

# IMPACT

# REPORT

# 2022-23



The Ottawa  
Hospital  
Auxiliary

L'Hôpital  
d'Ottawa  
Auxiliaires

# 2022-23

## A YEAR TO REBUILD & REFOCUS

### 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, and education and research programs.

### OUR VISION

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

### OUR GOAL FOR 2022-23

**REBUILD** our in-hospital fundraising capacity drawing on lessons learned during the pandemic and **FOCUS** on responding to changing patient needs in the hospital including for our more vulnerable patients.





# MESSAGE FROM THE BOARD PRESIDENT

In 2022-2023, The Ottawa Hospital Auxiliary (TOHA) worked hard to re-build and re-focus while bouncing back from the pandemic years.

We continued to raise funds inside the hospital to help lift the burden for patients facing difficult circumstances and support the hospital community as they deliver the best care possible for patients.

We've made big changes to The Auxiliary Shop located across from the Civic Gift Shop by adding new personal and medical supply items (such as bathroom safety equipment, mobility and compression therapy products) along with trained experts who can help The Ottawa Hospital (TOH) staff and patients find what they need.

When customers make a purchase in TOHA's gift shops they create 'two gifts in one' because the proceeds from every sale go directly to support hospital services and programs.

From home decor, to clothing and accessories, to stuffed animals and toys, we've spent time searching out the best boutique items and we're excited about the new inventory we have to offer.

We've worked hard to make our shops welcoming as customers browse in search of that perfect item. And we're delighted that our community vendors came back with gusto after the pandemic - lining up to bring their wares to tables outside our shops at the Civic, General and Riverside campuses.

We also focused this year on rebuilding our volunteer corps after the pandemic - those incredible people who work alongside our small but dedicated professional staff to design and deliver many TOHA activities.

Our volunteers come from all walks of life to give us their expertise in fundraising, business development, communications, finance, marketing, retail and special programs. Some serve on our Board of Directors - we welcomed three new members to the Board this year - while others want to help design and deliver specific activities in our stores and special programs.

We are committed to delivering a rewarding experience for our hospital community as we grow, re-build, and re-focus.



*"It's our privilege as the Ottawa Hospital Auxiliary Board to continue to make a positive difference for patients and the hospital community. We thank our customers, our volunteers and staff, and our many supporters within and outside the hospital for all that they have done with us during 2022-23!"*

CATHERINE HIGGINS, TOHA BOARD PRESIDENT



# BOARD OF DIRECTORS 2022-23



**Catherine Higgins**  
President



**Lorne Blackman**  
Vice President  
Business Development



**Betty Shields**  
Corporate Secretary



**Allison Graham**  
Human Resources



**Heather Dawson**  
Communications



**Laurie Cairns**  
Treasurer



**Luciana Nechita**  
Director



**Dianne Paquette**  
Director

---

A special thank you to Aaron Slingerland, Ex Officio member for TOH and Heather McLean, Ex Officio member for TOH Foundation



# OUR DONATIONS

The Ottawa Hospital Auxiliary donated \$1 M in 2022-23 for 14 new cardiac monitors in The Ottawa Hospital emergency departments.

“

The Ottawa Hospital Auxiliary fills an essential role at our hospital, and we are grateful for their support. This new equipment will allow us to properly monitor and track patients' cardiac activity during our time observing them and caring for them in the emergency department. Gifts like this allow us to provide the very best care to patients.

”

**DR. GUY HÉBERT**

**HEAD OF THE DEPARTMENT OF EMERGENCY MEDICINE**



BETWEEN 2011 AND 2023, TOHA CONTRIBUTED OVER \$14 M FOR VITAL MEDICAL EQUIPMENT, SERVICES FOR VULNERABLE PATIENTS, AND SUPPORT FOR STAFF AND VOLUNTEERS.

# OUR ENDOWMENTS

Endowments are a way to ensure sustained support for important programs because income earned in the funds can be granted annually over time.

For the past 20 years, income earned in two endowment funds established by TOH Foundation with donations from the Auxiliary have been granted annually to The Ottawa Hospital Research Institute for medical research.

*"Research is absolutely critical to our mission at The Ottawa Hospital because it provides our patients with access to innovative and potentially life-saving therapies, while fueling the development of better care for everyone. Research Chairs funded by the Auxiliary help us recruit and retain outstanding researchers and provide them with protected time for their ground-breaking work." Debra Lynkowski, Chief Operating Officer, OHRI*

## LES AMIS OPHTHALMOLOGY RESEARCH CHAIR ENDOWMENT FUND

**Balance: \$1.6 M**

**Grants in 2022-23: \$58 K**

**Grants since inception: \$1.5 M**

**Chair: Dr. Rustum Karanjia**

**Impact:** support for vision research, advances in patient care, and the young scientists who are the next generation in ophthalmology research.

