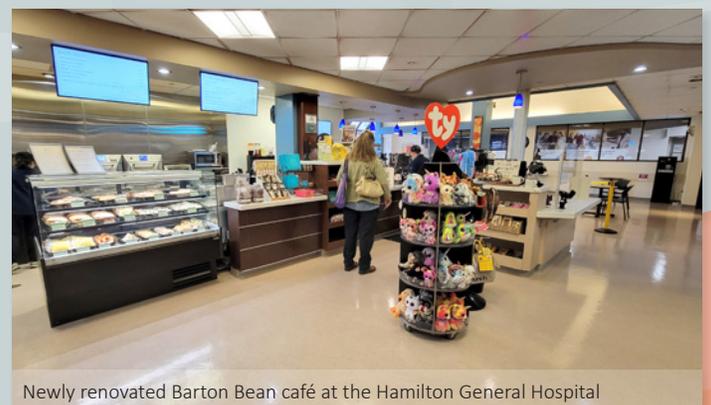
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|--|--------------|
| NET INCOME FROM RETAIL OPERATIONS & OTHER | \$1,528,146 |
| NET INCOME FROM PARKING OPERATIONS | \$9,882,506 |
| TOTAL NET INCOME | \$11,410,652 |
| ADMINISTRATIVE EXPENSES | \$1,781,656 |
| EXCESS OF REVENUE OVER EXPENSES BEFORE DONATIONS | \$9,628,996 |
| DONATIONS | |
| TOTAL DONATIONS AND FUNDING TO HAMILTON HEALTH SCIENCES AND FOUNDATION | \$10,703,949 |

