



2024-2025

Impact Report



The Ottawa
Hospital
Auxiliary

| L'Hôpital
d'Ottawa
Auxiliaires

THE OTTAWA HOSPITAL AUXILIARY

WHO WE ARE

TOHA is a volunteer-led, non-profit organization that raises funds through its hospital shops and retail venues so that 100% of proceeds can be donated towards patient care and the TOH hospital community.

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 2024-25

To raise awareness of TOHA's retail and patient services within the hospital so that we can do more to serve The Ottawa Hospital community.

MESSAGE FROM THE BOARD PRESIDENT

At The Ottawa Hospital Auxiliary (TOHA), every dollar we raise through our shops and space rentals is donated back to The Ottawa Hospital (TOH) to support patient care and the hospital community. Yet, many at TOH are not aware of the full scope of our contributions, or of the programs we fund that directly support patients in need. This year, we made it a priority to change that.

We proudly launched a renewed outreach effort across the hospital community to share our message: “Help us help TOH patients.” New in-shop signage, a regular column in TOH’s staff newsletters, and our participation in internal events like National Volunteer Week and Staff Appreciation Week helped us connect more deeply with hospital staff and volunteers. We also took part in professional development and engagement events across TOH, reinforcing how TOHA supports their work and enhances the patient experience.

These efforts are making a difference. In 2024–2025, we increased our retail revenues and were proud to donate \$1.4 million to TOH for the purchase of neonatal ventilators and Endobronchial Ultrasound equipment. In addition, we invested nearly \$100,000 in TOHA programs that provide direct support to patients in need, from comfort items to emergency essentials.

This impact is only possible because of our remarkable volunteers and staff. We are deeply grateful to our committed team of dedicated, skilled, and compassionate individuals. TOHA volunteers come from all walks and stages of life, and this year we were thrilled to welcome new team members with expertise in retail, communications, engagement, program management, and data analysis. Their contributions are helping us grow our impact and strengthen our role within the hospital.

One of the most meaningful milestones this year was the integration of The Rehabilitation Centre Volunteer Association (TRCVA) with TOHA on April 1, 2025. Since 1982, TRCVA has been a steadfast supporter of rehabilitation patients at TOH. We are honoured to carry that legacy forward as we continue our shared mission of improving the patient journey across all sites of The Ottawa Hospital.

As we look ahead, we remain united in our commitment to identify and respond to emerging needs within the hospital. We are excited to continue working alongside our valued partners to enhance care and compassion for every patient.

CATHERINE HIGGENS, TOHA BOARD PRESIDENT

BOARD OF DIRECTORS

2024-25



Catherine Higgins
President



Lorne Blackman
Vice President
Retail Services



Robert Barnes
Secretary



Derek Sider
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Dominique Jones
Human Resources



Faduma Wais
Membership
Engagement



Luciana Nechita
Communications



Kirsten Ghallager
Paquette
Volunteer Engagement



Tracy Murphy
Special Programs



Dianne Paquette
Special Programs
*Resigned 11/2024

*A special thank you to Aaron Slingerland, observer for TOH and
Heather McLean, observer for TOH Foundation*

OUR DONATIONS

The Ottawa Hospital Auxiliary donated \$1.4 M in 2024-25 for equipment that will help support lung health in TOH patients of all ages

NEONATAL VENTILATORS



Our neonatal ventilators help our smallest, most vulnerable patients to breathe and develop. It's so important for our babies that rely on these devices to have equipment that is created specifically for their needs. Babies, specifically premature babies, are very impacted by high quality ventilator care, affecting their respiratory system profoundly as they grow and develop.

From the Respiratory Therapy and Neonatal ICU/Special Care Nursery teams, thank you for helping us provide the best care to our smallest patients!

ENDOBONCHIAL ULTRASOUND EQUIPMENT

TOH is the only tertiary care center in the Champlain region that is using EBUS to help diagnose cancer in the nodes around the lungs. The samples that we obtain through ultrasound guidance allow us to gather a quality sample, helping to inform cancer diagnosis and treatment for our patients. Additionally, TOH is the regional center for therapeutic respiratory procedures - including respiratory stents and valves that help to improve quality of life - through our bronchoscopy program.



Without quality equipment, we could not provide this care to our patients. Having excellent quality images, and equipment that is capable of precise care is why our endoscopy team is able to provide the level of service that is needed.

BETWEEN 2011 AND 2025, TOHA CONTRIBUTED OVER \$16 M FOR VITAL MEDICAL EQUIPMENT, SERVICES FOR VULNERABLE PATIENTS, AND SUPPORTS 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 over 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 (OHRI) for medical research.