## LES AMIS NEUROSCIENCES RESEARCH CHAIR ENDOWMENT FUND

**Balance (March 2023): \$1.5 M**

**Grants in 2022-23: \$52 K**

**Grants since inception: \$1.5 M**

**Director, Neuroscience Program : Dr. Michael G. Schlossmacher**

**Impact:** support for research in stroke, dementia, depression and Parkinson's disease.



# OUR SERVICE PROGRAMS



## 01 Clothing Cupboard

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

## 02 Layette and Toiletries Program

Offering 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

Supporting vulnerable patients with a range of compassionate requirements, aiding in their recovery and facilitating earlier discharge from hospital.

## 04 Medical Equipment

Providing ready access to medical equipment to facilitate discharge of a patient, with special pricing available for patients in need.

## 05 Bursaries

Annual funding for educational bursaries to eligible nursing staff pursuing studies in nursing.

# THE ELIANNA SAIDENBERG PATIENT URGENT NEEDS FUND



*"Over the years, the Fund has permitted families to be close to their loved ones who were admitted, by helping pay for temporary, short-term accommodations close to hospital." Social Worker, Medicine*

*"The Elianna Saidenberg Patient Fund has facilitated patients accessing medical care by helping pay for transportation or parking costs for patients who would have otherwise have not been able to attend their medical appointments. Social Worker, Medicine*

*"I have used the Patient Needs Fund several times over the past few years to address practical needs of several mental health patients- grocery cards, phone cards, short term assistance with medication, cost of replacing ID, and transportation. These patients have been so appreciative of the additional support. While from an outside perspective the help can appear minor, it was always helping to address an issue causing significant distress to people already living through an incredible vulnerable/challenging time in their life. I had one patient in particular comment that this help, provided without her having to "jump through hoops" was especially meaningful to her." Social Worker, Mental Health*

*"Thank you so much for the parking pass. By proving a parking pass to the family, it allowed them to focus on their loved one in hospital and not the financial burden associated with coming to hospital often." Social Worker, Intensive Care Unit*

*"The Elianna Saidenberg Patient Fund has allowed patients to access lifesaving medications by paying for the short-term cost of medications while they can explore longer term solutions in the community." Social Worker, Emergency Department*

*"Thank you for providing bus tickets. This will allow the mother of the baby being cared for in the NICU to bond and deliver milk." Social Worker, Neonatal Intensive Care Unit*



SINCE 2021 TOHA HAS PROVIDED \$50,000 TO THE ELIANNA SAIDENBERG  
PATIENT URGENT NEEDS FUND FOR VULNERABLE PATIENTS



# THANK YOU

## TO OUR DEDICATED STAFF

This past year has seen an incredible amount of change in the appearance and operation of our retail stores. Our dedicated and passionate staff have been focused on customer engagement and ensuring we offer personalized service in a positive, relaxed environment. They pay close attention to detail to create unique displays with visually appealing elements in the shops.

*"Our staff are the backbone of our organization and I commend them for their unwavering commitment and strength through uncertain times; working as a team we are poised for a great year ahead."*

*Krista Peters, TOHA Director of Operations*



Laurence Gillieson



Mary Jessup



Hua Lei



Krista Peters



Sharon Reid



Jacklin Sadehandi



Vickie Studholme



Brenda Wilson

# THANK YOU

## TO OUR AMAZING VOLUNTEERS!

Our shops would not be complete without the tireless work of volunteers. Each week they donate their own time in a variety of areas in our operation. They help us deliver excellence in customer service in our shops and ensure shelves are well stocked, organized, and clean. In addition, some are involved in maintenance of our service programs such as the Clothing Cupboard where tasks such as inventory and folding are ongoing. They are a wonderful extension of our staff and we simply could not function without them.

### VOLUNTEER SPOTLIGHT VICKI PLOUFFE



Vicki has been a volunteer with the Auxiliary for over 38 years and in that time has accumulated over 6448 hours of service.

