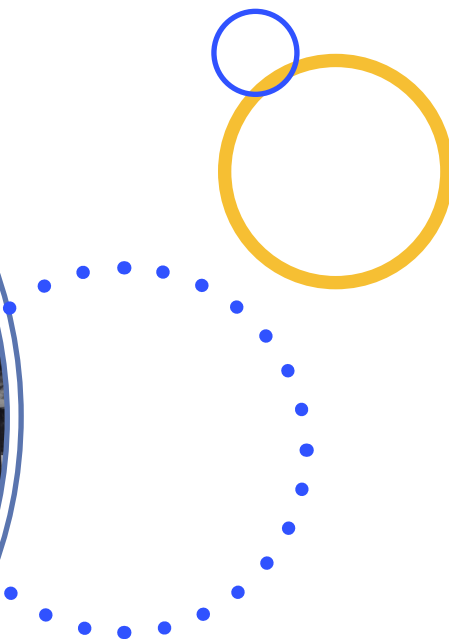




# DELTA HOSPITAL AUXILIARY SOCIETY

Annual Report 2024 &  
AGM Package 2025



# Our mission

To support patient care and comfort at the Delta Hospital Campus of Care.

# Our vision

Enriching the lives of our community.





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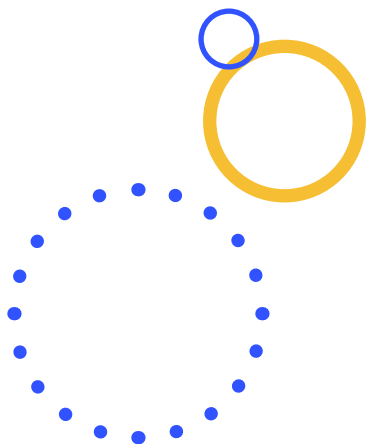
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# DELTA HOSPITAL AUXILIARY SOCIETY

## Annual General Meeting

**10:00 am, April 14, 2025**

**Coast Tsawwassen Inn**

**Chair: Jim Short, MMM CD**

### Agenda

#### **Meeting called to order**

#### **Acknowledgement of traditional territories**

We acknowledge that we are holding this meeting on the traditional territory of the Tsawwassen and Musqueam First Nations and of all the Hun'qumi'num-speaking people who have been stewards of this land since time immemorial.

#### **Auxilian pledge**

May we Auxilians be blessed in our service to bring comfort and hope to all who are distressed in mind or body.

May we be guided to serve the aged, the ill, and the very young with generosity, discretion, and gentleness.

May we have the strength to work diligently, the courage to think and speak with clarity and conviction.

Without prejudice or pride, may both wisdom and humility direct our united efforts to do for others as we would have them do for us.

## **Featured speaker | Hugh Burke**

Developing policy to articulate, recognize, and affirm the culture of care in DHAS

## **AGM called to order**

## **Introduction of guests**

## **Notice of meeting**

As 14 days' notice of meeting has been given and there is a quorum present, the meeting is legally constituted for the transaction of business.

## **Adoption of the agenda of the April 14, 2025 AGM**

## **Adoption of the minutes of the April 15, 2024 AGM**

## **President's report | Jim Short**

Motion to receive the President's report to the 2025 AGM

## **Financial report | Don Phelps**

Motion to receive the 2024 financial report

Motion to engage KKL CPA to prepare a financial compilation for 2025

## **BCAHA report | Barbara Worwood, Lower Mainland Director, BCAHA**

## **Ceremony of remembrance | Jim Short and Elaine Canning**

## **Service recognition | Jim Short, Jean Barker, and Karin White**

## **Recognition of outgoing unit coordinators | Jim Short**

## **Recognition of directors leaving the Board | Jim Short**

## **Confirmation of the 2024–25 Board of Directors**

Motion to confirm the slate of directors for 2025–26 as presented by the Nominations Committee

## **Installation of new Board members | Barbara Worwood, Lower Mainland Director, BCAHA**

## **Adjournment**

# Report from the President & Chair of the Board

Those around in the 1960's recall Bob Dylan's iconic song: "The times, they are a'changing." DHAS has weathered many storms and thrived through years of constant change. In a post-COVID world, change is the new normal.

We are in a time of extreme change that is shaking much of the world including Delta—electoral change, the climate crisis, food insecurity, immigration, affordable housing, health care, education, the changing volunteer culture, and the threat of a possible WWII. The word to describe it is "poly-crisis." We live in a time of multiple layered crises that are interwoven and simultaneously happening. Many of us feel anxious and uncertain about the future of our world, especially for our children and their children.

What has and will not change is our mission. The faithfulness of our volunteers and the support of the Delta Community has been, is, and will continue to be a strong constant. As we have come through these years of change, DHAS will continue to be flexible, to adapt to changing circumstances and needs, and

to be faithful to our mission of care and comfort to the Delta Hospital Campus of Care (DHCC).

