



Saint John Regional Hospital Auxiliary / Auxiliaires de l'Hopital Regional de Saint John

## “Our People Make the Difference” 2015 Annual Report/Newsletter

### Our Mission:

We enhance the hospital experience, for patients, families and staff at the Saint John Regional Hospital by fulfilling un-met needs for emotional support, physical comfort and medical care.

### Our Vision:

The best possible hospital experience supported by a caring, compassionate community.

### Our Values:

We value collaboration, caring and courage while honoring our history.



Saint John Regional Hospital Auxiliary  
Auxiliaires de l'Hôpital Regional de Saint John

[www.brightengroup.ca](http://www.brightengroup.ca)

## Thank You From Katie & Judie



Katie Rogers  
President

*"I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do."*

— Edward Everett Hale

We are excited to share 2015's highlights with all of you! It was a tremendous year of new initiatives starting with rebranding and unveiling our new logo and tag line "making your day a little brighter", our focus on 5 Key Priorities and 3 Main Programs at the Saint John Regional Hospital; Warm Hearts, Oncology Care and Active Living:



Judie Domokos  
Executive Director

### Priorities:



### Programs:



Warm Hearts  
Program



Oncology  
Care Program



Active Living  
Program

In 2015, our team was successful in generating over \$1.6M through sales in the Gift Shop, Uniform Shop, Trinkets & Treasures, the Hair Salon, Lifeline referrals, use of the ATM outside of the Gift Shop, vending machines in the hospital as well as four fundraising events over the course of the year including:

- 16<sup>th</sup> Annual People of Influence Luncheon, held on May 29<sup>th</sup>
- British Comedy Invasion, held June 4<sup>th</sup>, in partnership with the Vito's Midget AAA Hockey Club
- 1st Annual Sea Dogs Open Water Swim Race, held August 16<sup>th</sup>, in partnership with the Saint John Sea Dogs Foundation
- 2nd Annual Undie Run, held November 1<sup>st</sup>

We signed a Memorandum of Understanding with the SJRH Foundation which will help each of our respective organizations provide enhanced support to the Saint John Regional Hospital.



We established the Big 50/50 Lottery in partnership with 6 other charities and non-profits in the greater Saint John area. Tickets for the draws can be purchased at the Gift Shop and 6 other locations from Grand Bay to Quispamsis. Proceeds from the weekly draw are directed to the Brighten Group, the Saint John Sea Dogs Foundation, Children's Wish Foundation, Y's Men, Big Brothers Big Sisters, Saint John Rotary and Rothesay Rotary Clubs.

Several new Staff events were held to create awareness of our brand and motivate staff including a Staff BBQ in September, complete with expert chefs from the Y's Men's Club, and a Find the Brighten Elf Contest and Cookie Delivery in December which were all very well received.



Our Oncology Garden was completely revamped with new plants planted, trees removed and shrubs pruned. A huge thank you goes out to "Moms In Gear" women's hockey team for taking ownership of the garden. Members of this volunteer team

were in the garden weekly, weeding and watering, once the refresh was completed. What a beautiful sight for patients to see when looking out from the treatment rooms and the waiting area.



At the end of the day, we funded in excess of \$100,000 in programs and new Patient Comfort items at the Saint John Regional Hospital. None of this could have been possible without the amazing support given by our customers, volunteers and staff!

Thank you for all you do for us every single day!

Katie & Judie

## A Message From The President

As I step down as President and hand the reigns over to our new President, Cherry Thorne, I would like to thank all of the Directors, many Volunteers and Staff for making my last two years as President most memorable.

Among the many highlights, what stands out the most is the knowledge & experience I gained from working with so many talented, dedicated and hard-working individuals. Thank you!!!

Katie Rogers  
President

## Executive

President: Katie Rogers  
Vice President: Cherry Thorne  
Secretary: Natasha Doucet  
Treasurer: Cassandra Theriault

## Committee Chairs

Executive: Katie Rogers  
Finance: Cassandra Theriault  
Revenue Operations: Brad Brown  
Patient Services: Aimee Burgess  
Fundraising: Nathalie Justason  
Governance: Marjorie Milner  
    Policy/By Laws: Athar Malik  
    Membership: Louise Dodge  
Awards: Cherry Thorne  
100 Year Anniversary: Judy McLeod  
Marketing: Judie Domokos

## Directors

Director: Natasha Doucet  
Director: Pam Mullinger  
Director: Janice Lavigne  
Director: Laurie Gale  
Director: Kathy Grant  
Director: Ken Galbraith

## Dates To Remember

- 3rd Annual Undie Run, Saint John Airport – May 14th
- 19th Annual People of Influence Luncheon with Guest Speaker, Mel Norton hosted by James Mullinger, Delta Brunswick – June 7th
- Student Awards Ceremony, SJRH Light Court – June 16th
- 2nd Annual Saint John Sea Dogs Open Water Swim Race, in partnership with the Saint John Seadogs Foundation, Renforth Wharf – August 28
- Monthly Vendor Markets in the Lightcourt

## Fundraising

*"Go into the world and do well. But more importantly, go into the world and do good."*  
 — Minor Myers



The Fundraising Committee was responsible for organizing another very successful People of Influence Luncheon raising in excess of \$14,000. The event was held on May 29th at the Delta Brunswick with guest speaker Christine Magee, cofounder and President of Sleep Country. Funds raised from the event were directed toward our Active Living Program.

