Hamilton Health Sciences Volunteer Association

Annual Report
2022-23

Making a Difference Together
As we have begun to transition out of the pandemic over this past year, the Hamilton Health Sciences Volunteer Association (HHSVA) has continued to experience positive growth and recovery. It has been wonderful to see increasing customer volumes and the lifting of some of the remaining pandemic infection control measures.

Our financial success this year resulted in total donations to Hamilton Health Sciences (HHS) of over $12.2M, including a record $1.2M in capital equipment. Many of the capital equipment pieces donated this year were to upgrade equipment in operating rooms at General, Juravinski and McMaster sites and bring in new technology that helps to support the expansion of services. In addition to our capital equipment donation, we were also able to donate over $600K for the purchase of patient care equipment, funding for specialized patient programs, support of HHS volunteers and staff education. A few of these items are highlighted in this report.

Our success this year is the result of the hard work and dedication of our wonderful staff and Board of Directors and the support of our customers. We can all be proud that together we make a difference at HHS.

With our Executive Director’s upcoming retirement, our Board of Directors has worked hard over the last year to ensure there will be strong leadership for the HHSVA into the future. We thank Tina for almost 26 years of service with the HHSVA and for leading the organization through many challenges and successful ventures. Her replacement, Tracy Rivers, is well equipped to take the helm of this great organization and continue to ensure we provide the best support for patient care.

While the intense focus of the pandemic has lessened, the pressures on Hamilton Health Sciences (HHS) and the broader health system remain. The steadfast support of the Hamilton Health Sciences Volunteer Association (HHSVA) has been vital to providing quality services and products for patients and families as we work together to fulfill our mission of providing Best Care for All.

The HHSVA’s generous contribution of $12.2M in 2022/23 supported HHS in a variety of ways. This included over $1M for patient equipment such as surgical and perioperative instruments, monitoring devices, and pediatric stretchers and cribs, all of which help our teams provide expert care for patients. HHSVA contributions support patient care and mobility through the purchase of specialized beds, mattresses, chairs, walkers and wheelchairs. Furniture for patient and family areas provides support during difficult times, including sleeper chairs so parents can remain close to their child’s bedside. The HHSVA’s commitment to HHS staff education and appreciation initiatives facilitated ongoing learning and recognition.

On behalf of HHS’ Board of Directors, staff, physicians, and patients, thank you for the many ways the HHSVA partners with our team to deliver safe, high-quality care and service. We look forward to continued collaboration as we meet the health care needs of the patients, families and communities we serve, today and in the future.
Hamilton Health Sciences Volunteer Association

Statement of Operations
YEAR ENDED MARCH 31, 2023

Net Income from Retail Operations & Other $ 1,678,097
Net Income from Parking Operations $ 11,981,041
Total Net Income $ 13,659,138
Administrative Expenses $ 1,919,868
Excess of Revenue Over Expenses Before Donations $ 11,739,270

DONATIONS
Total Donations and Funding to Hamilton Health Sciences and Foundation $ 12,232,186

Organizational Highlights

• Completed the renovation of the Corner Café at McMaster Hospital
• Raised over $98K for McMaster Children’s hospital through annual fundraising initiatives, including raffles, Hearts for Kids, MacKids plush and cookies
• Reopened St. Peter’s Give Shop and the Sunnyside Café following temporary pandemic-related closures
• Installation of a new standpipe system at the General site parking garage
• Repaving of West End Clinic patient parking lot
• Rooftop and concrete repairs completed at General and McMaster site parking garages
• Further implementation of sustainability initiatives, including phasing out all styrofoam containers and plastic cutlery for more environmentally sustainable alternatives and expanding the selection of plant-based menu items
  • Continued progress with HHSVA Equity, Diversity and Inclusion initiatives

Revenue by Site
2022/23 $26.2M

Juravinski 23%

McMaster 46%

General 23%
St. Peter's 2%
King West 0.2%
West End Clinic 1%
West Lincoln 1%
Other 4%
Patient Capital Equipment Donations $1.2M