LES AMIS OPHTHALMOLOGY RESEARCH CHAIR ENDOWMENT FUND

Balance (March 2025): \$1.8 M
Grants in 2024-25: \$56.5 K
Grants since inception: \$1.6 M

“TOHA support over the last year has helped advance our understanding of retinal disorders and clinical electrophysiology, improving vision care for TOH patients and research participants. We continue to expand our knowledge and utility of objective clinical metrics which are proving helpful for following patients with hereditary optic neuropathies and in space for studying Space Acquired Neuro-ophthalmic Syndrome (SANS). Thank you for your generous support.”

*Dr. Rustum Karanjia MD, PhD, DABO, FRCSC
Clinical Investigator, OHRI*

LES AMIS NEUROSCIENCES RESEARCH CHAIR ENDOWMENT FUND

Balance (March 2025): \$1.6 M
Grants in 2024-25: \$56.5 K
Grants since inception: \$1.6 M

A big renewed “Thank You!” to TOHA for the unwavering support of neuroscience research at The Ottawa Hospital. Thanks to your support, our researchers have been able to pursue innovative projects with the potential to make a real difference in the lives of those affected by disorders of the brain, spinal cord or nerves elsewhere in their body. Your generosity has enabled us to invest in cutting-edge technology, recruit new researchers, support talented scientists and trainees who are dedicated to advancing the field of neuroscience.”

*Dr. Michael Schlossmacher, MD, DABPN, FRCPC
Senior Scientist and Director, Neuroscience Program, OHRI*

THE REHABILITATION CENTRE PROGRAM

PROGRAM MISSION

The Rehabilitation Centre Patient Support program is dedicated to addressing urgent patient requests at TOH Rehabilitation Centre, including funding of last resort and psychosocial support.

The program aims to enhance the quality of life and recovery of patients at the Centre from admission to discharge.

WHAT WE DO

We provide financial and in-kind assistance to patients at the Centre including meeting urgent clinical requests for rehabilitation, supporting therapeutic recreational and psychosocial programs with staff of the Centre, and consulting with them on ongoing patient health needs.

The Program collaborates with clinicians and management at the Centre to identify ongoing areas it can support.

HOW WE HELP MAKE A DIFFERENCE

Enhance quality of life: We fund urgent clinical requests that improve recovery chances of rehabilitation patients

Support mental and physical needs: Through our recreational and psychosocial programs, including Centre-let outings and events, we help foster patient wellbeing while admitted to the hospital.

Support vulnerable populations: We help vulnerable groups, including low-income individuals, those without psychosocial support, and the elderly.

OUR SPECIAL PROGRAMS



In addition to our retail and fundraising efforts, The Ottawa Hospital Auxiliary funds and manages a range of special programs designed to meet the diverse needs of TOH patients and their families.

This year, TOHA undertook a comprehensive review of these initiatives. The evaluation reaffirmed the meaningful impact these programs have—providing comfort, dignity, and practical support at critical moments in a patient’s journey.

With this in mind, the TOHA Board unanimously agreed to continue investing in and sustaining these important efforts.

The following pages highlight the unique ways TOHA programs are making a difference every day.

THE CLOTHING CUPBOARD

At both the Civic and General campuses of The Ottawa Hospital, TOHA funds and manages clothing cupboards that provide essential items for patients who do not have appropriate clothing at the time of discharge. This program is a powerful reflection of TOHA's mission: to support the well-being and dignity of every patient.

Thanks to the dedication of our staff and volunteers, the cupboards are welcoming, thoughtfully organized, and consistently well-stocked. Accessible 24/7 to TOH social workers via keycode access, the cupboards serve as a critical resource for patients facing difficult transitions.

We are proud to continue funding and maintaining this important initiative—and we have plans to expand support for the program in the coming year to ensure that no patient leaves the hospital without the comfort and dignity they deserve.

According to Kristy McDonnell, Professional Practice Manager for Psychosocial Services at The Ottawa Hospital, the clothing cupboards are used daily and play a vital role in supporting safe and dignified discharges. “Some patients leave the hospital with very few personal belongings,” she explains. “Others may be transitioning to shelters or temporary housing. Having access to clean, appropriate clothing makes a meaningful difference.”



LAYETTE PROGRAM



TOH social workers Karen Dryden-Kiser and Sophie Cyrenne have witnessed firsthand the growing need for the Layette Program. “We could easily distribute one layette per week at each campus,” they note. “Patients truly light up when they receive them—the impact is immediate and deeply emotional. These small bundles of essentials have a significant positive psychological effect.”

For many families leaving the hospital with a newborn, the first days of parenting come with significant financial challenges. TOHA's longstanding Layette Program helps ease that burden by providing thoughtfully assembled bags of essential newborn supplies. Each layette typically includes diapers, a onesie, 1-2 sleepers or pajamas, washcloths, and a receiving blanket.