The Vito's Community Fundraising event held at the plex in Quispamsis on June 4<sup>th</sup>, was the British Invasion with headliner, British comedian, James Mullinger. Proceeds of \$7,500 were directed to the Oncology Care Program at the Saint John Regional Hospital.



Our first annual "Sea Dogs Open Water Swim Race" in partnership with the Saint John Sea Dogs Foundation was held on Saturday August 15<sup>th</sup>, at the Renforth Wharf and Bill McGuire Centre in Renforth. Proceeds of \$5,000 were directed to Patient Comfort programs at the Saint John Regional Hospital.

Our second annual Undie Run... show you care for cancer down there, was held on Sunday November 1<sup>st</sup> at the Bill McGuire Centre in Renforth. This event is held to create awareness of cancers below the waist; colon, ovarian, prostate, testicular, etc. Proceeds of \$2,100 were directed to the Oncology Care Program at the Saint John Regional Hospital.



Nathalie Justason  
 Fundraising Committee Chair

## Patient Services

*"The purpose of life is to contribute in some way to making things better."  
— Robert F. Kennedy*

In 2015, we contributed approximately \$108,000 to Patient Comfort Programs at the Saint John Regional Hospital. \$92,000; 85% directly impacted our patients and the remaining \$16,000; 15% directly impacted families and staff.

Below is the breakdown of our contributions by Program:

Warm Hearts: \$70,000; 65% of the total

Active Living: \$27,000; 25% of the total supported

Oncology Care Program: \$11,000; 10% of the total

Unit Supported	Gift	Contribution
Labor & Delivery	Air Transfer System	\$ 2,800
Pediatrics	Developmental Program Kits	\$ 150
Family Medicine 5CN	Bariatric Lift	\$ 24,000
	Hovermat	\$ 3,600
	Bariatric Scales	\$ 2,800
	2 Bariatric Wheelchairs	\$ 2,900
	2 Transfer Mats	\$ 4,400
	Bariatric Side Chair	\$ 2,500
	2 Bariatric Sleeper Chairs	\$ 4,200
Internal Medicine 4CN	Optiflow	\$ 3,200
Social Work	Transportation for Patients	\$ 2,100
Neuroscience Patient Care 4BS	Waiting Area Furnishings	\$ 1,800
Neuro & Rehab	Christmas Decorations	\$ 500
Rehab	Respiratory Toys	\$ 700
	Washer/Dryer for Patients	\$ 4,000
Various	Newspapers Delivered to Rooms	\$ 5,000
	Christmas Gifts	\$ 1,000
Diagnostic Imaging Waiting Room	TV	\$ 600
Ambulatory Clinic 1	TV	\$ 600
Oncology 5AS	Vital Signs Monitors	\$ 7,600
Oncology Waiting Area	Coffee Cart Program	\$ 2,700
Oncology Garden	Garden Supplies	\$ 700
Transition Units 4AN/4BN	Hip Protectors	\$ 1,200
	Commodes	\$ 3,100
	2 Lifts	\$ 4,500
	2 Theraglide Chairs & Cushions	\$ 5,500
	Misc., Games, Radios, DVDs, CDs	\$ 10,000
	Ongoing Program Activities	\$ 3,700
	Hospital Employees	Staff Couch - ICU Break room
	Employee Appreciation BBQ	\$ 800
	Employee Appreciation Cookie Delivery	\$ 300
	Find the Brighten Elf Contest	\$ 300
<b>Total</b>		<b>\$ 108,000</b>

*"It's the action, not the fruit of the action, that's important. You have to do the right thing. It may not be in your power, may not be in your time, that there'll be any fruit. But that doesn't mean you stop doing the right thing. You may never know what results come from your action. But if you do nothing, there will be no result."*

— *Mahatma Gandhi*



Early in the year, we met with the Program Director and Nurse Managers for the two Transition Units we support under the Active Living Program banner. From that meeting, we determined where we would focus our funding efforts and held the 16<sup>th</sup> Annual People of Influence Luncheon in support of their requirements.

Our newborn baby hat program "Tops for Tots" was enhanced to provide disposable hats to the babies when they are first born, and then to provide a beautifully packaged, knitted hat as a gift to the mother when the baby is delivered to the room. The gift includes an insert congratulating the parents on behalf of the local Auxiliaries who donate knitted hats!

