



Hôpital St-Boniface Hospital
AUXILIAIRE • AUXILIARY

**Annual Report to the Members of the Corporation for the
Year 2017-18**

**St. Boniface General Hospital Auxiliary Inc.
L'Auxiliaire de l'Hôpital général Saint-Boniface Inc.**

May 2018

Annual Report to the Members of the Corporation for the Year ending March 31, 2018

St. Boniface General Hospital Auxiliary Inc.

L'Auxiliaire de l'Hôpital général Saint-Boniface Inc.

The Auxiliary's purpose has historically been to generate revenues through commercial enterprises to fund patient activities, patient comfort supplies, furnishings, equipment, renovations, lounge amenities (including furniture, appliances and Atrium amenities) for staff and visitors, and staff development, otherwise not funded through the Hospital's operational budget. In doing so, it counts on the support of community volunteers who lead business development initiatives in collaboration with the Hospital's CEO and Executive Team.

The Annual Report provides an overview of the Auxiliary's activities for fiscal year 2017-18. The Auxiliary's annual goals are based on the expected revenue growth from its core operations, specifically the Gift Shop, Kiosks, TV and Telephone Rentals and ATM services.

In 2017-18, we are pleased to report the Auxiliary provided \$120,192 to St. Boniface Hospital meeting the Auxiliary's targeted commitment of \$100,000 to the Everett Atrium and providing \$20,192 to patient programs, equipment, and staff educational activities (Appendix 1).

While the Auxiliary operations were relatively stable in the 2017-18 year and it was able to fulfill its grant commitments for the year, in light of decreases in revenues in all its operations, as described below, the Auxiliary will reduce its annual grants to the Hospital in 2018-19.

The Auxiliary's principal retail enterprise and revenue generator is the Gift Shop, located in the Everett Atrium. The Gift Shop attracts staff, family members, patients, and local community members with its range of gift items, flowers, and clothing. Gross sales from the Gift Shop for the 12 month period ending March 31, 2018 were \$612,078. The Gift Shop also oversees four short term kiosks rentals, and rental has remained stable.

The Gift Shop manager promotes the Gift Shop through a range of activities including special sales and the organization of the 'St. B Hive' an annual event welcoming local artists and artisans. The third annual event in September 2017 generated additional revenues for the Gift Shop and attracted new vendors for the enjoyment of patients and visitors. As marketing and rentals are coordinated and managed by the Gift Shop Manager, the availability of additional employee's supports daily operational needs and special event coordination.

In 2017-18, the ATM revenues showed a decrease at \$24,285, compared to \$36,242 in 2016-17. This is attributed in part to increased availability of debit/credit in all our retail venues. Patient television and telephone rental revenues have decreased at \$18,271 in 2017/18 from \$24,871 in 2016-17. Increased use of patients' personal devices is contributing to decreased rental revenues.

The Auxiliary maintained its commitment to staff by distributing grants generated from interest earned on cash and investments. These grants support staff development, including courses and programs to enhance patient care knowledge, and sessions designed to help employees work through challenges at work and in their personal lives.

For the year ending March 31, 2018, the Auxiliary's "excess of revenues over expenses, before grants" was \$110,413, a decrease from the previous year. The Auxiliary provided \$120,000 in grants in 2017-18, reducing its reserves by \$10,000. The Auxiliary will grant \$100,000 in 2018-19. Audited financial statements are included in this report (see Appendix 2).

The Auxiliary and St. Boniface Hospital have entered into discussions with the St. Boniface Hospital Foundation about the future of its business development and commercial operations in the changing health environment. In closing I would like to thank the volunteer members of the Board of Directors for their time, and commitment to the Auxiliary's business. On behalf of the Auxiliary Board, I would also like to recognize and thank Gift Shop Manager Kelly Lewis, staff and volunteers for their contributions to the overall success of the Gift.

The Auxiliary would also like to acknowledge and thank Hospital Executive, management and staff for their support and assistance in managing all the Auxiliary's enterprises. These individuals contribute to the success of the Auxiliary and its ability to fund services to patients and staff at St. Boniface Hospital.

Respectfully submitted to the Members of the Corporation,

Michelle Ferguson, Chair, Board of Directors
St. Boniface General Hospital Auxiliary Inc.
L'Auxiliaire de l'Hôpital général Saint-Boniface Inc.
June 2018

SBH Auxiliary Grants to SBH – April 2017 to March 2018

Atrium (Corporate)	Atrium – Annual Grant	\$100,000.00
Indigenous Health Services	Family Room Supplies/Refreshments	\$ 1,000.00
Corporate	Corporate - Healing Art Activities	\$ 8,000.00
Geriatrics/Rehabilitation	Geriatrics – Music Therapy / Pet Therapy / Christmas Gifts	\$ 3,500.00
Mental Health	Music Therapy / Patient Activities	\$ 2,500.00
Volunteer Services	Volunteer Recognition	\$ 10,000.00
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Subtotal		\$ 25,000.00
Clinical Programs	Education Grant – Staff Development Funds	\$ 5,000.00
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<i>Total Value of Grants Provided</i>		<i>\$130,000.00</i>
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Performance Indicators	March 31 2013	March 31 2014	March 31 2015	March 31 2016	March 31 2017	March 31 2018
Annual Gross Revenues	875,954	865,611	824,322	797,364	837,476	811,302
Net proceeds from Gift Shop Sales	86,477	95,264	59,266	62,492	75,606	66,314
Net proceeds from Vendor Kiosks	34,026	43,139	46,534	57,873	55,638	50,888
	120,503	138,403	105,800	120,365	131,244	117,202
Net proceeds from TV-Phone Contract	61,733	47,470	33,825	25,033	24,871	18,271
Net proceeds from Baby Photo Contract	28,342	15,650	12,209	-	-	-
Net proceeds from ATM	37,275	36,949	32,421	34,148	36,242	24,285
Investment revenue	9,662	8,640	6,933	5,204	4,331	4,599
Grants to Patient related projects	101,250	114,566	104,591	92,914	28,620	20,192
Grants to Staff and volunteer related projects	5,000	5,000	5,000	5,000	5,000	524
Grant to Atrium	100,000	100,000	100,000	100,000	100,000	100,000