



Annual Report
April 2025 – March 2026

Chair's Report

On behalf of the BGVA Executive and Board of Directors, I would like to extend my sincere gratitude to all our volunteers for their dedication, compassion, and commitment to supporting Brockville General Hospital.

Through your countless hours of service, you have enriched the experiences of patients, families, visitors, and staff while helping to advance the hospital's mission of providing exceptional care. The impact of your work can be seen every day throughout the hospital and in the community.

This year has been one of continued growth, service, and progress. Our volunteers have demonstrated remarkable resilience, adaptability, and generosity while maintaining the high standards of care and support for which the Brockville General Volunteer Association is known. Whether welcoming visitors, supporting patients and families, participating in hospital programs, or contributing to the success of Eleanor's Café and the Gift Shop, your efforts have made a meaningful difference.

The funds raised through the Volunteer Association continue to support the purchase of equipment, patient care initiatives, and programs that enhance healthcare at Brockville General Hospital. Every volunteer contribution, whether through direct service or revenue-generating activities, helps strengthen the care experience for our community.

I would also like to acknowledge the strong partnership we share with the hospital leadership, staff, and Foundation. Their collaboration and support remain invaluable as we work together to meet the evolving needs of our patients and community.

My sincere thanks go to the members of the Executive and Board of Directors for their leadership, commitment, and dedication throughout the year. Their focus on good governance and thoughtful planning helps ensure the continued success and sustainability of our Association. I would also like to thank our Past Chair, Norma Banford, for her guidance and support during this transition year. A special thank you is extended to Liz Rogers, our Volunteer Services Coordinator, for the skills, knowledge, and ability she brings to managing and coordinating the operations of the Volunteer Association in partnership with the Board and Brockville General Hospital administration.



As we look ahead, we remain focused on creating meaningful volunteer experiences through clear role descriptions, strong support systems, and opportunities for growth and engagement. By continuing to build a strong foundation today, we are ensuring the Association remains well-positioned for the future.

Together, we will continue to have a positive impact on the health and well-being of our hospital and community. Thank you for your dedication, generosity, and service.

Respectfully submitted by Carol Brophy

Vice Chair Report

The 2024-2025 fiscal year saw a renewed focus on governance and operational policies. This continued in the 2025-2026 fiscal year.

The vice chair has worked closely with the Volunteer Coordinator, the BGVA Chair, and other members of the BGVA Board to update a number of policies.

NOTE: As a reminder, policy and procedures manuals are available for viewing in the binders in the Volunteer office.

Regularly attended the monthly Brockville and District Hospital Foundation (BDHF) Board meetings to not only represent and report out the BGVA happenings, but to get a better understanding of the happenings of the BDHF. We continue to strengthen our relationship to maximize our collaborative support for the Brockville General Hospital.

Completed monthly reviews of Electronic Transfer of Funds (ETFs). This came about after our yearly financial audit by the firm MNP LLP. MNP LLP suggested this as a “best practice”. Audits to date have resulted in zero concerns or discrepancies.

Respectively submitted by Dave McCrae

Volunteer Coordinator's Report

"Volunteers do not necessarily have the time; they just have the heart." – Elizabeth Andrew

As I reflect on the period from April 2025 to March 2026, I am once again reminded of the tremendous impact our volunteers have on Brockville General Hospital, our patients, visitors, staff, and the wider community.

Throughout the year, volunteers continued to provide invaluable support across a wide variety of programs and services. Whether welcoming visitors, assisting patients, serving customers in Eleanor's Café and the Gift Shop, supporting palliative care services, or working behind the scenes in administrative and fundraising roles, volunteers remained an essential part of the hospital experience.



A key focus this year was ensuring volunteers felt supported, informed, and confident in their roles. Through educational opportunities, training sessions, and our ongoing Lunch & Learn series, volunteers were able to enhance their knowledge, strengthen connections with hospital staff, and gain a broader understanding of the healthcare environment in which they serve.



Within the Gift Shop, volunteers successfully implemented a new Point of Sale system, improving day-to-day operations and providing a stronger platform for future growth and development. This project demonstrated the willingness of volunteers to embrace change and seek opportunities for continuous improvement.