An information tea was held in November at St. Mark's Church with our knitting volunteers, to discuss how we could keep the knitting tradition going for our Newborn Baby Hat program (Tops for Tots), changes to our current program as well as other projects they could potentially do in support of Patient Comfort.

Deloitte staff generously offered to help us with our Christmas Gift Giving Program last year. They donated many of items in the gift bags that were delivered to patients by our Volunteers.



Volunteers also baked over 80 dozen Christmas cookies for a staff cookie delivery on December 23<sup>rd</sup>. Together, with Brenda Kinney and Horizon Health staff, our volunteers delivered homemade Christmas cookies to every unit in the hospital to thank them for all they do every day!

I would like to extend a big THANK YOU to all of our volunteers for your contribution in making 2015 a very successful year! 2016 is shaping up to be just as great! We could not support our programs without help from our members and volunteers. I would like to thank the Comfort Group in particular who have done an exceptional job packing and delivering baby hats to the unit. The new Tops for Tots program has created a little more work for the Comfort Group and they do a great job and put in many hours.

Aimee Burgess  
Patient Services Committee Chair

## Awards Program

Honoring student excellence and volunteerism is the purpose of our Auxiliary's Brighten Group Awards Program. The committee, chaired by Cherry Thorne, reviewed thirty-eight applications and awarded \$13,500 to seven students – four Auxiliary Awards to individuals pursuing a post-secondary education in a health care field; and three Student Volunteer Awards to individuals pursuing a post-secondary education in a healthcare field and in recognition of their volunteer service at the Saint John Regional Hospital. The 2015 recipients were as follows:

### Volunteer Awards:

- Peggy Bulmer Award – Emma Brideau
- Teresa Casey Award – Keltee McCann McKeown
- Dr. Deborah Mitton Award – Min Ji Kim

### Auxiliary Awards:

- Elizabeth Armstrong
- Emma Crowley
- Marissa Gale
- Chelsey Brown



A reception for award recipients, their families, friends and Board members was held in the Light Court at the Saint John Regional Hospital on June 18, 2015. Please visit our website to learn about the Awards process and to view the list of accomplishments of these very successful student recipients.

Cherry Thorne  
Awards Committee Chair

## Governance

Governance met regularly throughout the year to address the identified areas of responsibility including:

1. Policy and By Laws
  - Periodic review of Letters Patent and By Laws
  - Oversee the establishment and periodic review of Governance Policies and Procedures
2. Nomination
  - Develop a recruitment process to attract suitable candidates to serve on the Board and Committees and to oversee such recruitment
  - Provide a Nominating report to the Annual Meeting of Members



*"Kindness can transform someone's dark moment with a blaze of light. You'll never know how much your caring matters. Make a difference for another today."*

— Amy Leigh Mercree

3. Orientation, Training and Evaluation
  - Develop orientation and training programs for Board and Committees members
  - Establish and oversee a process for evaluation of Board and Committee members and the Board and Committees as a whole
4. Membership
  - Maintain membership records
5. Monitor the implementation of the Strategic Plan utilizing the Dashboard
6. Other functions as directed by the Board
  - Each of these By Law responsibilities was led by one of the committee members with direction and input from the committee. This was tried in lieu of the role of previous Divisional Chairs in previous years.

A summary of the activities of the members include:

Policy and By Laws - Athar Malik

- A full review with applicable revisions is planned to start in the upcoming year.

Membership - Louise Dodge

- The Membership list has been maintained and updated with input from the Executive Director following the definitions of member as outlined in the By Laws.
- A memorial moment will be part of the Annual General Meeting for departed Auxilians. Appreciation goes out to Beth MacKenzie as she continues to identify departed Auxilians to assist the Membership group.
- Planning took place for the Annual General Meeting, choosing a central and accessible location, etc.
- A coffee house is planned for the fall to show appreciation to members and volunteers as well as increase awareness and encourage recruitment to the Auxiliary's Brighten Group.

Nominating - Committee

- Three Board members will be leaving this year
  - Departing member Natasha Doucet served as President, on the Hospital Foundation Board as well as other in roles over the past 10 years. Brad Brown is retiring after 4 years having served as Treasurer for 3 years. Marjorie Milner is completing 12 years having served as President, on the Governance Committee and as NBAHA representative.
  - Candidates with a preferred background in Health care, Accounting and Retail Background or experience were sought. New candidates will be presented as part of the Nominating Committee report.