## Mission successful in 2024–25

We have succeeded in providing care and comfort for the Delta Hospital Campus of Care, including Irene Thomas Hospice, Mountain View Manor, and Delta Hospital. Some details:

- Medical equipment that is vital to the treatment of our citizens in the DHCC
- The Courtyard Café: food and hospitality
- The Dogwood Gift Shop: gifts and hospitality
- Greeters at the Hospital
- The Thrift Shop: value-priced goods, a safe place to shop for our community, and a primary source of funds for DHAS
- Lifeline (ceases operations at the end of April, 2025)

- Christmas decorations for DHCC
- Treats for Hospital staff working on Christmas Eve
- Support to the Pastoral Care position and the Music Therapist
- Toiletries in Emergency
- Stuffed toys given out by Hospital Volunteers
- Pillows: lots of them
- Bursaries: \$24K to 12 students plus the McCurdy Bursary
- Adult Day Centre in the new Extended Care Unit: \$3M donation and naming rights for the Adult Day Program

Plus, countless other gifts of care and compassion by our volunteers and staff as they listen to others. Care and compassion are not measured in dollars and cents and yet may be our most important contribution.

## Our volunteers

The strength of the DHAS is the daily efforts and faithfulness of our close to three hundred volunteers listed in Better Impact. You are the backbone of the organization. You are praised and spoken highly of in the Delta community and the province.

### NUMBERS RECRUITED THIS YEAR

In 2024, 53 volunteers joined our organization in various units. Our volunteers find DHAS through word of mouth, other volunteers inviting someone they know to volunteer, and hearing about volunteering at our various places of business or events such as the Gala.

### THANK YOU EVENTS FOR OUR VOLUNTEERS

- Appreciation dinner hosted by the Delta Hospital and Community Health Foundation in October, 2024

**“ ...the World Health Organization designated loneliness as a “global public health concern,” appointing U.S. surgeon general Dr. Vivek Murthy to lead an international commission to tackle the problem. Research has shown that loneliness is as bad for people’s health as smoking 15 cigarettes a day.”**

- Christmas luncheon organized by Dorothy Beleznay (who also does birthday cards for Mountain View Manor), Katy Ellsworth, Lori MacLennan, and Maureen Mooney in December, 2024
- National Volunteers Week, recognized with treats for Auxiliary volunteers
- Ice cream for a week, courtesy of the Ladner Dairy Queen
- Thanks to the previous owners of Delta Bakery and the current owners of Panago for their years of support and goodies for our Thrift Shop volunteers.

## The management team and support unit leaders

The management team consists of Unit and Assistant Coordinators, Daily Supervisors in the Thrift Shop, and others who come forward to take responsibility for various parts of DHAS.

- Archivist and Historian: Yvonne Chard
- Better Impact: Lynda Laughlin and Yvonne Chard
- Courtyard Café: Roberta Chaffe
- Dogwood Gift Shop: Coordinators Jean Barker and Laurie Prak

- Lifeline: Brian Stewart
- Office and Special Event Support: Lori MacLennan
- Thrift Shop: Coordinator Karin White and Assistant Coordinator Marlene Storey

## Paid support staff and external contractors

- Kathy Wells: former General Manager, current Business Manager
- Lydia Elder: Strategic Advisor to the Board of Directors since April 2024
- Helen Ma: 2024 Summer Student
- Accountant: KKL CPA
- Bookkeeper: Gilles Glusta
- Courtyard Café: Roberta Chaffe, Pat Lum, Eileen Nylander, Susan Varhaug, Brenda Thomas, Cathy Britton
- Insurance: Rand Nguyen, Marsh
- Lawyer: Oliver B. Hamilton, Wilson Rasmussen
- Lifeline staff: Kathy Williams and Leanna Young
- Technical support: Ky Co and KVC Systems

**Province-wide statistics on the impact of Health Care Auxiliaries: 63 auxiliaries, 4892 volunteers, funds raised \$8,845,410, bursaries \$330,530, volunteer hours 931,926.**

## Partners who support DHAS

**British Columbia Association of Health Care Auxiliaries (BCAHA):** BCAHA is a volunteer-based organization that supports the needs of healthcare centres and hospitals, thus promoting the health and welfare of communities in BC.

A group of DHAS volunteers attended the April 2024 BCAHA Conference in Kamloops, where the theme was “Getting your house in order” with an emphasis on policy and best practices that support and protect our volunteers.

The **Delta Hospital and Community Health Foundation** provides DHAS with support and publicity through Lisa Hoglund and Jodi Stokes. They hosted a thank-you dinner for our volunteers at the Beach Grove Golf Course in October, 2024. They also honoured us with the Tribute Award at the Moonlight Gala in November, 2024.

