

Annual Report 2021/22



THE OTTAWA HOSPITAL AUXILIARY

Making a positive difference to The Ottawa Hospital
patients and the broader hospital community.



The Ottawa
Hospital
Auxiliary

L'Hôpital
d'Ottawa
Auxiliaires

VOLUNTEER



The Ottawa Hospital Auxiliary (TOHA)



Our Mission

To support The Ottawa Hospital in the delivery of world class health care to our community through innovative fund-raising initiatives and by supporting essential patient services, the acquisition of vital equipment, funding education and research programs.

Our Vision

Making a positive difference to The Ottawa Hospital patients and the broader hospital community.

Our Priorities for 2021/22

- Build a strong amalgamated organization to support our mission
- Identify new fundraising and hospital contribution goals
- Modernize our retail operations
- Renew our relationship with The Ottawa Hospital community and grow awareness of our services and offerings
- Update our volunteer and membership strategy

What is TOHA?

- A charitable non-profit corporation
- Members are registered volunteers of The Ottawa Hospital
- TOHA has evolved into an organization that delivers in-hospital fundraising to meet in-hospital needs



The Ottawa Hospital has an incredible group of volunteers, and many of them have been an integral part of the Auxiliaries who have supported The Ottawa Hospital over past decades by providing support for ongoing program and fundraising initiatives and the execution of various aspects of the operation of the auxiliary.

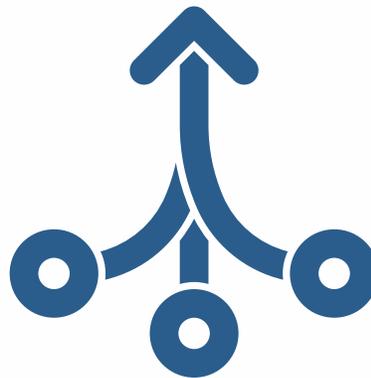
As part of our recent amalgamation, we ensured that all volunteers would have the opportunity to become or remain members with the new Auxiliary.

Over the coming year, we will be working hard to grow the Auxiliary team of volunteers so that we can implement new ideas and innovation to respond to patient needs in this fast-changing environment. We believe there are many exciting opportunities ahead for us.

Our Amalgamation Story

**The Ottawa
Hospital
Auxiliary
Est 2021**

**The Ottawa
Hospital Civic
Auxiliary
Est 1951**



**The Riverside
Auxiliary
Est 1967**

**The Friends of The
Ottawa Hospital
Est 1898**

For more than 50 years, three individual auxiliaries shared a common purpose: to generate funds within the hospital to meet practical needs. Then in 2021 they amalgamated into a single "boots-on-the-ground" organization that is stronger and more efficient than ever. This merger has reinvigorated their desire to react and respond and provide for the the needs of the hospital and its patients.

Over the past decade, they have donated over \$13,000,000 to the hospital for the purchase of medical equipment and for patient support services such as the clothing cupboard for discharged patients, as well as education bursaries for the hospital's incredible nursing staff.

We acknowledge the leadership of the Auxiliary board members and Hospital supporters who helped create an amalgamated Auxiliary

AUXILIARY BOARD MEMBERS

The Friends of the General

PETER CAIRNS
JONATHAN CHAMOUN
SUSAN DAUGHERTY
JAMIE GHOSSEIN
GILLES GUAY
BRUNA GUTTMANN
RAYMOND HURTUBISE
TERRY LEBLANC
HUA LEI
DIANNE PAQUETTE
JEAN PERLEY
DAVID ROBB
BETTY SHIELDS
PHIL SMITH

The Ottawa Hospital Civic Auxiliary

JEFF DODGE
ALLISON GRAHAM
CATHERINE HIGGINS
MELISSA LANIGAN
JUDY LOGAN
RICHARD McCOY
PAUL MORISSET
DONNA NEEDHAM
BRENT VEEVERS