TOHA staff assemble and distribute these layettes to both the Civic and General campuses, where they are provided by TOH social workers to families identified as being in financial need. Most recipients are newcomers to Canada, refugee claimants, families experiencing housing insecurity, including those returning to shelters, and others facing significant economic hardship.

With rising inflation, the cost of each layette has nearly doubled over the past decade. Despite these challenges, TOHA remains committed to sustaining this meaningful program and is exploring opportunities to expand the contents of the layette bags in the coming year.

TOILETRIES PROGRAM

Through TOHA's Toiletries Program, in-patients in need can receive essential personal care items such as razors, toothbrushes, toothpaste, and deodorant. Many patients are admitted unexpectedly, without access to basic necessities—and others may not have the financial means to purchase them.

This small but impactful program is deeply appreciated by both patients and social workers, who recognize the critical role these items play in maintaining hygiene, comfort, and personal dignity during hospital stays.

TOHA is committed to growing awareness of this important resource so more patients can benefit from it during their time in hospital.

THE ELIANNA SAIDENBERG PATIENT URGENT NEEDS FUND

Established through the estate of Dr. Elianna Seidenberg—a dedicated TOH physician with a deep commitment to supporting patients facing financial hardship—this fund provides vital assistance to patients and families navigating difficult circumstances.

To help sustain this essential resource, TOHA has proudly contributed annual grants of \$25,000 to the fund since 2022. Because the Seidenberg Fund relies on donations, TOHA's support plays a key role in ensuring its continued availability.

TOH social workers describe the fund as “exceptional” in its impact. It enables meaningful interventions—such as helping a patient cover the cost of a necessary prescription, funding transportation home for a patient living outside Ottawa, or paying for hotel accommodations for a family member staying close to a critically ill loved one.

This program reflects the heart of TOHA's mission: responding to urgent, human needs with compassion and practical support.

“We wish to express our heartfelt gratitude for all the support received through the Dr. Elianna Seidenberg Patient Emergency Fund. TOHA's generosity helps us provide much-needed financial assistance for accommodation, access to life saving medications, parking/transportation, and additional assessments to our vulnerable patients

This support has eased their financial burdens and provided the comfort and peace of mind patients need during challenging times. Your contributions are making a tangible difference, helping us ensure that everyone, regardless of their circumstances, has access to comprehensive care and can be safely discharged from hospital to community.”

Kristy Macdonell, Manager-Psychosocial Services

NURSING EDUCATION BURSARIES

TOHA is proud to support the ongoing education and professional development of nurses at The Ottawa Hospital through our annual Nursing Education Bursaries. Originally established in honour of Norma Bonk, Irene Brown, and Edith G. Young, these bursaries reflect a longstanding commitment to excellence in nursing care.

The bursaries are administered by TOH's Nursing Education Department, which sets the eligibility criteria and oversees the application, review, and award processes. TOHA has supported this program for many years, recognizing the essential role nurses play in delivering compassionate, high-quality care.

In recognition of this vital contribution to patient well-being, TOHA is increasing its support to \$7,500 for the coming year. We are honoured to help TOH nurses advance their skills and knowledge—knowing that the benefits will be felt by patients across the hospital.

Staff in TOH's Nursing Education Department emphasize the meaningful impact of the bursaries, noting that they provide essential financial support for nurses pursuing further education and professional growth.

"These bursaries make a real difference," they share. "They help offset the significant costs associated with continued learning, and we are deeply grateful to TOHA for their ongoing support and commitment to advancing nursing excellence."

VOLUNTEER SERVICES



"We are so grateful for the amazing and generous support TOHA provides to Volunteer Resources. Your kind and very generous contribution, whether in the form of the coffee machine, or money contribution for National Volunteer Week, both have allowed us to celebrate and recognize the wonderful work and commitment of our volunteers. Truly appreciated!"

Volunteer Resources Team

STAFF APPRECIATION WEEK

"We are grateful to have The Ottawa Hospital Auxiliary (TOHA) as a valued supporter for The Ottawa Hospital's Staff Appreciation Week (SAW). Their basket donation and exclusive discount for our staff helps TOH align with our strategic priority to support engagement and well-being to maintain a healthy workforce."

Jenny Robidoux, Coordinator, Recognition and Events



OUR RETAIL SHOPS

This year marked a significant advancement in TOHA's retail operations with the full implementation of a modern point-of-sale (POS) system across our shops. This transition has streamlined our inventory management and ordering processes, while providing valuable insights into purchasing trends and customer needs. These improvements are helping us better serve TOH patients, families, and staff through efficient, responsive retail services.

Our Medical Supply Store continues to be a vital resource, offering a comprehensive selection of products to support mobility, bracing, and bathroom safety. The store also provides essential comfort items for patients during their hospital stay—such as toiletries, sleepwear, and personal care products. Trusted by both patients and staff, the store plays an important role in enhancing the overall care experience at TOH.