**Fraser Health** staff Cathy Wiebe, Executive Director, Elizabeth Zapasnik, Director, and Shashi Stein, Volunteer Manager, provide significant support to DHAS in 2024.

## The policy board

This is the second year of DHAS following a policy board model, in which membership is made up of DHAS members and members from the larger Delta Community who commit labour and specific skillsets to DHAS. In 2023, our members voted to shift away from a council whose members represented areas of the Auxiliary to a policy board model.

A policy board in a BC non-profit organization is responsible for establishing, reviewing, and approving the organization's guiding principles and operational policies, ensuring the non-profit functions ethically and effectively within legal frameworks, and overseeing the strategic direction of the organization by setting the parameters for its activities and decision-making processes.

Key functions of a policy board in a BC non-profit include developing policies, strategic planning, governance oversight, and risk management.

## The Board and Executive

President and Board Chair Jim Short MMM CD chairs monthly meetings that include Vice President/Vice Chair Maureen Mooney, Treasurer Don Phelps, Secretary Lynda Laughlin, and members Hugh Burke, Elaine Canning, Katy Ellsworth and Richard Steward. For personal reasons, Paul Banns and Trushna Kassan resigned mid-way through their terms.

The Policy Board has two standing committees: finance and governance.

The **Governance Committee** of a non-profit organization plays a crucial role in ensuring effective Board operations and compliance. It constantly monitors and reflects upon Board composition, function, and adherence to law. Its responsibilities include:

- Board member education and promotion
- Policy evaluation and creation
- Governance framework oversight
- Legal and ethical compliance
- Board and committee practices
- Review and reporting
- Nominations and bylaws

The Governance Committee's work is essential for maintaining transparency, accountability, and the overall effectiveness of the non-profit organization.

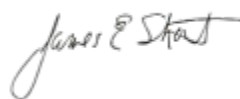
The **Finance Committee** was created to ensure that DHAS is receiving expert advice and guidance as it oversees the financial health and sustainability of the organization. The Committee routinely reviews financial statements and provides oversight of financial management.

## Working Groups

There are currently two working groups. The **Thrift Shop Working Group** is creating a model of volunteer leadership for the future, while the **Staffing Committee** is determining what DHAS might be done by volunteers and what may need to be assigned to paid staff.

It has been a learning experience, a challenge, and an honour to be Chair of the Board of Directors and your President, and to have been a volunteer for close to 25 years. Thank you.

Respectfully submitted,



Major (ret'd) the Reverend Jim Short  
MMM CD

# Report from the Treasurer

In 2024, the Delta Hospital Auxiliary Society had another strong financial year. The following information represents a summary; full details are provided in the Compilation Report included in Appendix B.

The Thrift Shop had another strong year, better than was anticipated when we prepared the 2024 budget. Excess receipts over disbursements yielded \$1.57 million, after expenses of \$153,000 directly attributed to the Thrift Shop, and \$220,000 more than the 2024 budget of \$1.35 million. Net revenue in 2023 was \$1.42 million. Net revenue has continued to climb each year since 2020.

The Dogwood Gift Shop had a good year with sales holding steady. Excess receipts over disbursements yielded \$51,676 compared to \$50,847 in 2023; and close to the 2024 budget of \$51,575. Sales have gradually improved from impacts of COVID but have not quite achieved pre-COVID levels.

The Courtyard Café's financial performance improved in 2024. A loss

of \$30,322 was experienced in 2024 compared with a loss of \$36,656 in 2023. The 2024 actual loss was close to a budget loss of \$29,100. Losses in 2024 were attributable to the higher-than-anticipated cost of food.

Lifeline subscription fees held steady in 2024. Excess receipts over disbursements yielded \$28,604 compared to \$33,263 in 2023. The 2024 budget was \$34,400.

Office (and General) shows a deficiency of \$14,361 before amortization compared to a budget deficiency of \$111,600. These figures include interest on investments. The "Office" category includes business overheads such as insurance, advertising, bursaries and wages of office staff.

In total, excess receipts over disbursements for 2024 was \$1,606,348 before amortization, compared to a budget of \$1,294,750.

Due to continued strong revenue in 2024 and substantial financial reserves, we were able to meet our donation targets. In 2024 we donated \$750,000 to the

Delta Hospital and Community Health Foundation for hospital equipment; \$31,572 for spiritual care; \$47,351 for music therapy; \$30,838 for Mountainview Manor Extended Care recreation plus an extra donation of \$21,840 for a special piece of equipment for Mountainview; and \$9,440 in other donations. In addition, our Society donated a first installment of \$750,000 (one-quarter of the \$3 million pledged) to the Delta Hospital and Community Health Foundation for construction of the new Extended Care Unit. All donations in 2024 totalled \$1,641,043.