*“Never underestimate the difference YOU can make in the lives of others. Step forward, reach out and help. This week reach to someone that might need a lift”*  
— Pablo

#### Orientation, Training, and Evaluation – Committee

##### Orientation

- As well as an initial Board Orientation hospital tours were made available to new Board members. (For the latter, a special thank you goes to Lisa Byrne, Administrative Director for Oncology who provided excellent tours and explanation of the Oncology Area. The Auxiliary's Brighten Group has provided furnishings and equipment items for the care and treatment of cancer patients over the years. This is one example of the appreciation of staff for the contributions by the Auxiliary's Brighten Group).
- The Board Orientation Package has been updated for 2016 by our Executive Director.
- Training / Board Education Presentations have been made by hospital staff to provide the Board with better insight to patient care and staff needs on the various units and departments within the hospital. These sessions will continue in the new Board year.

##### Evaluation

- One Board meeting evaluation was done following the March meeting.  
Recommendation: Committees that only meet quarterly and/or for a short time frame eg. Awards Co. only require one annual survey.

##### Implementation of the Strategic Plan

- Plan monitored monthly using the Dashboard to indicate compliance with Board Goals.

At this time I want to thank all committee members who were so supportive and contributed so much this past year. Being the first year on the board for several of the members created a greater learning curve to become familiar with the roles and responsibilities of the organization. Thank you to everyone's contribution. It has been a great team.

Thank you to Cherry Thorne, our incoming President, who also served on Governance as the committee secretary and other roles. Kathy Grant, with her Nursing Management expertise as she moves on to Patient Services Committee. Thank you for your contribution. To Athar Malik and Louise Dodge who will return to the committee, welcome back.

A special thank you to Laurie Gale who joined the Board and our committee mid-year with her keen interest in Governance. Her willingness to become the new chair has been a real gift. Her expertise and recent demonstration of current technologies for conducting meetings will benefit the committee going forward. As I step down from the committee and off the Board thank you to all for what you have given to this organization.

Marjorie Milner  
Governance Committee Chair

## Volunteers & Staff – Our Greatest Asset!

Our volunteers and staff make a difference; one day at a time, one person at a time!



*"Once upon a time, there was a wise man who used to go to the ocean to do his writing. He had a habit of walking on the beach before he began his work.*

*One day, as he was walking along the shore, he looked down the beach and saw a human figure moving like a dancer. He smiled to himself at the thought of someone who would dance to the day,*

*and so, he walked faster to catch up.*

*As he got closer, he noticed that the figure was that of a young man, and that what he was doing was not dancing at all. The young man was reaching down to the shore, picking up small objects, and throwing them into the ocean.*

*He came closer still and called out "Good morning! May I ask what it is that you are doing?"*

*The young man paused, looked up, and replied "Throwing starfish into the ocean."*

*"I must ask, then, why are you throwing starfish into the ocean?" asked the somewhat startled wise man.*

*To this, the young man replied, "The sun is up and the tide is going out. If I don't throw them in, they'll die."*

*Upon hearing this, the wise man commented, "But, young man, do you not realize that there are miles and miles of beach and there are starfish all along every mile? You can't possibly make a difference!"*

*At this, the young man bent down, picked up yet another starfish, and threw it into the ocean. As it met the water, he said, "It made a difference for that one."*

— Loren Eiseley

## Our Volunteers Say It Best!



### Volunteer Cheryl McNally – Oncology Coffee Cart

I began as a volunteer in Oncology in 2000-following my 2 years of being treated for cancer. I felt it was a way I could give back for the special encouragement I received from previous volunteers offering hope to me in a cup of tea or coffee. I believe my time there on Thursdays has been so rewarding in so many ways of just being there to give a bit of hope in a cup and a smile. I am so blessed to just be available every Thursday, to give back.

### Volunteer Thelma Lee – Gift Shop

I enjoy volunteering at the Regional Hospital in the Gift Shop. I volunteer every Monday from 9am to 2pm. The workers treat me with respect and kindness, they are friendly and team players. They have excellent customer service skills and greet customers with friendliness and a big smile.



## 100 Year Anniversary

This Committee has been struck to oversee the 100 Year Anniversary Celebrations to be held during the 2019 year. Several tasks were identified and committees have been identified to lead these activities. Patient Services will identify a major gift to be given to the hospital to recognize the continuing support the Auxiliary's Brighten Group has provided. Fundraising will lead a public gala evening. Marketing will develop a plan for the celebratory year. Additionally, a committee of past members was identified to take the responsibility for a Tea for all members of the Auxiliary's Brighten Group, both present and past which will take place in May, 2019. The history will be updated and several Past Presidents and Past Chairs of the Archives have been identified and have agreed to act as resources for the Marketing Committee which will take on this task.

As committee members, we have had the privilege of experiencing such generous sharing of enthusiasm and continuing caring and support for the patients of our hospital. Thank you to everyone who has been so willing to help. We will continue to approach current and past members to help with specific tasks as they are identified.

Judy MacLeod  
100 Year Anniversary Chair