BC Association of Healthcare Auxiliaries
ANNUAL REPORT FOR 2014

ZERO TO 70

MOMENTUM THAT MATTERS





Your Pit Crew

BCAHA BOARD OF DIRECTORS



Pictured here at the October, 2014 Mid-Term Board meeting are:
Seated, left to right: Pat Parent (Treasurer); Valerie Tribes (President); Lynda Avis (Vice President); Tim Sader (Editor, Auxiliary Action).
Standing, left to right: Charlotte Apperloo (Northwest); Margaret Dawson (Past President); Helen Carkner (Executive Director); Chelsea Noel (Chair, Youth Engagement Committee); Darryl Smolik (Kootenay Boundary); Christine O'Sullivan (Director, Marketing and Communications); Karen Houlden (Fraser Valley); Anne Marie Smith (Vancouver Island).

MISSION

BCAHA links and strengthens auxiliaries at the heart of healthcare.

VISION

The association that every healthcare auxiliary in BC looks to for inspiration and support.

VALUES

- Celebration of member accomplishments and volunteer contributions
- Camaraderie
- Respect
- Compassion
- Accountability
- Shared Learning

Eyes on the Road

A MESSAGE FROM BCAHA'S PRESIDENT & EXECUTIVE DIRECTOR

Welcome to BCAHA's 2014 Annual Report. In its pages, you will find images of Auxilians of all ages, and from across the province, with one thing in common: they are making a difference to BC's healthcare environment.

You will also find 'driving' phrases, a reflection of our Conference theme Zero to 70, in celebration of BCAHA's 70 years of service and support to Auxiliaries.

2014 has offered us a special opportunity to 'look in the rear view mirror.' For example, as we prepared for the conference, we reviewed photos and documents that date back to BCAHA's inception in 1945, and learned more about the visionaries who formed BCAHA, 70 years ago. In 1945, many health care auxiliaries had survived two world wars and the great depression, and certainly faced great challenges. Yet these women – and even then, the majority were women – had the wisdom and foresight to form an organization which could support auxiliaries through education, and offer them the opportunity to build a network throughout the province.

While checking the road behind us, we have also maintained a 'safe driving speed' while adjusting to changing conditions. Over the years, BCAHA has often needed to adapt, to remain relevant in an environment where the challenges are different, and the rules have changed. Today, all of us must stay compliant with the BC Society Act, Revenue Canada requirements, and Provincial guidelines.

Our members are seeking new and different ways to raise revenues, while still managing the challenges inherent in some of the tried-and-true methods such as thrift stores, gift shops, bake sales and catered dinners, and we continue to provide education and networking opportunities to support these efforts.

Recognizing that recruiting younger members is vital if Auxiliaries are to survive and thrive, this year BCAHA has welcomed Chelsea Noel, a recent university graduate, to bring a youthful perspective to the table as Chair of our Youth Engagement Committee. Chelsea's input was particularly valuable when, as part of strategic planning during our midterm meeting, we gave consideration to things that have gone well, and areas where we might improve as we strive to meet our members' needs with excellence, particularly in the area of attracting younger volunteers. You will find highlights of our strategic plan in this report, and we will welcome your feedback.

While the challenges we all face may have changed during this 70-year 'road trip', the basic human needs have not. A smile, a touch, a sympathetic ear – this is where Auxilians excel, and where your valuable time remains especially relevant today: you serve at the heart of health care.

Thank you for all you do, and for all you bring to health care in your community. It is an honour to serve you.

Sincerely,

Valerie Tribes

President, BCAHA

Helen Carkner

Executive Director, BCAHA



Valerie Tribes
President



Helen Carkner
Executive Director

That Showroom Shine

BCAHA'S 2014 CONFERENCE AND ANNUAL GENERAL MEETING

The 2014 Conference in Kelowna focused on the benefits of 'Building Connections', and thanks in large part to the strong and vibrant connections among the auxiliaries of the Kelowna General Hospital, the conference was a rousing success. The pivotal role played by Auxilians in communities across the province was honoured by several dignitaries, including our Patron, the Honourable Judith Guichon, Lieutenant Governor of BC who told attendees that, through their commitment, they "have helped to provide caring service closer to home... thank you for your contributions of thousands of hours of caring to your communities." Interior Health Board Chair Norm Embree added his encouragement that Auxilians "keep joy in your hearts, stay healthy – you are valued and valuable, and we need you," and keynote speaker David MacLean emphasized that "There's no 'Justa' in volunteer. Volunteering is critically important and volunteers, I think, are the most beautiful people in our culture."

"There's no 'Justa' in volunteer. Volunteering is critically important and volunteers, I think, are the most beautiful people in our culture."