Our cash position at the end of 2024 was \$3.45 million in cash and investments, compared to \$3.5 million in 2023. Major expenditures in 2024 included the aforementioned donations. Our net worth including cash and fixed assets was \$4.7 million.

Our continued strong financial position allows us to budget for substantial donations in 2025. These include increasing our donation to the Hospital for equipment by \$50,000 to \$800,000; paying a second installment of \$750,000 towards the \$3 million committed for

construction of the new Extended Care Unit; and \$158,500 in other donations to the Campus of Care. We are forecasting continued strong performance from the Thrift Shop; strengthening revenue from the Gift Shop; better performance at the Courtyard Café; and a small revenue from Lifeline for the first four months of 2025. Our involvement with Lifeline will conclude on April 30, 2025.

Over the next three years, our finances will be carefully managed to meet our significantly higher level of donations while ensuring there are sufficient reserves at the end of that period to remain in a strong cash position and to continue routine and special donations in future.

In closing, thank you to all our volunteers and staff for your continued generous support of the Society. It is because of you that we are able to make a difference in the standard of health care in our community.

Respectfully submitted,

Don Phelps  
Treasurer

# Reports

## from our businesses

### Courtyard Café

Since the pandemic, the Café has operated at a loss but continues to be a valuable and much-loved service for patients, staff, and visitors. The team work hard to make the Café a warm and comforting place. Sales in the Café have increased each year since Covid. A coffee vending machine was added so that customers can purchase a hot beverage after the Café has closed. The Café continues to struggle the rising cost of food, wages, and repairs from aging equipment. The Auxiliary sees the Café as a necessary and valuable service we are providing to the Hospital.

### Dogwood Gift Shop

The Dogwood Gift Shop saw changes with the retirement of Susan Howe. In April, 2024, Jean Barker and Laurie Prak assumed Co-Ordinator duties. New volunteers assumed the roles of scheduler and clothing, jewellery and gift buyers. We welcomed ten new volunteers in

the fall (7 new DHAS members, and 3 returning members). Currently we have 40 volunteers.

The Gift Shop volunteer team is mandated under the Fraser Health Volunteer and Fraser Health rules and training. Over the summer, our volunteers completed a five-hour, online training session provided by Fraser Health. The DHAS Summer Intern supported our volunteers through the process in a classroom setting.

With the pending construction on the Hospital campus, the Gift Shop trailer, which housed extra stock and the office, needed to be vacated. Merchandise, equipment and office space were moved to the Auxiliary office. Business Manager Kathy Wells was a huge help in facilitating both the move and the reorganization of Auxiliary space. The smaller storage space has forced us to reconsider purchasing new stock and seasonal items. We are now focusing on smaller orders, meaning more stock changes for our customers and regular clearance sales so that product is not stored. This new,

streamlined process yielded an efficient inventory count and a great financial profit this year.

The volunteer support and encouragement were very much appreciated as Jean and Laurie learned the ins and outs of the Dogwood Gift Shop and Fraser Health regulations.

## Lifeline

Lifeline's biggest strength has always been the outstanding customer service it provides to its customers. Despite the best efforts of our paid staff, our Unit Coordinator, and our volunteers, the number of subscribers had not grown. Additionally, there is more competition in the marketplace from large telecommunication companies. As the time was approaching for DHAS to renew its contract with Lifeline Canada, after conversations with the Unit Coordinator and Lifeline Canada, the Board of Directors decided to end DHAS's relationship with Lifeline Canada, effective April 30, 2025. We thank our dedicated Lifeline staff, volunteers, and the community for their unwavering support of this program over the years. Your efforts have made a difference in numerous lives.

## Thrift Shop

The Thrift Shop has had a remarkable financial year, reflecting the hard work and dedication of its volunteers and leadership.

During the year, the Thrift Shop opened on all Ladner Village Market Days. They participated in the Scarecrow Contest and were open for the Christmas Tree Lighting festivities. There were several remarkably successful pop-up jewellery and items of distinction sales. It was not unusual to see people lining up to get into the Shop. The Shop's infrastructure continues to get refreshed, with this year seeing the installation of new shelving and new window tinting, and both the changing rooms and bars on the windows were removed.

Donations continued to rise, with the Christmas Store breaking a new sales record. With the increase in donations come new issues to overcome. Garbage and recycling continue to be a struggle. We urgently need more volunteers to process donations.

The contribution that the Shop makes to the Delta Hospital Campus of Care is extraordinary.