REVENUE BY SITE
2021/22



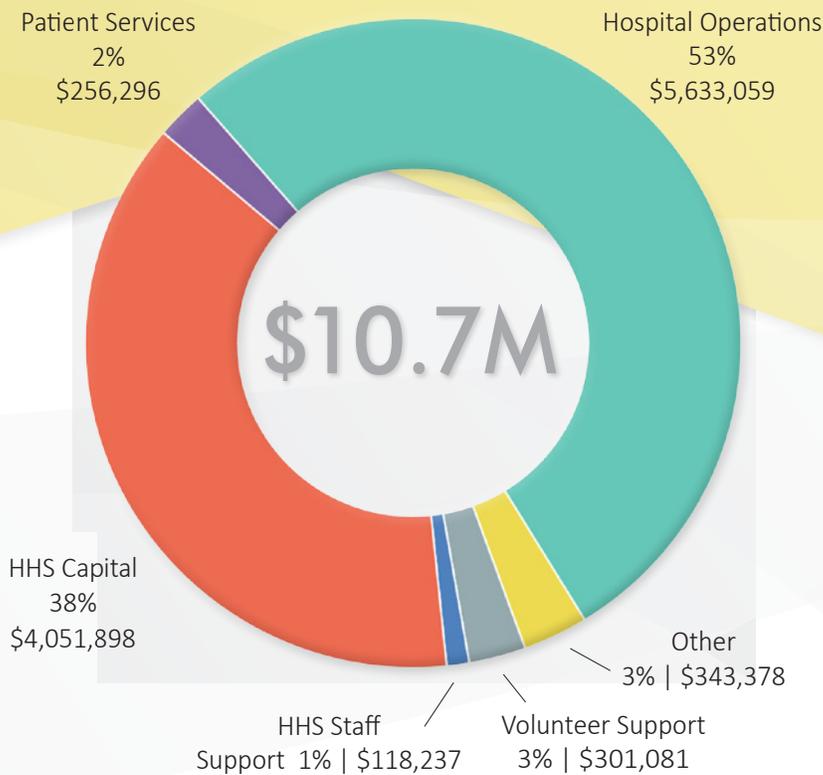
ORGANIZATIONAL HIGHLIGHTS

- Completed the \$1.5M parking equipment replacement project at General, Juravinski and McMaster site parking facilities
- Completed structural upgrades and rooftop asphalt replacement at the General site Victoria parking garage, and elevator and stairwell roof repairs at the Juravinski site Concession parking garage
- Renovated the Barton Bean café, including new flooring, counter replacement and digital menu boards
- Introduced a new line of baked goods and pizza selection at café and cafeteria locations
- Introduced the new HHSVA Insider eNewsletter program
- Raised \$80,900 in support of McMaster Children's Hospital through annual fundraisers
- Supported HHS days of recognition with special themed menu features in cafeterias, such as Black History Month and National Truth & Reconciliation/Orange Shirt Day
- Provided free beverages and giveaways for HHS staff in support of HHS staff appreciation initiatives
- Distributed over 3,500 HHSVA \$5 gift vouchers to HHS staff in appreciation for their hard work and dedication throughout the pandemic
- Board of Directors and management have continued to make progress in furthering HHSVA Equity, Diversity and Inclusion initiatives



Newly renovated Barton Bean café at the Hamilton General Hospital

FUNDING TO HHS 2021/22



PATIENT SERVICES EQUIPMENT DONATIONS & PROGRAM FUNDING

\$256,296

Over 400 patient equipment items donated and funding for patient care programs, including:

- Neonatal Intensive Care Unit infant swing seats
- Isoflex pressure relieving mattresses
- Rise and Go motorized rehabilitation walker, specialized wheelchairs, walkers, gel pads and supports
- Hearing amplifiers and speech therapy aids
- Sleeper cot chairs for family members staying overnight at the patient bedside
- End-of-life comfort cart supplies for patients and families
- Funding for ongoing programs, such as palliative and patient recreational therapy

PATIENT CAPITAL EQUIPMENT DONATIONS

\$998,272

- MDRD surgical sterilizer \$316,000
- TPX surgical drills \$237,230
- Cordless surgical drills \$118,579
- Spine navigation instruments \$99,767
- Maternal fetal monitors \$81,704
- Procuity patient beds and mattresses \$43,375
- Surgical camera and console \$36,180
- Glidescope \$23,200
- Surgical Insufflator \$22,245
- Minimally invasive aortic surgical instruments \$19,992



Service Resource Nurses, Joanne Horvat (right) and Janice Haw (left) with one of the new TPX drills donated by the HHSVA

TPX SURGICAL DRILLS, McMaster Operating Rooms

Designed with specialized attachments for use in small bones, the TPX Drill is a critical tool for surgeons at McMaster Children's Hospital. Service Resource Nurses, Joanne Horvat and Janice Haw, were very excited by the arrival of the new drills donated by the HHSVA. "These drills are used for facial, hand and foot surgeries in oral surgery, pediatric plastic services and pediatric orthopedic surgeries," says Horvat. "The new equipment will have a great impact for our patient care!"



Physiotherapy Assistant, Kristy Pearce, helps to guide patient, Randall Maracle as he begins his rehabilitation exercises using the Rise and Go walker donated by the HHSVA

RISE & GO WALKER, Regional Rehabilitation Centre, Hamilton General Hospital

The Rise & Go Walker, donated through the HHSVA Patient Services funding program, is used by patients who need support to stand and walk for their rehabilitation exercises. The stable frame and hand grips allow patients to safely pull themselves up to a standing position and then rest their forearms on the support pads. The motorized height adjustment controller gives patients the freedom to raise or lower the walker as needed to get the positioning right.

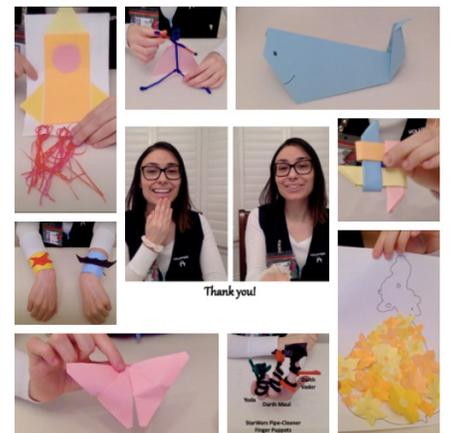
For many patients, this walker is a crucial tool in their rehabilitation, giving them the ability to safely stand and walk, getting them closer to independent mobility. "It's certainly been helpful to me," says Randall Maracle, a patient at the Regional Rehabilitation Centre. "Without it, I wouldn't be able to get up and walk around. My goal is to get to a regular walker so that I can move around more easily at home."