While her volunteerism started in the shops, she has also freely offered her time doing virtual volunteering for different departments throughout the pandemic and beyond. While these numbers are extraordinary what is even more impressive is the way in which Vicki makes each customer, patient, staff or volunteer she meets, feel as if they are the most important person in her day. Her cheerful disposition, willingness to help in any way she can, and absolute dedication to the hospital makes her an integral part of our organization.

We are privileged that she has chosen to dedicate so much time from her very full life to us.





# THANK YOU

## TO OUR LOYAL CUSTOMERS

The retail shops have undergone significant change over the past year. As much as possible we source Canadian made products that offer great quality and are relevant.

You will find items from local manufacturers in Quebec, Ontario, and New Brunswick along with a selection of Indigenous product designed by local artisans.

Our clothing lines are on trend and inclusive of size ranging from XS-3XL, and we have a great selection of art pieces to suit all tastes and budgets.

Our Auxiliary Medical Supply Store at the Civic campus has been completely overhauled. To make the patient discharge and transition to home easier It now offers a great selection of Bathroom Safety, Mobility, Incontinence and Compression Therapy products.

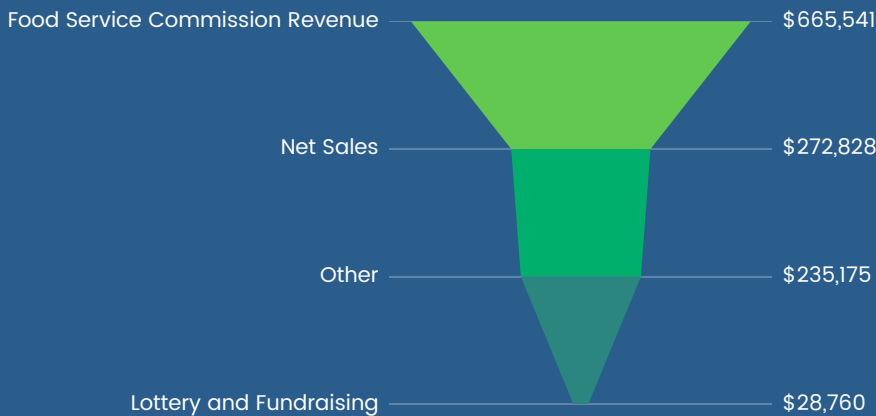
Professionally trained staff are on hand to ensure each person receives knowledgeable and personalized service.

We are proud to have forged a local connection with the community and look forward to serving the changing needs of the hospital moving forward.

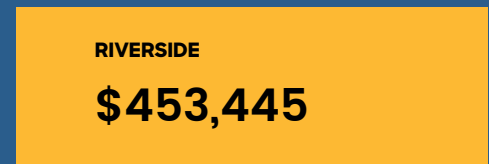
# 2022-23 FINANCIALS

THE OTTAWA HOSPITAL AUXILIARY  
Statement\* of Financial Position  
For the year ended March 31, 2023

## REVENUE

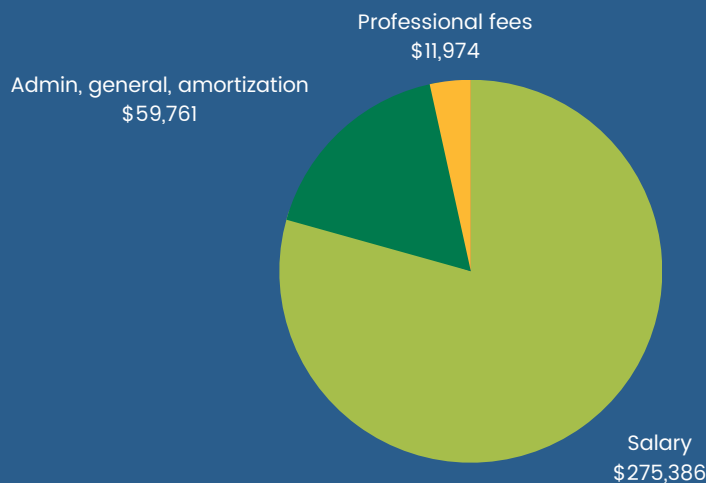


## CONTRIBUTIONS RECEIVED



## EXPENSES

*\*Please note that details of the Statement of Financial Position are available upon request at [info@tohauxiliary.ca](mailto:info@tohauxiliary.ca)*





# Thank You



[tohauxiliary.ca](http://tohauxiliary.ca) | [info@tohauxiliary.ca](mailto:info@tohauxiliary.ca)



The Ottawa  
Hospital  
Auxiliary

L'Hôpital  
d'Ottawa  
Auxiliaires