# Reports from support units

## Communications

The Communications Committee has made significant strides over the past year, including:

- New brand standard approved by the Board and employed across all platforms
- Clean-up of the DHAS website
- Consistent, on-brand posts on social media platforms to support our businesses and to promote DHAS messaging more generally
- New platform and fresh look for DHAS Dispatch, which is aimed at internal and external audiences
- Support for the Board in publishing and promoting the Strategic Plan

To ensure a cohesive message across all platforms, every piece of communication is interlinked and reinforced through multiple channels. The website acts as the central hub for news and information, with messaging strategically amplified across social media and newspaper advertising.

In order to understand whether our communications are effective, the Communications Committee is monitoring website analytics, social media metrics, and newsletter analytics and feedback. Information from these metrics allows us to tailor future communications to our audiences.

## Hospital

Effective April 2023, all volunteers working within the Hospital fall under the auspices of the Fraser Health Manager of Volunteer Services at Delta Hospital. At that time, DHAS Volunteers working within the Hospital Unit were given the option of maintaining their DHAS membership while continuing to work in the unit. There were twelve grandfathered volunteers in 2024.

## Pillow Pals

Several hundred (650) pillows were provided to both Delta Hospital and Jimmy Pattison hospitals in 2024 for patients recovering from surgery. Our volunteer hours totaled 715 in 2024.

# Ceremony of *Remembrance*

**Sue Haralds-Towsley**, served 2016-2021

**Patricia Swenson**, served 1975-2016

**Carol Haren**, served 2008-2020

**Sandie Vidulich**, served 2012-2019

**Elsie Humphrey**, served 2005-2019

**Shelley Waithe**, served 1990-2018

**Alison Jordan-Knox**, served 2010-2020

**Mary Waterman**, served 2005-2018

**Marge Mitchell**, served 1993 to 2011

**Jane Wheeler**, served 2016-2021

**Mary Pawelek**, served 1997-2024

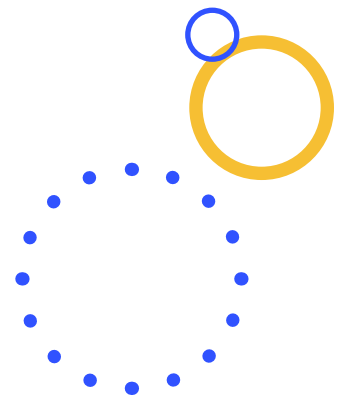
**Sonja Whitehead**, served 2008-2016

**June Plouffe**, served 2005-2019

**Donna Whitty**, served 2006-2023

**Marilyn Sparks**, served 2013-2024

**Suzanne Wittrin**, served 2020-2023



# Annual Volunteer hours

Unit	Number of volunteers	Hours of service
Communications	3	107
Executive/Administration	10	1903
Gift Shop	43	4077
Hospital Unit	13	1025
Lifeline	3	1150
Office	5	141
Pillow Pals	10	502
Thrift Shop	276	57,002
<b>Total</b>	<b>363</b>	<b>65,907</b>

# Service Recognition

Acknowledging the Volunteers who  
achieved a service milestone in 2024

## **FIVE YEAR PINS**

Gift Shop

Glenda Pettit

Thrift Shop

Patricia Phillips

Terry Pickering

## **TEN YEAR PINS**

Thrift Shop

Ray Hill

Liz MacDonald

Lexi Matthew

Emily Nelsen

## **FIFTEEN YEAR PINS**

Thrift Shop

Jill McKinnon

## **TWENTY YEAR PINS**

Thrift Shop

Peter Douglas

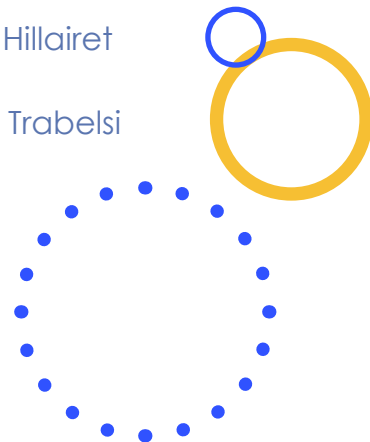
Tom Martineau

## **LIFETIME PINS (25 YEARS)**

Thrift Shop

Dianne Hillairet

Therese Trabelsi



# Confirmation of the 2025–26 Board

Hugh Burke

Lynda Laughlin

Elaine Canning

Maureen Mooney

Wendy Childs

Don Phelps

Katy Ellsworth

Jim Short

Kelly Guichon

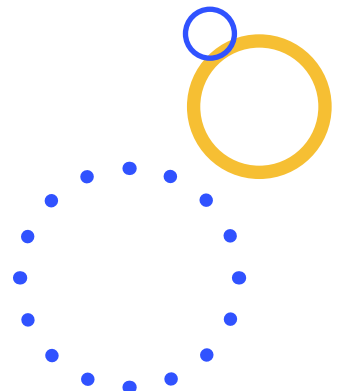
Brian Stewart



*Supporting* patient care and comfort  
at the Delta Hospital Campus of Care

# Appendix A

Minutes of AGM, April 15, 2024



# Delta Hospital Auxiliary Society

Annual General Meeting 10:00 a.m., April 15, 2024  
Tsawwassen Coast Inn

## MINUTES

Meeting called to order at 10:00 a.m. –  
Cathy Bayley

Acknowledgement of Traditional  
Territories – Cathy Bayley

Introduction of Special Guest Speaker –  
Mr. Dan Levitt, B.C. Senior's Advocate.