The Ottawa Hospital Riverside Campus Auxiliary

JOSEPHINE AU
LENORE DELL
DEBORAH KRYHUL
SUSAN ASSISTORES MOLNAR
WANDA MOLNAR
MARY WILSON

THE OTTAWA HOSPITAL

Cameron Love, President and CEO

Nathalie Cadieux, Executive Vice-President and Chief Financial Officer

Frederick Beauchemin, Executive Director, Business Development

Heather McLean, Vice President, Philanthropy Operations, TOH Foundation

TOHA BOARD MEMBERS 2021/22



Catherine Higgs
President



Allison Graham
Human Resources



Phil Smith
Vice-President & Membership



Lorne Blackman
Business Development



Betty Shields
Corporate Secretary



Heather Dawson
Communications



Laurie Cairns
Treasurer*
Joined 2022



Wanda Molnar
Director & Past President



Patrick Girard
Treasurer*
Resigned 2021



Susan Asistores Molnar
Corporate Secretary*
Resigned 2021

Fred Beauchemin, Observer for TOH

Heather McLean, Observer for TOH Foundation

Message from TOHA's Board of Directors

It was an action-packed first year as we launched our new organization! It was also a challenging year: the pandemic restricted traffic in the hospital, significantly reducing our revenues, limiting access to volunteers, and placing an unprecedented burden on hospital staff. But we moved our meetings online, we kept our shops open, and we continued to deliver existing and new support to patients and the hospital community.

We signed a new Relationship Agreement with The Ottawa Hospital - the first since 2009 - to guide how we'll work together in the coming years. We resumed our medical equipment donations to The Ottawa Hospital after a 3 year hiatus. Our new initiative with Sproul School of Business - Carleton University gave us access to talented students in the design of our online retail strategy and other projects. We recruited new TOHA Board members who have decades of experience in a range of backgrounds, and launched a strategy to build our volunteer team. We were able to offer support to TOH staff and volunteers to help them in this difficult environment, and deepened our work with Psychosocial Services to support mental health and other vulnerable patients, including the frail and elderly.

Our Board is united in its desire to identify and respond to patient needs in the hospital - to make a positive difference in all that we do. We look forward to working with our valued partners to build on the foundation we laid down in 2021/22.

THANK YOU

TO OUR DEDICATED OPERATIONS STAFF AND VOLUNTEERS

The pandemic has proven to be a trying time for all, especially for those working in the healthcare and customer service industries. The staff and shop volunteers of The Ottawa Hospital Auxiliary have had a unique perspective working retail within a hospital during this time.

Our staff members are the backbone of our organization, and they are to be congratulated for not only rising to the challenge of working in a difficult setting but coming into work each day with a smile and positive attitude. Their kindness and empathy for each customer, staff, patient, or visitor, is what makes the shopping experience memorable.



On-the-ground Impact



TOH AUXILIARY DONATES \$2.5 MILLION!

Thanks to funds generated through TOH Auxiliary's various programs and services, including the gift shops, more than \$13 million has been donated over the past 11 years.

Thank you, TOH Auxiliary, for improving the lives of our patients.

Photo taken before COVID-19

 The Ottawa Hospital Auxiliary |  L'Hôpital d'Ottawa Auxiliaires

ohfoundation.ca/TOH-Aux

“We are passionate about being an on-the-ground organization – to be able to react quickly to the needs of the hospital and the patients. That’s what drives us.”

Catherine Higgins
TOHA Board of Directors President

OUR IMPACT

Between 2011 and 2022, TOHA and its predecessors made a combined contribution of **\$13 million**, most of which went towards vital equipment for patient care.

LARGE CAPITAL EQUIPMENT

Financed the purchase of MRI for the General campus, ER trauma bay at the Civic, Mobil Arm-C unit, new cardiac monitor, etc.

Benefit

Patients had access to life saving equipment not covered by TOH budget.

