



Annual Report 2022-23

Making a
Difference
Together





Louise Taylor Green
President, Board of Directors
HHS Volunteer Association



Tina Cooper
Executive Director
HHS Volunteer Association



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.



Rob MacIsaac
President & CEO
Hamilton Health Sciences



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
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Net Income from Parking Operations	\$ 11,981,041
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Total Net Income	\$ 13,659,138
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Administrative Expenses	\$ 1,919,868
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Excess of Revenue Over Expenses Before Donations	\$ 11,739,270
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DONATIONS

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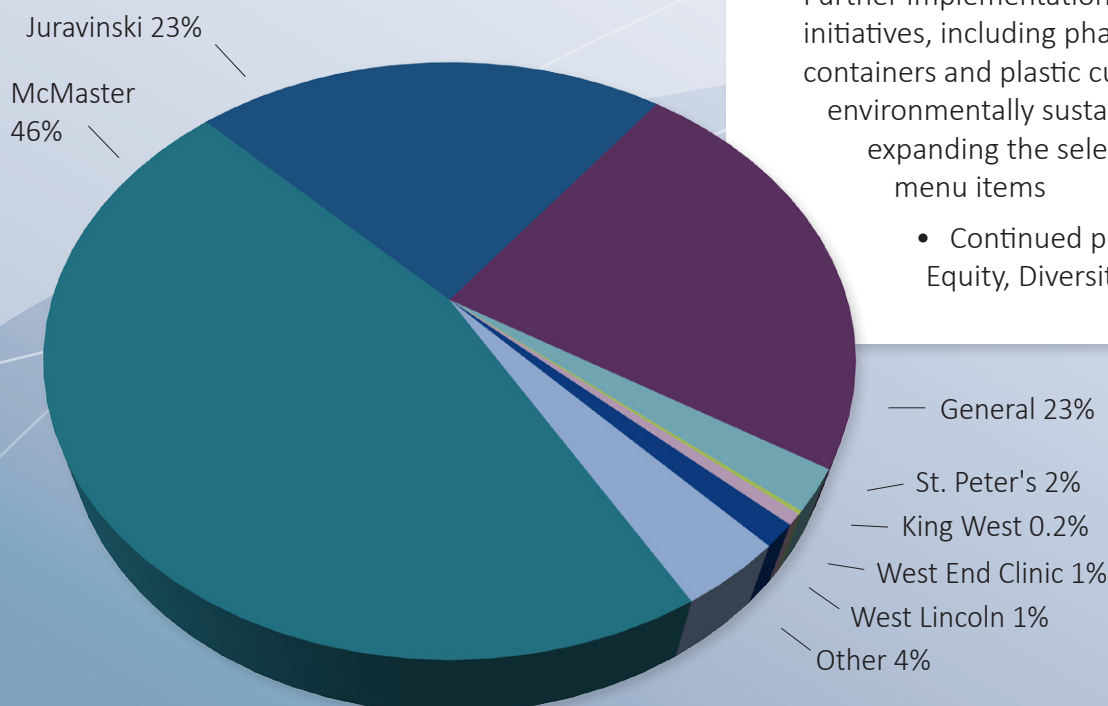


Newly renovated Corner Café at McMaster Hospital

Organizational Highlights

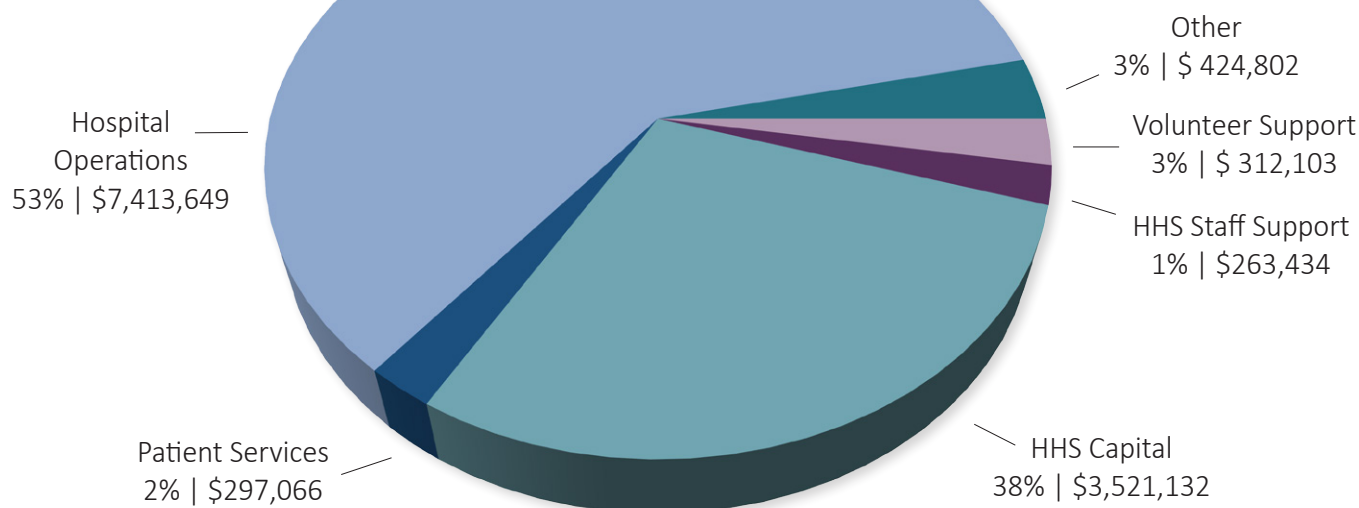
- Completed the renovation of the Corner Café at McMaster Hospital
- Raised over \$98K for McMaster Children's hospital through annual fundraising initiatives, including raffles, Hearts for Kids, MacKids plush and cookies
- Reopened St. Peter's Give Shop and the Sunnyside Café following temporary pandemic-related 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



Funding to Hamilton Health Sciences 2022/23

\$12.2M



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 Lumnify 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



Registered nurse Richard Huang demonstrates the Vein Viewer

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

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."



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



Volunteer Karolyn Woods Pinili (centre) helps patients William (left) and Anne (right) with a FAP activity at St. Peter'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

Board of Directors

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Louise Taylor Green

Vice-President

Paul Demarco

Past President

Charlie Collura

Secretary

Dale Hand

Treasurer

Harveer Dosanjh

Youssef Dimassi

Chuck Russello

Sarah Stover

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Miranda Smith

Jeanie Wright

Aaron Ritter

EX-OFFICIO

Kelly Campbell

*Vice President, HHS Corporate
Services & Capital Development*

Tina Cooper

HHSVA Executive Director

MAKE A PURCHASE, MAKE A DIFFERENCE®

Proceeds Donated to Enhance Patient Care at Hamilton Health Sciences
For more information visit www.hhsva.ca