Annual General Meeting called to order  
at 10:40 a.m. – Cathy Bayley

52 members and 6 guests in attendance.

## INTRODUCTION OF GUESTS & PRESENTATION

Yvonne Chard, Lower Mainland District  
Director, B.C. Association of Healthcare  
Auxiliaries

Lydia Elder, DHAS Volunteer Coordinator

Kathy Wells, DHAS General Manager

Bill Lee, KKL CPA

Elaine Emslie, Assistant Accountant

Angie Ng, Angie G.F. Ng, Chartered  
Professional Accountant, retiring

## NOTICE OF MEETING

As 14 days' notice of meeting has been  
given and there is a quorum present,  
the meeting is legally constituted for the  
transaction of business.

## ADOPTION OF THE AGENDA OF THE APRIL 15, 2024 AGM

Moved Lynda Hudon, seconded Debbie  
Neilson – carried

## ADOPTION OF THE MINUTES OF THE APRIL 3, 2023 AGM

Moved Yvonne Chard, seconded Elaine  
Canning – carried

## REPORTS: PRESIDENT AND GENERAL MANAGER

Move to approve the Annual Reports  
to the 2024 AGM, moved Kathy Ross,  
seconded Marlene Storey – carried

## FINANCIAL REPORT

Appendix B - Don Phelps

Motion #2024-11 moved Don Phelps,  
seconded Maureen Mooney

Move to approve the 2023 Financial  
Report – carried

Motion #2024-12 moved Don Phelps,  
seconded Lori MacLennan

Move to engage KKL CPA to prepare a  
Financial Compilation for 2024 – carried

### **BCAHA REPORT | YVONNE CHARD**

BCAHA membership is important as  
BCAHA's role is to liaise with government  
on behalf of all healthcare auxiliaries and  
to promote communication and sharing  
amongst the 63 member auxiliaries.

Ceremony of Remembrance recognizing  
those active and Inactive members who  
have passed away since the April 3, 2023  
AGM. Fifteen members were recognized.

### **SERVICE RECOGNITION – PRESENTATION**

Five year pins were awarded to Roop  
Gupta, Elaine Saunders, Beverly Dabb,  
Chris Gray, Kathy Green, Setsuko Hirose,  
Barbara Lansing, Dianne Rettie, Ann  
Rowley, Claire Taylor

Ten year pins were awarded to Colleen  
Plain, Zelma Edgar, Dorothy Rusk, Ann  
Harris, Amy Simpson, Dave Clark, Bill

Dodds, Bob Loitz, Hilda Mantler, Dale  
Robertson, Angie Smith

Fifteen year pins were awarded to  
Colleen Turner, Emi Midtdal, Astrid Bader,  
Jennifer Dobrilla, Chris Draho

Lifetime – 25 year pin to Barb Bendell of  
the Gift Shop

### **RECOGNITION OF CURRENT, OUTGOING AND NEW UNIT COORDINATORS**

Cathy Bayley recognized Karin White,  
Marlene Storey and Brian Stewart.  
Maureen Mooney thanked outgoing  
Gift Shop Coordinator Susan Howe and  
introduced Gift Shop Coordinators Jean  
Barker and Laurie Prak.

### **RECOGNITION OF DIRECTORS LEAVING THE BOARD**

Jim Short and Lynda Laughlin thanked  
Yvonne Chard and Cathy Bayley for their  
support and contribution to the Auxiliary  
and the Board. Don Phelps presented  
each with artwork. Both will continue to  
volunteer in the Thrift Shop.

### **PRESENTATION OF THE 2024–25 BOARD OF DIRECTORS**

Paul Banns

Hugh Burke

Elaine Canning

Katy Ellsworth

Trushna Kassan

Lynda Laughlin

Maureen Mooney

Don Phelps

Jim Short

Richard Steward

Motion #2024-13 moved by Maureen Mooney, seconded by Laurie Prak

Move to confirm the slate of Directors for 2024-2024 as presented by the Nomination Committee – Carried

Installation of Board Members by Yvonne Chard, Lower Mainland Director, BCAHA

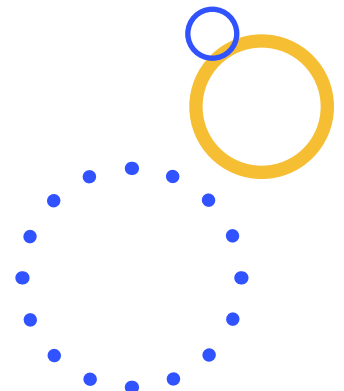
### **ADJOURNMENT**

Moved by Kathy Ross at 11:19 a.m.