September also marked the launch of the Association's new brand identity. Over the past year, the new branding has been integrated throughout the organization and is now widely recognized as a symbol of the Brockville General Volunteer Association and the important work of its volunteers.

One of the highlights of the year was the development of the Blankets of Kindness initiative. Through the generosity of donors and the dedication of volunteers, comfort blankets have been made available to patients, providing warmth, compassion, and a reminder that they are supported by a caring community. The initiative reflects the kindness and commitment that define volunteer service at Brockville General Hospital.



Much of this year's work took place behind the scenes, with significant effort dedicated to policy development, program review, and strengthening the framework that supports volunteer services. These initiatives have helped create greater consistency, clarity, and accountability while laying a strong foundation for future volunteers, volunteer leaders, and Boards of Directors. We have also continued to evaluate our programs and identify opportunities to enhance service delivery, ensuring volunteer services remain responsive to the evolving needs of the hospital and community.



We sadly said goodbye to valued volunteers whose contributions have left a lasting impact on the Association. We remain grateful for every individual who chooses to share their time, talents, and compassion in service to others.

It continues to be a privilege to work alongside such dedicated volunteers. Your generosity, commitment, and passion for helping others make a difference every day, and I look forward to another year of growth, collaboration, and service.

Respectfully submitted by Elizabeth Rogers

Treasurer's Report

It was another successful year for the Gift Shop and Eleanor's Café operations, thanks to the continued dedication of our team leaders and volunteers.

The success of these operations is made possible through the strong partnership between the Brockville General Volunteer Association, Brockville General Hospital, and the Brockville & District Hospital Foundation. Together, we remain committed to supporting the hospital and enhancing the experience of patients, visitors, staff, and volunteers.

Throughout the year, both the Gift Shop and Eleanor's Café continued to provide outstanding service and meet the needs of visitors, patients, staff, and volunteers while generating significant financial support for the hospital. In 2025, we were pleased to contribute a total of \$105,000 to the hospital, made up of a \$55,000 donation in June and another \$50,000 donation in September.

An additional \$6,000 was donated to the hospital from the proceeds of the basket raffle. Further details on the basket raffle are included in the Special Events Report.

Our June donation of \$55,000 supported the annual Ride the River fundraiser organized by the Brockville & District Hospital Foundation and was matched by an anonymous donor, resulting in a total contribution of \$110,000 to the campaign.

On behalf of the Board, I extend our sincere thanks to our team leaders, volunteers, customers, supporters, and partners. Your continued dedication and generosity made these contributions possible

Respectfully submitted by Dennis Condon

Volunteer Retail Services Report

The past year has been one of growth, innovation, and continued dedication within Volunteer Retail Services. Throughout 2025/2026 fiscal season, Volunteers in both the Gift Shop and Eleanor's Café embraced change while continuing to provide exceptional service to patients, visitors, staff, and members of the community.

The Gift Shop team contributed 3,137 Volunteer hours during the year, supporting customers while undertaking one of the most significant operational enhancements in recent years. The installation of a new Clover Point of Sale system has modernized operations and created opportunities for future growth through improved reporting, sales tracking, and inventory management capabilities. The introduction of the new system also provided an opportunity for Volunteers to review existing practices and identify improvements that will strengthen the service moving forward.

Gift Shop sales remained strong, with \$86,200 in merchandise sales recorded between April 1, 2025, and March 31, 2026. Looking ahead, the team has begun planning for a future renovation of the Gift Shop.

Discussions with Brockville General Hospital's Facilities Department continue as we explore opportunities to enhance the space and ensure it remains welcoming, functional, and adaptable for years to come.

Eleanor's Café Volunteers contributed an impressive 7,403 hours during the year, continuing their long tradition of providing friendly service and quality products to hospital staff, visitors, Volunteers, and members of the public. Café sales exceeded \$208,000, reflecting both the popularity of the service and the commitment of the Volunteer team.

The Café also successfully expanded its services through the introduction of a catering program for hospital staff who are holding meetings on site. This new offering has been enthusiastically received and has quickly become a valued addition to the services provided by Volunteer Retail Services.