GENERAL EQUIPMENT

Provided waiting room televisions, wall clocks, iPads, and other patient support equipment.

Benefit

Met the needs of the patients and improved their experience through the purchase of equipment not covered by the hospital budget.

HOSPITAL / PATIENT SERVICES

Provided support for hospital volunteers, emergency clothing cupboard, breast pump rentals, new mother layette kits, toiletries for mental health patients, emergency gift cards for groceries to patients in need upon discharge, etc.

Benefit

Patients in need received targeted support programs to improve their in-hospital experience and to allow them to be discharged earlier.

BURSARIES AND RESEARCH

Annual nursing bursaries awarded.

Benefit

TOH nursing staff were able to continue their education thus enhancing capacity.

Highlights of our 2021/22 Contributions to TOH

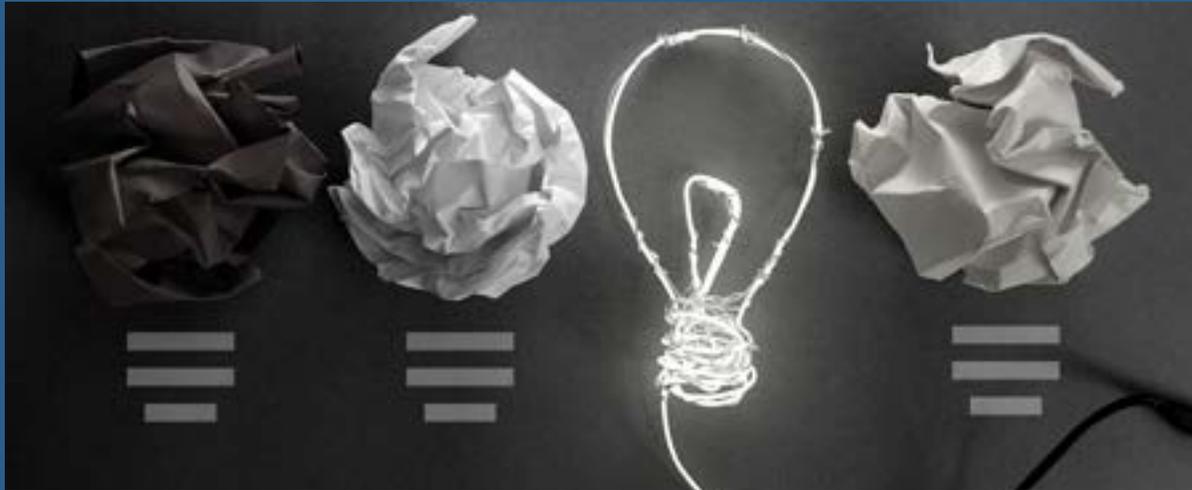
- \$2,5 million (in 2022) for over 60 pieces of medical equipment
- \$44,600 to programs that meet needs of vulnerable patients
- \$7,720 to support The Ottawa Hospital Volunteers and Inpatient Psychiatry Department staff during the pandemic
- \$7,500 for education bursaries for TOH nurses

OUR IMPACT



Despite a challenging year, we were able to donate \$2.5 M for the purchase of much needed medical equipment across the Riverside, Civic and General campuses. The Ottawa Hospital has already used over 90% of these funds for equipment purchases and more is underway.

OUR SERVICE PROGRAMS



01 Clothing Cupboard

Providing clothing to patients in distressed situations to facilitate timely discharge with dignity.

02 Layette and Toiletries Program

Providing supplies to mothers with newborn babies who are in need of support, and basic grooming supplies to patients in hospital who lack family support or financial means.

03 Elianna Saidenberg Patient Urgent Needs Fund

TOHA makes a financial contribution to the Elianna Saidenberg Foundation which is administered by Psychosocial Services. This fund supports vulnerable patients with a range of compassionate requirements, aiding in their recovery and facilitating earlier discharge from hospital. This meets the needs of patients while helping free up hospital beds for other patients.