# Appendix B

## Statement of financial information as at December 31, 2024

Prepared by KKL CPA



**DELTA HOSPITAL AUXILIARY SOCIETY**

**Financial Information**

**Year Ended December 31, 2024**

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## COMPILATION ENGAGEMENT REPORT

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To the Shareholders of Delta Hospital Auxiliary Society

On the basis of information provided by management, we have compiled the statement of financial position of Delta Hospital Auxiliary Society as at December 31, 2024, and the statements of changes in net assets, receipts and disbursements and cash flows for the year then ended, and Note 3, which describes the basis of accounting applied in the preparation of the compiled Financial statements ("financial information").

Management is responsible for the accompanying Financial statements, including the accuracy and completeness of the underlying information used to compile it and the selection of the basis of accounting.

We performed this engagement in accordance with Canadian Standard on Related Services (CSRS) 4200, *Compilation Engagements*, which requires us to comply with relevant ethical requirements. Our responsibility is to assist management in the preparation of the Financial statements.

We did not perform an audit engagement or a review engagement, nor were we required to perform procedures to verify the accuracy or completeness of the statements provided by management. Accordingly, we do not express an audit opinion or a review conclusion, or provide any form of assurance on the Financial statements.

Readers are cautioned that the Financial statements may not be appropriate for their purposes.

**KKL CPA**

Delta, British Columbia  
March 19, 2025

KKL CPA  
Chartered Professional Accountants

**Location (Burnaby)**

#370-9940 Lougheed Hwy, Burnaby, BC V3J 1N3  
Tel: (604) 497-0105 Email: info@kklcpa.com

**Location (Delta)**

1133 56 St. Delta, BC V4L 2A2  
Tel: (604) 943-4711 Email: delta@kklcpa.com

**Website**

www.kklcpa.com

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Statement of Financial Position**  
**As at December 31, 2024**

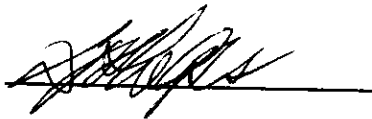
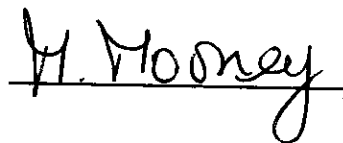
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Notes to Financial Statements	

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Statement of Financial Position**  
**As at December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>ASSETS</b>		
<b>Current</b>		
Cash	\$ 113,631	499,662
Term deposits (note 5)	3,340,947	3,001,373
Accounts receivable	6,282	516
Accrued interest receivable	94,989	94,000
Inventory	25,288	27,703
Prepaid expenses	16,968	10,228
	<u>3,598,105</u>	<u>3,633,482</u>
Property and equipment (note 6)	<u>1,175,808</u>	<u>1,248,193</u>
	<u>\$ 4,773,913</u>	<u>4,881,675</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>Current</b>		
Accounts payable and accrued liabilities	\$ 47,015	46,382
Bursary payable	2,250	3,500
Government remittances payable	13,280	13,093
Deferred revenue (note 7)	988	1,240
	<u>63,533</u>	<u>64,215</u>
<b>Net Assets</b>		
Unrestricted	<u>4,710,380</u>	<u>4,817,460</u>
	<u>\$ 4,773,913</u>	<u>4,881,675</u>

**APPROVED BY THE BOARD OF DIRECTORS:**

(See accompanying notes)

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Statements of Changes in Net Assets**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b><u>Unrestricted net assets</u></b>		
<b>Balance, beginning of year,</b>	\$ 4,817,460	4,222,952
Excess of receipts over disbursements	1,533,963	1,434,184
Contributions to Delta Hospital	<u>(1,641,043)</u>	<u>(839,676)</u>
	4,710,380	4,817,460
Transfer from internally restricted net assets	<u>-</u>	<u>-</u>
<b>Balance of unrestricted net assets, end of year</b>	<b>\$ <u>4,710,380</u></b>	<b><u>4,817,460</u></b>

