



Hôpital St-Boniface Hospital
AUXILIAIRE • AUXILIARY

**Annual Report to the Members of the Corporation for the
Year 2016-17**

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

May 2017

Annual Report to the Members of the Corporation for the Year ending March 31, 2017

St. Boniface General Hospital Auxiliary Inc.

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

Our vision: The Auxiliary will undertake profitable, entrepreneurial commercial enterprises to generate revenues that will be allocated to the enhancement of patient care and staff services. The Auxiliary will realize its vision by developing viable businesses, effective marketing programs, strong staff and community supports, and a loyal and dedicated volunteer board.

Our mandate: The Auxiliary's mandate is 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 that are otherwise not funded through the Hospital's operational budget.

The Annual Report provides an overview of the Auxiliary's activities for fiscal year 2016/17.

We are pleased to report the Auxiliary provided \$128,620 to St. Boniface Hospital in the past year through funds generated by its commercial activities. The Auxiliary granted \$100,000 to the Everett Atrium and \$28,620 to patient programs, equipment, and staff educational activities (Appendix 1).

The Auxiliary operations stabilized in the 2016/17 year and it was able to fulfill its grant commitments for the 2016/17 year. Expectations are that operations will continue in a stable manner and the Auxiliary grants for fiscal 2017/18 were held constant reflecting this.

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, 2017 were \$620,170. 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 an annual event welcoming local artists and artisans to the *St. B Hive* held in conjunction with Manitoba's Culture Days in September. The second annual event generated additional revenues for the Gift Shop and resulted in 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 employees is helping meet daily operational needs.

In 2016/17, the ATM revenues showed a small increase at \$36,242, compared to \$34,148 in 2015/16. Patient television and telephone rental revenues have remained stable at \$24,871 in 2016/17 from \$25,033 in 2015-16.

The Auxiliary maintained its commitment to staff education and development by distributing grants generated from interest earned on cash and investments.

For the year ending March 31, 2017, the Auxiliary's "excess of revenues over expenses, before grants" was \$141,187, a modest increase from the previous year. The Auxiliary provided \$129,000 in grants in 2016/17, adding to its reserves by \$12,500. The Auxiliary will grant \$130,000 in 2017/18. Audited financial statements are included in this report (see Appendix 2).

The Auxiliary's annual goals are based on the expected revenue growth from its core operations. The Auxiliary's established revenue sources have stabilized, and we are confident these sources will continue to support the Auxiliary's targeted commitment of \$100,000 to the Everett Atrium in the near term. We also believe the Auxiliary's revenues will allow for annual grants to support patient and staff activities to the level of the past year.

The Auxiliary and the Hospital's President and CEO have agreed the Auxiliary's role in the changing health environment is to monitor the results of its retail enterprises, with Hospital overseeing day to day management of retail operations and contracts. There is opportunity in the future for the Auxiliary to serve in an advisory capacity on matters of business development and commercial operations of the Hospital, in a manner yet to be described. The Auxiliary looks forward to continued discussions towards the changes.

As I finish my term as Chair of the Board of the Auxiliary, I would like to thank the volunteer members of the Board of Directors for their time, expertise, and commitment. On behalf of the Auxiliary Board, I would also like to recognize and thank Gift Shop Manager Kelly Lewis, and staff, and volunteers for their commitment and contributions to the overall success of the Gift Shop and the Auxiliary's other business enterprises.

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

Respectfully submitted to the Members of the Corporation,

Daniel E. Lussier, Chair, Board of Directors
St. Boniface General Hospital Auxiliary Inc.
L'Auxiliaire de l'Hôpital général Saint-Boniface Inc.
June 2017

Performance Indicators	March 31 2012	March 31 2013	March 31 2014	March 31 2015	March 31 2016	March 31 2017
Annual Gross Revenues	821,428	875,954	865,611	824,322	797,364	837,476
Net proceeds from Gift Shop Sales	95,550	86,477	95,264	59,266	62,492	71,335
Net proceeds from Vendor Kiosks	30,772	34,026	43,139	46,534	57,873	55,638
	126,322	120,503	138,403	105,800	120,365	126,973
Net proceeds from TV-Phone Contract	72,205 [1]	61,733	47,470	33,825	25,033	24,871
Net proceeds from Baby Photo Contract	13,089	28,342	15,650	12,209	-	-
Net proceeds from ATM	45,516	37,275	36,949	32,421	34,148	36,242
Investment revenue	9,816	9,662	8,640	6,933	5,204	4,331
Grants to Patient related projects	96,883	101,250	114,566	104,591	92,914	28,620
Grants to Staff and volunteer related projects	6,000	5,000	5,000	5,000	5,000	5,000
Grant to Atrium	100,000	100,000	100,000	100,000	100,000	100,000