04 Medical Equipment

Providing ready access to medical equipment, such as walkers, through the Auxiliary Shop to facilitate discharge of a patient, with special pricing available for patients in need in conjunction with Psychosocial Services department.

05 Bursaries

Through an application process, nursing staff are eligible to receive educational bursaries to pursue studies in nursing. Bursaries are provided annually.

HOW WE MAKE A DIFFERENCE

TOHA DONATED FUNDS FOR NEW LEADING EDGE EQUIPMENT FOR THE LARYNGOLOGY AND VOICE CLINIC

"I had suffered from a paralyzed vocal cord since 2015, and I no longer had a voice that could be understood. For nearly a year, my ability to communicate vocally led to a reduction in my interaction with family, friends and acquaintances and caused me a great deal of frustration. I received a laryngoscopic guided injection augmentation of the larynx at The Ottawa Hospital. The procedure was life-changing! I have resumed normal activity and can, once again, effectively communicate with people. Your service is much appreciated."

Madeleine P.

TOHA MAINTAINS AN EMERGENCY CLOTHING CUPBOARD AT THE CIVIC AND GENERAL CAMPUSES

"Having clothing resources provided by the Auxiliary is essential to maintaining the patient's dignity, assists as part of the discharge planning process and maintaining patient flow in the hospital.... without access to this clothing cupboard patients might have to be sent home in hospital gowns/pants/blankets "

Jette Haswell, Social worker, Psychosocial Services

TOHA COMMITTED \$25 K TO THE PATIENT URGENT NEEDS FUND TO SUPPORT THE MOST VULNERABLE PATIENTS IN THE HOSPITAL

"With support from the Patient Urgent Needs Fund, [Our patient] got the quality of life that he actually wanted by being able to go back home. We saved a year's worth of hospital stay and community resources for someone that [otherwise] could not go home."

Josee Charlebois, Professional Practice Manager, Psychosocial Services (Psychology, Social Work, Spiritual Care)



OUR SHOPS



TOHA operates three retail shops located on the ground floor at The Ottawa Hospital General and Civic campuses. Two are boutique style stores offering unique clothing and giftware sourced from hundreds of different suppliers. The third location is a patient centric store providing last minute supplies for patients and visitors, including electronics, sundry items, and sleepwear.

We also offer a wide range of medical supplies such as walkers, canes and bathroom safety equipment eliminating the need for patients to stop at another location for supplies after discharge.

Shopping in these locations helps patients as proceeds are used to buy critical equipment for the hospital, and to fund patient programs and nursing education bursaries.