Following the success of the Clover system in the Gift Shop, the Café team has also committed to implementing the same technology. Scheduled for installation in May, the new system will improve operational efficiency, enhance reporting capabilities, and create greater consistency across the Association's retail operations.

Behind these achievements are the Volunteers whose commitment, flexibility, and willingness to embrace new ideas continue to drive the success of both services. Throughout the year, we welcomed new Volunteers whose enthusiasm and fresh perspectives have strengthened our teams. We also said farewell to valued Volunteers who have contributed countless hours over the years.

Their dedication has helped shape the welcoming environment that customers have come to expect, and we thank them for their service.

Together, Volunteers in the Gift Shop and Eleanor's Café contributed more than 10,500 hours during the year, while continuing to evolve and strengthen these important services. Their efforts not only support the financial success of the Association but also help create a warm and welcoming experience for everyone who visits Brockville General Hospital.

Respectfully submitted by the Gift Shop and Eleanor's Café Team Leaders

Annual Christmas Basket Raffle

The BGVA Annual Christmas Basket Raffle was held from **November 16 to December 4, 2025**, with the draw taking place on **December 8, 2025**.

The event was made possible through the dedication of volunteers who supported all aspects of the raffle, including scheduling, licensing submissions, basket collection, ticket sales, and contacting prize winners. Volunteers contributed approximately **120 hours** to the successful delivery of this event.

Throughout the planning and delivery process, spreadsheets were maintained to track donations and coordinate volunteer schedules, ensuring the event ran smoothly and efficiently.



The raffle was promoted using a variety of communication channels, including:

- BGVA communications – social medial
- Brockville General Hospital newsletters

The event was designed to be accessible and inclusive for participants, volunteers, and visitors.

A budget of **\$600** was allocated for ticket printing and licensing costs.

The 2025 raffle was a great success, with **1,811 tickets sold**, generating **\$5,688** in revenue.

Proceeds from the event were directed toward the purchase of **endoscopy equipment for Brockville General Hospital**, supporting enhanced patient care within our community.

Following the completion of the raffle, thank you letters were delivered to donors wherever possible to recognize their generosity and support. All event expenses were reconciled, and a final financial report was submitted.

The continued success of the Annual Christmas Basket Raffle is a reflection of the generosity of our donors, the enthusiasm of participants, and the dedication of the volunteers who contribute their time and talents to make the event possible.

Respectfully submitted by Laura Turcot & Connie Glashan

Patient Contact Services Report

Patient Contact Service Volunteers continue to make a meaningful difference to the lives of patients, families, visitors, and staff throughout Brockville General Hospital and the community. Whether welcoming visitors at the front entrance, supporting patients during rehabilitation, providing companionship, delivering refreshments, or walking alongside individuals through some of life's most challenging moments, volunteers bring compassion, comfort, and connection to every interaction.

This year, the Ambulatory Care Unit Volunteer Team was honoured as a joint recipient of the WHAT Team of the Year Award, alongside the clinical staff of the Ambulatory Care Unit. This recognition reflects the strong partnership between volunteers and staff in supporting patient care.

Volunteers in Day Surgery supported some of the 8900 patients moving through the department, helping create a welcoming environment and offering reassurance throughout the surgical experience. Welcome Ambassadors and Information Desk

Volunteers continued to assist patients and visitors in navigating the hospital, helping ensure individuals arrive at appointments and services with confidence.



Cardiac Rehabilitation Volunteers remained an important source of encouragement and support, assisting over 3000 patients as they worked toward improved health and recovery. Similarly, volunteers supporting rehabilitation services encouraged patients during therapy sessions, celebrating milestones and progress along the way.

The Pet Therapy Program continued to flourish with five dedicated therapy dog teams providing comfort and companionship to patients, visitors, and staff. A new team joined the program during the year, further expanding the reach of this much-loved service. In Mental Health & Addictions Unit, volunteers visit patients weekly, offering social interaction, conversation, and connection. Harry the therapy dog became a familiar and welcomed visitor, building relationships with many patients through his regular Monday evening visits.



