



PRH Auxiliary
Annual Report
2016/17

**PEMBROKE REGIONAL HOSPITAL AUXILIARY
EXECUTIVE
2016/2017**

PRESIDENT	Diana Gagne <div style="border: 1px solid black; padding: 2px;">155 Noik Drive, Suite 9 Pembroke ON K8A 7W4 E-mail dgagne6@cogeco.ca</div>
PAST PRESIDENT	Anne Sloan
1st VICE-PRESIDENT	Gail Arsenault
HONORARY PRESIDENT & CEO	Pierre Noel
2nd VICE-PRESIDENT	VACANT
TREASURER	Helene Giroux <div style="border: 1px solid black; padding: 2px;">684 Gordon Street, Pembroke ON K8A 6J8 E-Mail: helene2terry@sympatico.ca</div>
SECRETARY	Harlene Buske
MEMBERSHIP	Jane Kielman
SUNSHINE GIFT SHOP MANAGER	Brenda Long
MURAL CAFÉ MANAGER	Diana Gagne, Pat Bennett , Pam Lavoie
SPECIAL EVENTS PHONING	Virginia Naylor
SPIRITUAL	Carmel Harrington
MURAL CAFÉ SCHEDULER	Gail Arsenault
SUNSHINE GIFT SHOP SCHEDULER	Donna Rielly
MANAGERS OF SPECIAL FUNDS & LICENCING	
HELPP TICKETS	Mary Olsheskie
BINGO	Larry TerMarsch
BINGO SCHEDULER	Brenda Reid

MESSAGE FROM THE PRESIDENT AND CEO OF PEMBROKE REGIONAL HOSPITAL

Dear Auxiliary Members:

In recognition of your many contributions to the Pembroke Regional Hospital, I wish to express my sincere thanks to each of you for all that you have done and continue to do in support of our regional healthcare centre.

With change, growth and constant challenges in the healthcare field, hospital auxiliaries continue to play a vital role in supporting the delivery of care and for that we owe a huge debt of gratitude. The money you raise for our hospital helps to provide a broad range of important services for our patients, our visitors and our staff.

This past year, you successfully completed raising one million dollars for our community's MRI. This was the second million dollar pledge that you've completed over the course of the past several years! An MRI at PRH would not have been possible without you.

Thank you also for upgrading the entertainment system in the hospital through your acquisition of new TV's for your rental program. I know that this improved service is very much appreciated by our patients.

In addition, your launch of weekend openings of the Mural Café has provided an important service to our patients, visitors and staff.

Like many organizations, I recognize the challenge that fundraising endeavours present, often coupled with a smaller pool of volunteers. Your group has always risen to the challenge. Your continued efforts in continuing some of the more traditional revenue streams, like Bingo and HELPP lottery tickets, while, at the same time, being creative in finding new fundraising opportunities is commendable. You should all be very proud of your many efforts.

I would like to pay tribute to each of your Executive members and to those who have taken on leadership roles over the past year. Fundraising comes with many challenges and steep learning curves, yet each of you has brought to the table a great deal of enthusiasm and dedication and you've proven how successful a team of determined individuals truly can be.

We recognize that there are many worthy volunteer opportunities within our community and we are grateful that you have chosen to give us your time and energy.

Thank you so much for the work that you do and for the valuable role you play as part of our healthcare team.

Pierre Noel, President and CEO

President's Letter

Auxiliary Members:

Another year has passed, and a lot of hard work has taken place in the Gift Shop, Cafe, Bingo, Nevada Tickets, and our TV rentals. We have finished purchasing new TV's for all the rooms in the Hospital. We have also finished paying off our commitment to the MRI fund. This year again with Brenda at the helm of the gift shop, we have changed and added new ideas. Brenda and Virginia attend the spring and fall fashion shows to see what is new and exciting. Brenda continues to work long hours and is coming up with new strategies all the time. She even sells right out of the hallway near the storeroom while counting and marking new items! Our TV rentals are going well, as we are still working out the bugs in the rental forms and getting forms to new patients that are unable to come down to the gift shop.

The Mural Cafe is running smoothly; as we lost Christine List in December, Diana Gagne, Pat Bennett, and Pam Lavoie have split the duties in running the Cafe. I sure missed Pat when she went off to Florida for 5 weeks! We are trying to find new healthy foods as well for the cafe. We are now open on the weekends, with a few volunteers working from 11- 3p.m. on Saturday and Sunday. The staff are really a great supporters of our cafe, and it is so nice to see many families enjoying lunch with us on the weekends. We have expanded our menu somewhat by adding soup and wraps. We will continue opening and have hired students for the summer months; July and August.

Thanks again to our many Volunteers, who fill in and take extra shifts! Without them it would be very difficult to reach our endeavours in supporting the Hospital with new equipment and making a difference in promoting the quality of healthcare in our community.