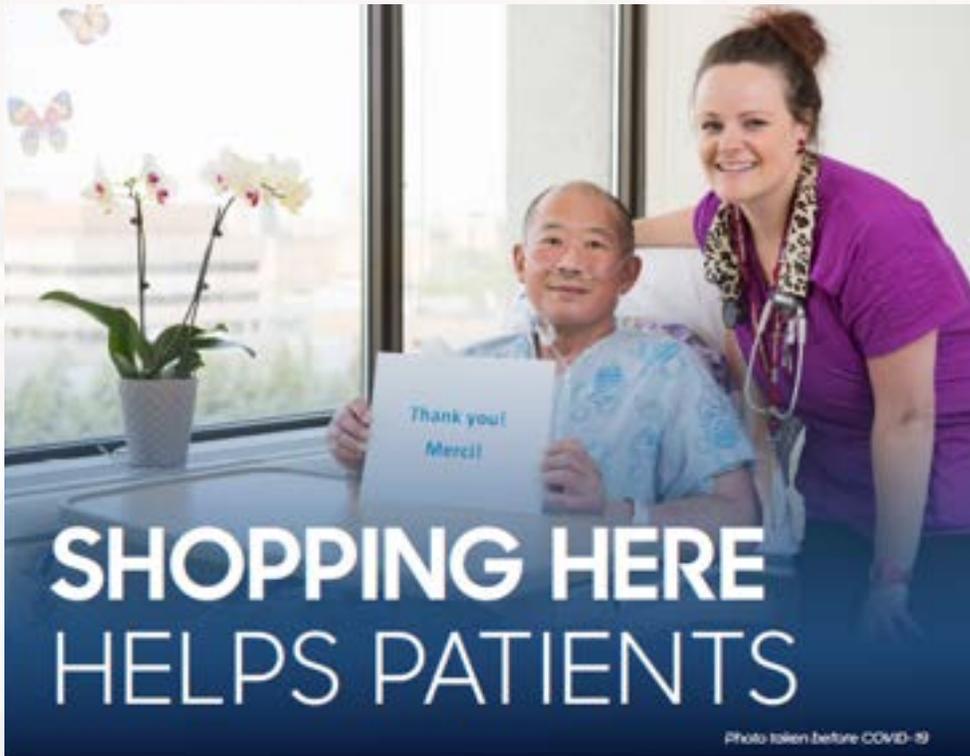


Photo taken before COVID-19

SHOPPING HERE HELPS PATIENTS

DID YOU KNOW?

Shopping here supports the purchase of critical equipment — like MRI machines and cardiac monitors — and much-needed items like iPads, emergency clothing, and breast pumps. Your dollars even go towards an important nursing bursary.

Customers like you have helped us to donate

**MORE THAN
\$13M**

to the hospital in
just over 10 years!

THANK YOU

for making a difference for our patients!

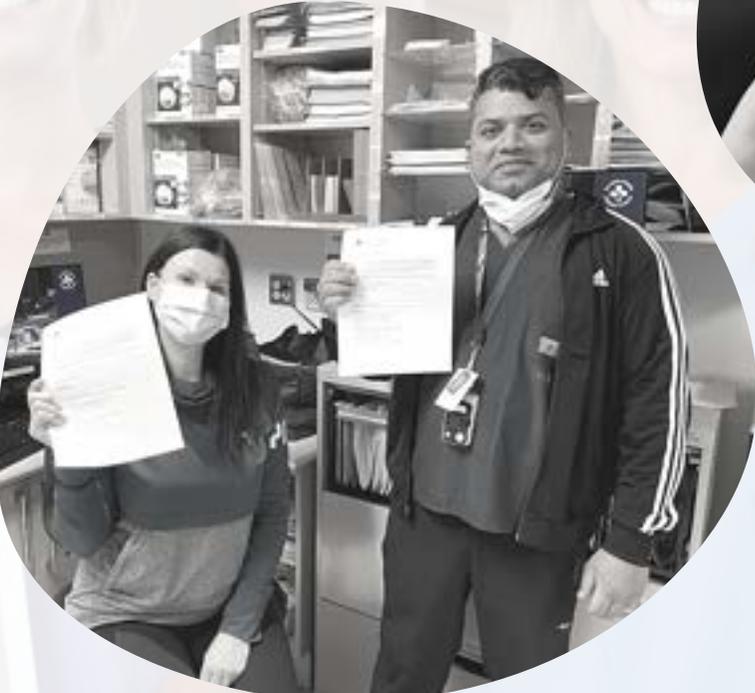


The Ottawa
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L'Hôpital
d'Ottawa
Auxiliaire

ohfoundation.ca/TOH-Aux

OUR IMPACT



Distribution of UberEats cards to
Psychiatric Inpatient Services staff
at Civic and General campuses

OUR IMPACT

**Norma Bonk Nursing Bursary
for continuing education
LEAH DALE**



**M. Irene Brown Nursing Bursary
for continuing education
CHERYL AUMONT**

WHAT WE ARE WORKING ON

01 Strengthening our Partnerships

Strengthening existing relationships and building new partnerships within the hospital community to make sure our activities are effective and relevant.