VOLUNTEERING HIGHLIGHTS

Even though the pandemic-related pause on in-person volunteering has continued across our hospitals, many volunteers have found innovative ways to continue giving their time to help support patient care at HHS. Like many staff, families and caregivers at McMaster Children's Hospital (MCH), Child Life Specialist, Jenny Cooke, sees first-hand the positive impact virtual volunteering has had on the patient experience:

For the Child Life team at McMaster Children's Hospital, the pandemic posed significant challenges when it came to continuing support programming for their pediatric patients. "When the Child Life team came up with the idea to run virtual programming over Zoom we put it out to our pediatric volunteers and the response was overwhelming," says Cooke. "They pivoted, adapted and rose to the occasion." The volunteers and Child Life team worked together to develop virtual programs for patients that included music, crafts, storytime, holiday celebrations, trivia and bingo. Child Life relies on this kind of programming to provide pediatric patients with opportunities to meet and stay on track with developmental milestones and therapy goals, provide distraction and normalize the hospital environment.

"We have been so fortunate to run a full programming schedule for our patients," says Cooke. "Thanks to our virtual volunteers we were able to make this possible despite restrictions. The pandemic may have kept our volunteers from being here, but that didn't stop them from bringing the support, play, laughter and fun."



Volunteer Ashley A. created step-by-step craft videos for MCH patients and even included short sign-language lessons for words like "Thank You."



2021-22 PARKING EQUIPMENT REPLACEMENT PROJECT

After a year of planning and preparation, the parking equipment replacement project began in July 2021. The installation process for the new parking equipment was expansive and complex, impacting parking lots and garages across HHS hospital sites. The new equipment includes entry and exit gates and terminals, transponder readers, pay stations and digital intercoms. "We're very pleased with how the project progressed amidst some pretty difficult weather conditions and pandemic-related challenges," says Elizabeth Kwicien, HHSVA Director of Parking Operations. "We have received positive feedback from many of our customers about the improved responsiveness of the new transponders and have seen an increase in the speed of service with the new tap payment function at pay stations and exit gates."

HHSVA parking staff played a vital role in supporting many aspects of the project, including ensuring a smooth transition for parking customers. Thank you to the parking team for your hard work and dedication to the successful implementation of the new system.



RANDOM ACTS OF KINDNESS

February 17 is International Random Acts of Kindness Day and this year the HHSVA decided to make it an extra special day for staff and physicians at HHS by delivering 80 surprise Happy Face bouquets to units, departments and clinics at General, Juravinski, McMaster, St. Peter's and West Lincoln sites.

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

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
West End Clinic/
Urgent Care
West Lincoln sites

BOARD OF DIRECTORS

| | |
|---------------------|-----------------------|
| Louise Taylor Green | <i>President</i> |
| Paul Demarco | <i>Vice-President</i> |
| Charlie Collura | <i>Past-President</i> |
| Dale Hand | <i>Secretary</i> |
| Paul Vetrone | <i>Treasurer</i> |

| | |
|-----------------|---------------|
| Youssef Dimassi | Fred Hussey |
| Harveer Dosanjh | Miranda Smith |
| | Jeanie Wright |

EX-OFFICIO

| | |
|----------------|---|
| Kelly Campbell | <i>Vice President, HHS Corporate Services & Capital Development</i> |
| Tina Cooper | <i>HHSVA Executive Director</i> |

MAKE A PURCHASE, MAKE A DIFFERENCE® | All Profits Donated to Enhance Patient Care at Hamilton Health Sciences

For more information visit www.hhsva.ca