Looking ahead, we are focused on refining our product mix and deepening our connection to the community. A key priority is expanding our selection of Canadian-made products, showcasing local artisans, supporting small businesses, and bringing meaningful, homegrown offerings to our customers. TOHA is proud of the growing role our shops play in advancing both patient care and community engagement.



"Our vision is that patients can come to our store with their discharge requirements, and that their experience in the hospital can be enriched by one stop shopping in a caring environment. It is now a place where our expert staff help find the right solution for patients and hospital staff needs."

Mary Jessup, Manager of Retail Operations

THANK YOU

TO OUR DEDICATED STAFF

Our heartfelt thanks go to our dedicated staff, who have worked tirelessly to implement our new systems and adapt to the many changes that come with modernization. Their resilience, compassion, and commitment to our mission – supporting the hospital and its community – shine through in everything they do. They take great pride in creating a warm and welcoming shopping experience for patients, visitors, and staff.

Looking ahead, I know this team will continue to rise to every opportunity with the same enthusiasm and care that have brought us this far.

*“The operational milestone we achieved this year reflects the collective effort of our team; their hard work and perseverance has not gone unnoticed, and I am enormously proud of what we have accomplished together.” Krista Peters, TOHA
Director of Operations*



Laurence Gillieson



Mary Jessup



Hua Lei



Krista Peters



Sharon Reid



Jacklin Sadehandi



Vickie Studholme

THANK YOU

TO OUR AMAZING VOLUNTEERS!

We are deeply grateful to the incredible volunteers who generously give their time and energy to support our shops and our broader organization.

In the shops, their kindness and commitment make a meaningful difference every day – both to our customers and to the staff they work alongside.

People often come into the shops not just to make a purchase, but to find a friendly ear and a moment of connection.

Our volunteers offer that warmth and compassion so freely, helping others feel seen, heard, and cared for.

We are equally thankful for the volunteers who work behind the scenes, helping with marketing materials, communications, and special programs.

Their contributions often go unseen but are absolutely essential to our success.

Quite simply, we could not operate without them.

Their dedication continues to inspire a sense of community and care at the heart of everything we do.

Vicki Plouffe - 40 Years of Giving Back!

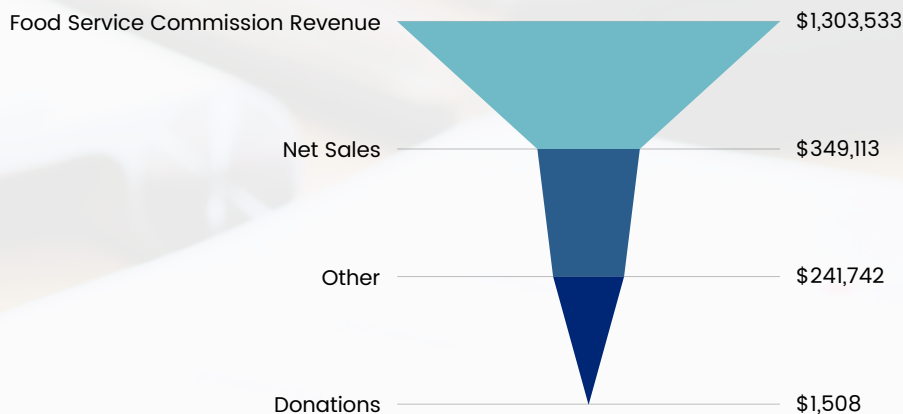
For four decades, Vicki has given generously of her time, energy, and heart. Her dedication is an inspiration and a gift we deeply treasure.



2024-25 FINANCIALS

THE OTTAWA HOSPITAL AUXILIARY Statement* of Financial Position For the year ended March 31, 2025

REVENUE

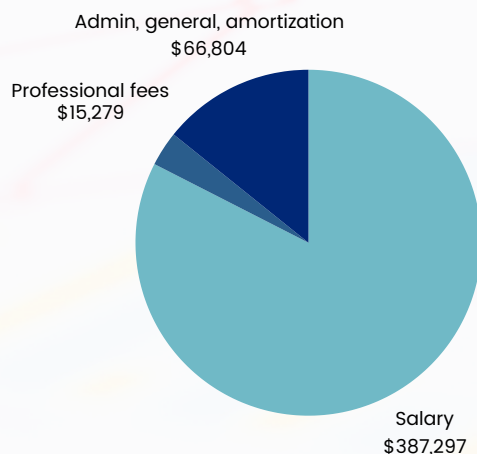


CONTRIBUTIONS

TOH

\$1,472,280

EXPENSES



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



Thank You



tohauxiliary.ca | info@tohauxiliary.ca



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