Emergency Department and Intensive Care Unit Volunteers supported some of the hospital's busiest clinical areas, assisting families, providing comfort to patients, helping visitors navigate the

hospital, and ensuring warm blankets were available when needed. Their presence helped create a more supportive environment during what can often be stressful and uncertain circumstances.

Palliative Care Volunteers continued their extraordinary work both within the hospital and throughout the community. On the Palliative Care Unit, volunteers provided companionship, comforted families, shared music through harp performances, and ensured patients received handmade blankets through the Blankets of Kindness initiative. In the community, volunteers supported patients through visits, outings, and Day Hospice programming, helping individuals remain connected and engaged. Grief and Bereavement Volunteers continued to provide compassionate listening and support to those navigating the loss of a loved one.



Patient Engagement Volunteers expanded their activities within Transitional Care, introducing gentle movement, art, poetry readings, group discussions, and other meaningful activities.

Working closely with staff, they helped create opportunities for patients to remain socially, mentally, and emotionally engaged during their stay.

Thursday afternoons remain a highlight throughout the hospital as Tea Cart Volunteers travel throughout both sides of the hospital offering refreshments, conversation, and friendly smiles to patients, visitors, and staff. The addition of a second tea cart has expanded the program's reach, ensuring even more individuals benefit from this simple but meaningful act of kindness.



Volunteers also continued to support new families through the Association's Wee Care baby basket program, providing essential clothing and infant items to parents who may need additional support during those important first days.

Every patient interaction, every conversation, every smile, and every act of kindness contribute to the care experience at Brockville General Hospital. On behalf of the Association, thank you to all Patient Contact Service Volunteers for the compassion, dedication, and generosity they bring to their roles each and every day. Know that you make a difference.

Respectfully submitted by the Patient Contact Services Team Leaders

Nominating Committee Report

The following members have agreed to let their names stand, to form the Board of Directors, for the 2026-2027 term.

- Carol Brophy
- Connie Glashan
- Dennis Condon
- Peter Feldmann
- Dan McNicoll
- Lainie Taylor
- Laura Turcot
- Tania Stover (standing for election at the 2026 AGM)
- Heide Bohle (standing for election at the 2026 AGM)
- Wendy Onstein (standing for election at the 2026 AGM)
- Robyn Murray (standing for election at the 2026 AGM)

The following members are retiring from the Board of Directors this year. We thank them for their past services, hard work, collaboration and great sense of humour. We will miss them at future Board meetings.

- Rod McLennan
- Norma Banford
- Dave McCrae

Respectfully submitted by Peter Feldmann on behalf of the Nominations Committee

Project ONCA (Ontario Not-for-Profit Corporations Act)

2026 Update

At the 2025 AGM, we reported out on the status of the mandatory update to the Ontario-Not-For-Profit Corporations Act (ONCA).

At that time there one outstanding approval that needed to be obtained from the Canada Revenue Agency (CRA). We are pleased to announce that the approval has been given.

What is ONCA review

The *Ontario Not-for-Profit Corporations Act* (“ONCA”), which came into effect as of October 19, 2021, updates the rules for not-for-profit corporations, including charitable corporations like the BGVA, in Ontario. With a modern legal framework, it sets out how not-for-profit corporations are created, governed and dissolved.

The Ontario government states ONCA will do the following:

- simplify the incorporation process;
- clarify rules of governance;
- clarify whether not-for-profits can earn a profit through commercial activities;
- allow some corporations to use a review engagement, instead of an audit; and
- enhance members’ rights.

Not-for-profit corporations like the BGVA who were already incorporated were given three years to transition to ONCA. That timeline was met but ensuing approvals were delayed.

2025 Update

With the help of a Law firm specializing in ONCA, we have successfully been approved by the Ontario Government for all required documents, for which we were issued certificates stating so. The certificates are:

- Articles of Amendment
- Restated Articles of Amendment

One final step in the process is to forward copies of these two certificates along with our updated By-Laws to the Canada Revenue Agency (CRA).

Respectively submitted by Dave McCrae on behalf of the ONCA Committee