- Surgical Drill Upgrade: $261,120
- Surgical Lights, Monitor & Boom: $215,285
- Pediatric Cribs and Stretchers (16): $158,445
- Surgical EBRE, A-Scan Plus and Core Console: $90,982
- Surgical Meshgrafter: $61,078
- Endoscope Minop Angled: $57,539
- Patient Transport Chairs (18): $52,948
- Hemosphere Surgical Monitors: $51,801
- Conmed Surgical Drill: $42,389
- Procuity Beds: $27,602
- Mini Lotta Surgical Ventriculoscope: $25,371
- Surgical Cordless Driver: $16,215
- Paracentesis Lumify Probe & Bundle: $15,387
- Electric Exam Table: $14,733
- Electrosurgical Unit Analyzer: $14,689
- Bladder Scanner: $14,214
- Ophthalmology Retinomax K Plus: $14,214
- Diagnostic Imaging US Bed: $13,151
- Patient Equipment Ritter 225 Barrier Free: $11,523
- Stulberg Surgical Leg Positioner: $11,208
- QA Beamchecker: $10,660
- VeinViewer 3.0 Flex: $10,251
- Fracture Clinic Ped Saw: $9,705

Registered nurses (from left) Michelle Good, Alyssa Raposo and Carla Dubinski with the new Conmed Surgical Drill at McMaster Hospital Operating Room.
New Wheelchair Helps Young Patients Get Out and About

Pediatric patient Evie Wilson was eager to demonstrate how she uses the new Tilt Recline Wheelchair donated by the HHSVA to McMaster Children's Hospital. Patients like Evie use this wheelchair for getting out and exploring during their hospital stay.

The attachable tray provides a large surface area for fun activities like colouring, playing with toys or doing therapeutic activities. Its versatile design, with tilting mechanisms and arm and head support, allows patients with varying levels of ability to use the wheelchair. "Having a properly fitting chair can be so important for comfort and for being able to participate in therapy and activities," says Physical Therapist Mindy Broersma. "This chair is comfortable and provides as much support as needed so it can be used throughout the stages of recovery."

An Illuminating New Vein Viewer

For the Juravinski Hospital ICU team the Vein Viewer donated by the HHSVA has been a vital tool in improving patient comfort. The hands-free Vein Viewer uses technology that illuminates a patient's veins and reduces the number of attempts to find a suitable vein down to one. Patients in the ICU can have swelling that reduces the visibility of veins suitable for an IV line.

"The Vein Viewer helps us to obtain this access with just one attempt reducing the number of times the patient experiences a needle poke," says ICU Clinical Manager Louise Brady. "We are grateful for this essential piece of equipment to help us in our patient care."

Patient Services Equipment Donations & Program Funding $297K

Over 350 patient equipment items donated and funding for patient care programs, including:

- Transitional sleeper chairs for family members staying overnight at the bedside
- Wheelchairs and walkers with specialized gel pads and supports
- Funding for recreational therapy and other patient care programs
- Pressure-relieving mattresses and pumps
- Supplies for end-of-life comfort carts
- Waiting and family room chairs
- Patient communication and therapy aids

Registered nurse Richard Huang demonstrates the Vein Viewer

Pediatric patient Evie Wilson with HHS Occupational Therapist Toria Vair at McMaster Children's Hospital
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.

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.

Shops & Services

CAFÉS & CAFETERIAS
Barton Bean
Baywest Café
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
Preferred Catering
Vending Services
Vendor’s Marketplace

PARKING SERVICES
Hamilton General Hospital
Juravinski Hospital & Cancer Centre
King West
McMaster University Medical Centre
St. Peter’s Hospital
West End Clinic
West Lincoln Memorial Hospital

Volunteering Spotlight
Functional Activities Program, St. Peter’s Hospital

HHS Volunteer Karolyn Woods Pinili suffered two strokes in 2017. After spending months at Hamilton General Hospital, she was moved to St. Peter’s for rehabilitation. After months of hard work and recovery, Karolyn was able to go home. While at St. Peter’s Karolyn participated in the Functional Activities Program (FAP) as part of her rehabilitation therapy.

Now Karolyn volunteers in the FAP program to help support patients in their stroke recovery. "I want to show them that they can actually succeed," says Pinili. "Sometimes they get discouraged, but with me in the program, it shows that all of the hard work is worth it." For Pinili, the experience is very rewarding. "I like helping the staff and enjoy seeing patients get better and graduate from the program."

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