Diana Gagne, President

Treasurer's Report - March 2017

BANK BALANCE	1-Apr-16	\$ 21,115.77
Sales & Receipts		
Gift Shop	187,822.44	
Café	106,216.25	
Tips	2,467.00	
TV Rental	51,236.40	
ATM	10,770.00	
Bank Interest	538.80	
Membership Dues	540.00	
Fashion Show	3,273.00	
Donations	3,100.00	
Mural Wall	670.00	
Sales Taxes	38,085.16	
TOTAL REVENUES	\$ 404,719.05	
Disbursements		
Gift Shop	153,137.66	
Café	63,141.60	
Office Expenses	720.28	
Travel & Conventions	3,359.00	
Bank Charges	3,761.87	
Loan payments on Cash Registers	3,059.76	
Fashion Show Expenses	1,298.83	
Loan payments etc on T.V. Purchases	60,737.59	
Donation to Hospital	44,000.00	
Miscellaneous	1,409.48	
Membership Fees	504.00	
Sales Taxes	38,350.84	
TOTAL DISBURSEMENTS	\$ 373,480.91	
	31-Mar-17	49,851.69
FUNDS OWING FROM HOSP TO AUXILIARY		
Accounts Receivable (From Payroll)	(1,875.68)	These amounts are included in Gift Shop and Mural Café Revenues
Liability (From Gift Cards)	(273.28)	
	(2,148.96)	

Sunshine Gift Shop Annual Report 2016/17

This has been a year for “fine tuning” existing procedures and exploring new options for the upcoming year. With the auxiliary purchase of 30 additional new TV’s this year, volunteers are busy completing paperwork so that the housekeeping staff can activate the many television requests. Additional volunteer training has been implemented so that there is consistency in the form completion.

After two very successful fashion shows held at the Mackay Centre in 2016, we have decided to change the venue and the format for the shows this year. Our “on the move” slogan meant that we were transporting all our new merchandise to the venue for display. With *age* and *repetition* comes *wisdom*, so this year we will not be travelling with the merchandise. It will be displayed in the gift shop the day after the event which will be held at Our Lady of Lourdes Church this year.

We have had a number of new volunteers join us this year so training has been ongoing throughout the year. Our 86 volunteers have become very efficient at finding their own replacements if they are unable to work a scheduled shift. A special thank you goes out to Donna Rielly who does our scheduling.

New track lighting, provided by the hospital, has made the gift shop a very inviting place to shop. As our customer base continues to expand, we are constantly on the lookout for new companies to showcase in our store. Our success is directly related to the great group of volunteers who serve 357 days of the year- *we do take some days off*- and to our loyal customers.

Brenda Long, Manager

Donna Rielly, Staffing

Bingo Annual Report

We have had another very successful year with Bingo at Boardwalk Gaming Centre as our shares have continued to increase. Thank you to Brenda Reid for keeping us all organized and thank you to the entire bingo team for volunteering your time. We were able to contribute \$15,000 towards the completion of our one million dollar pledge to the MRI.

Bingo Account March 2017

Bank Balance at February 28, 2016	\$11,920.80
Total deposits made in March, 2017	\$ 3,084.59
Bank interest – March, 2017	\$ 12.71
Bank balance at March 31, 2017	\$15,018.10

H.E.L.P.P. Tickets Annual Report 2016/17

Sales of HELPP tickets during the 2016/17 year have been excellent. A big thank you to the dedicated roster of volunteers who make this all possible!

HELPP Account March 2017

Bank Balance at February 28, 2017	\$5,391.16
Total deposits made in March, 2017	\$ 376.00
Interest earned in March, 2017	\$ 5.28
Bank balance at March 31, 2017	\$5,772.44

Recording Secretary – Harlene Buske

I send out cards to all members who are sick, in hospital, celebrating an anniversary as well as “Thank You” cards. I take minutes every month at our regular meetings. I help out in the gift shop and during all special sales in the gift shop.

Cards Sent Out:

Get Well Cards - 6

Thank You Cards- 3

Sympathy Cards - 12

Harlene Buske - Recording Secretary

Special Events Phoning Committee Annual Report

I called for the Christmas Wine and Cheese and our Strawberry Social and also sometimes made calls for other various activities that have taken place.

Virginia Naylor

Spiritual Annual Report

When an active or Honourary Life Member of the Pembroke Regional Auxiliary dies, phone calls are made to the Executive and Members to attend the wake at the Funeral Home, or the Funeral.

The funeral director advised the family that the Auxiliary Members will attend to say appropriate prayers. Cards are available at the Funeral Homes for the members.

Carmel Harrington

Mural Café Annual Report

Christine List has retired from her position as of December 1st, and being unable to get anyone to step forward, Diana and Pat and Pam have taken over running the cafe.

Diana attends to the running of the cafe, student reports, month-end financials, and stocking. Pat replenishes the coolers, store room, does most of the buying of sale articles, and seeks out new and healthy items for us. Pam looks after the ordering of the coffee supplies, she checks every week and makes an order into Madison County for our coffee. We are now open on weekends with a few volunteers manning the cafe for 11 a.m. to 3 p.m. Saturdays and Sundays. Things are going very well and are very well appreciated by the patients, staff and visitors. We are hoping to keep this open all year long now. I have already got two students hired for the summer and two more for the weekends. We are always in need of extra volunteers.

Diana Gagne, Pat Bennett, Pam Lavoie

Annual Report – Gail Arsenault, Café Schedule

I currently have 77 volunteers on our list for the Café. Some work four-hour shifts and some work two-hour shifts. The volunteers have been really good in covering extra shifts and helping out. We are also looking for some more volunteers to help out with the Café as we grow.

Gail Arsenault, Scheduler/Vice President

Membership Annual Report 2016/17

I send out a notification of membership renewal to all members by email in early December of each year. I continually update the membership list and note those who have paid their \$5 for each year. I update the list of volunteers/members along with their addresses, phone number, email addresses and the capacity in which they serve. I report updated membership numbers at each monthly meeting.

As of April 1, 2017, membership is as follows:

- Honourary Life Members 11
- Provincial Life Members 9
- 2017 Members 77
- TOTAL 97

Jane Kielman, Convenor