02 Building Awareness of TOHA

Developing and implementing a strategy to build awareness of TOHA activities and benefits to expand our reach.

03 Increasing Financial Sustainability

Building our revenue base and increasing our resiliency, through realistic financial goals and a new retail strategy that includes eCommerce.

04 Developing New Programs and Services

Responding to patient and hospital needs that are identified in collaboration with hospital leadership, clinical directors and psychosocial workers.

05 Ensuring Governance and Succession Planning

Developing and/or reviewing TOHA policies and bylaws to reflect our current environment, including succession planning for both board members and staff,

06 Optimizing our Operations and Human Resources

Implementing an organizational structure, roles, and responsibilities for paid staff, including approaches to fully utilize our volunteers.

Building our Volunteer Team

Attracting skilled and innovative volunteers, including through TOH Volunteer Services and via new sources of volunteers, who bring innovative experience and skills to TOHA activities.

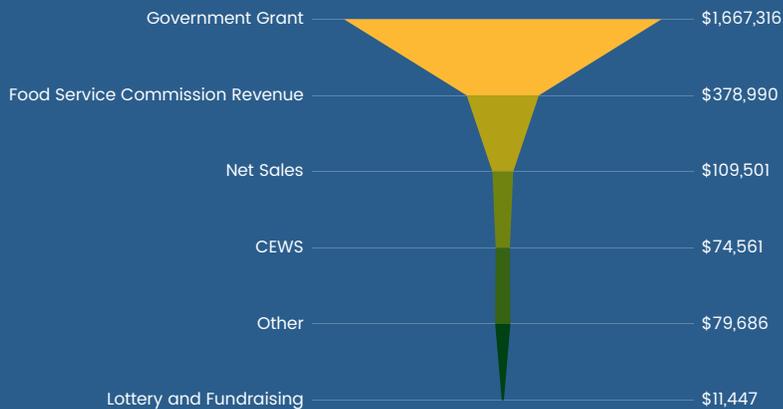
08 Engaging our Membership

Connecting with new and renewing members, to develop an active membership for TOHA that furthers our mission and vision.

Financial Highlights

THE OTTAWA HOSPITAL AUXILIARY
Statement* of Financial Position
For the year ended March 31, 2022

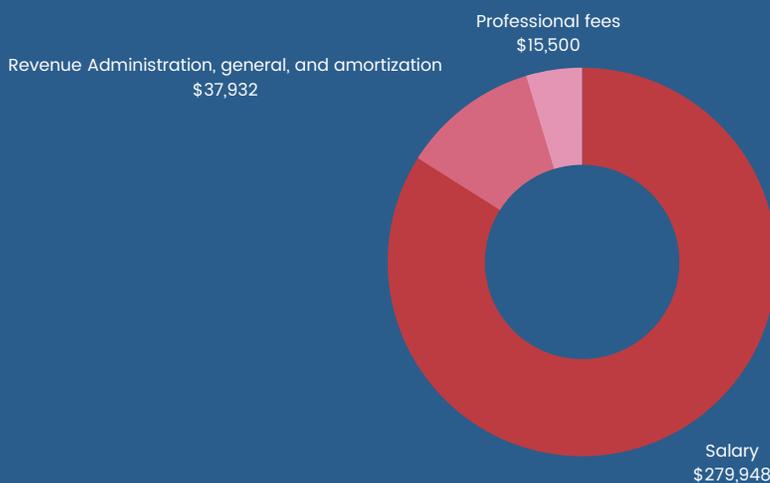
REVENUE



CONTRIBUTIONS RECEIVED



EXPENSES



CONTRIBUTIONS PAID



*Please note that details of the Statement of Financial Position are available upon request at tohauxiliary@gmail.com

Thank You



📍 1053 Carling Avenue, Ottawa, Ontario, K1Y 4E9
tohauxiliary@gmail.com