Conference exhibitors shared tasty ideas for our gift shoppes



Everyone wins when conference attendees take a chance to support the conference



The Honourable Judith Guichon, Lieutenant Governor



Big smiles and bling at the banquet



Friendly competition among snap-happy Auxilians



All Shook Up - a banquet highlight

On the Road Again

For many people in communities across the province, shopping for birthdays and special holidays just isn't complete until they have stopped by their local Auxiliary's gift shoppe, where tastefully selected and artfully arranged 'bling' shares pride of place with the more pragmatic, warm-and-fuzzy gifts we all love to give and receive. Others boast of phenomenal bargains brought home from the Auxiliary's thrift store, or rave about the delicious dinner they recently attended to help raise funds for health care in their community...and just maybe, to check out whether that special dessert was on the menu once again. Grandparents, parents and students celebrate together when a local young person qualifies for a bursary, to ease their educational journey. In these, and so many other ways, Auxilians 'head out on the highway' every single day, making things better for their friends and neighbours.

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Patient comforts in the Bulkley Valley



Lively Langley youth volunteers



Arrow Lakes Auxiliary celebrates Margaret Toogood's 90th!



All smiles in the University of Northern BC Hospital Gift Shop



Appreciation Day in Stuart Lake



Armstrong Spallumcheem marks its 80th Anniversary

Checking The Map

During the BCAHA Board's midterm meeting in October, a full day was devoted to strategic planning, facilitated by Della Smith of Q Workshops, a keynote speaker for the 2015 provincial conference. Board members focused on three key questions drawn from the required pre-reading for the session was "The Road to Relevance: 5 Strategies for Competitive Associations" by Harrison Coever and Mary Byers:

- If we asked our members to identify the one thing we do that helps them most, what would they say?
- What are we not doing that we should be doing that expands on our existing strengths?
- If we asked our members to play 'word association' with us, what word or phrase would come immediately to mind?

All of those involved in the session provided input based on their experiences with local Auxiliaries, as well as their BCAHA Board experiences, and together identified several challenges, including: the changing demographics of volunteers and how they want to be engaged; the resistance to change among some current BCAHA members; recruitment challenges, at the local level and for positions on the BCAHA Board; the need to adapt to technological changes; and competition from other organizations offering educational opportunities.

> What are we not doing that we should be doing that expands on our existing strengths?



Setting the GPS

Along with challenges come opportunities to strengthen the level of support BCAHA provides to its member Auxiliaries, and to attract new members. These include: the amazing capacity and dedication of local members and volunteers; the growing importance of health care, as the population ages, potentially inspiring more donations; the untapped potential within various groups including diverse cultural groups and youth; and the need to broaden communication and marketing messages beyond a singular focus on fundraising to include stronger recognition of the value of hours devoted to patient care and comfort.

Based on the discussions and outcomes of the planning day, the Board has set four strategic goals for the next three years:

- increasing awareness;
- building membership;
- increasing members' satisfaction; and
- developing a Board structure that will increase interest in Board positions, to strengthen succession planning.

A number of initiatives are being planned to ensure the achievement of each of those goals, and when this planning is complete, within the next few months, the strategic plan will be published on the BCAHA website.



Diagnostics

FINANCIAL STATEMENTS AND OTHER KEY STATISTICS

	Operating Fund	Tribute Fund	2014 Total	2013 Total
Current Assets				
Cash	55,582	6,688	62,270	49,777
Investments - GIC	20,000	30,884	50,884	50,151
Accounts receivable	174	-	174	234
GST receivable	3,278	-	3,278	4,020
Prepaid expenses	5,000	-	5,000	7,000
	84,034	37,572	121,606	111,182
Capital Assets		-		
	84,034	37,572	121,606	111,182
Current Liabilities				
Accounts payable	7,674	-	7,674	1,176
Deferred contributions	7,500		7,500	2,500
Fund Balances				
Unrestricted	68,860	-	68,860	70,802
Restricted	-	37,572	37,572	36,704
	68,860	37,572	106,432	107,506
	84,034	37,572	121,606	111,182

By the Numbers

	2013	2014
Member Auxiliaries	84	84
Auxiliaries Reporting	83	82
Adult Members	7,278	6,744
Adult Volunteer Hours	1,626,504	1,332,396
Youth Members	833	800
Youth Volunteer Hours	52,809	25,993
Bursaries to Youth	$259,350	$226,984
Funds Donated to Healthcare	$8,859,585	$7,361,874
Total funds donated	$9,118,935	$7,588,858

Fill 'er Up!

A WARM THANK YOU TO OUR DONORS:

Northern Health

Interior Health

Vancouver Island Health

Vancouver Coastal Health

Fraser Health

Provincial Health Services

Health Employers Association of BC

New Monaco Developments

Okanagan Mainline Auxiliaries

Valley Medical Laboratories



St. Mary's members celebrate Auxiliary Day on the Sunshine Coast

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