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Statement of Receipts and disbursements**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>Receipts</b>		
General Fund	\$ 216,018	186,415
Thrift Shop Unit	1,723,655	1,549,299
Gift Shop Unit	120,459	118,717
Lifeline Unit	233,194	231,278
Cafe Unit	<u>221,895</u>	<u>184,343</u>
	<u>2,515,221</u>	<u>2,270,052</u>
<b>Disbursements</b>		
General Fund	230,379	142,340
Thrift Shop Unit	152,904	126,342
Gift Shop Unit	68,783	67,870
Lifeline Unit	204,590	198,015
Cafe Unit	<u>252,217</u>	<u>220,999</u>
	<u>908,873</u>	<u>755,566</u>
<b>Excess of receipts over disbursements before amortization</b>	1,606,348	1,514,486
Amortization	<u>72,385</u>	<u>80,302</u>
<b>Excess of receipts over disbursements</b>	<u><u>\$ 1,533,963</u></u>	<u><u>1,434,184</u></u>

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Statement of Cash Flows**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>Operating Activities</b>		
Cash receipts from:		
Customers	\$ 2,290,333	2,084,549
Interest	200,007	106,053
Donations	17,874	20,770
Memberships	-	1,600
	<u>2,508,214</u>	<u>2,212,972</u>
Cash payments to suppliers and employees	<u>(913,628)</u>	<u>(744,255)</u>
<b>Cash provided by operating activities</b>	<u>1,594,586</u>	<u>1,468,717</u>
<b>Investing Activities</b>		
Acquisition of property and equipment	-	(20,964)
Contribution to Delta Hospital	<u>(1,641,043)</u>	<u>(839,676)</u>
Cash used in investing activities	<u>(1,641,043)</u>	<u>(860,640)</u>
<b>Financing Activities</b>		
Increase in term deposits	(339,574)	(501,373)
Decrease in loan payable	<u>-</u>	<u>(30,000)</u>
Cash provided by financing activities	<u>(339,574)</u>	<u>(531,373)</u>
<b>Net increase (decrease) in cash</b>	(386,031)	76,704
<b>Cash, beginning of the year</b>	<u>499,662</u>	<u>422,958</u>
<b>Cash, end of the year</b>	<u>\$ 113,631</u>	<u>499,662</u>

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**General Fund**  
**Statement of Receipts and disbursements**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>Receipts</b>		
Interest	\$ 200,996	168,616
Donations	10,236	10,123
Membership	-	1,600
Miscellaneous	<u>4,786</u>	<u>6,076</u>
	<u>216,018</u>	<u>186,415</u>
<b>Disbursements</b>		
Accounting	9,367	8,880
Advertising and publicity	5,677	7,580
Bank Charges	4,027	3,681
Bursary	24,000	10,000
Conferences and education	5,402	506
Consulting	13,189	-
Equipment	2,294	975
Foundation assistance	-	900
Insurance	35,732	29,857
Office supplies, stationery and miscellaneous	17,038	11,860
Professional fees	6,105	5,477
Telephone	2,074	1,785
Travel	1,345	-
Special events	10,626	9,649
Uniforms	1,577	-
Wages and benefits	<u>91,926</u>	<u>51,190</u>
	<u>230,379</u>	<u>142,340</u>
<b>Deficiency of receipts over disbursements before amortization</b>	(14,361)	44,075
Amortization	<u>72,385</u>	<u>80,302</u>
<b>Deficiency of receipts over disbursements</b>	<u><u>\$ (86,746)</u></u>	<u><u>(36,227)</u></u>

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Thrift Shop Unit**  
**Statement of Receipts and disbursements**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>Revenue</b>		
Sales	\$ 1,671,352	1,500,977
Recycling	44,765	37,742
Donations	<u>7,538</u>	<u>10,580</u>
	<u>1,723,655</u>	<u>1,549,299</u>
<b>Disbursements</b>		
Advertising	2,548	1,264
Bank charges	16,357	13,406
Cleaning	22,060	21,018
Education	-	1,900
Equipment rental	1,609	1,311
Garbage removal	29,613	19,559
Office and miscellaneous	4,874	3,970
Rentals	6,482	3,503
Repairs and maintenance	11,779	8,658
Supplies	20,211	18,995
Telephone	664	624
Travel	1,640	598
Utilities	15,206	15,174
Volunteer	4,436	2,008
Wages and benefits	<u>15,425</u>	<u>14,354</u>
	<u>152,904</u>	<u>126,342</u>
<b>Excess of receipts over disbursements</b>	<u><u>\$ 1,570,751</u></u>	<u><u>1,422,957</u></u>

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Gift Shop Unit**  
**Statement of Receipts and disbursements**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>Revenue</b>		
Sales	\$ 120,359	118,650
Donations	<u>100</u>	<u>67</u>
	<u>120,459</u>	<u>118,717</u>
<b>Costs of goods sold</b>		
Inventory, beginning of year	27,703	30,291
Purchases	<u>58,133</u>	<u>57,815</u>
	85,836	88,106
Inventory, end of year	<u>25,288</u>	<u>27,703</u>
	<u>60,548</u>	<u>60,403</u>
<b>Gross profit</b>	<u>59,911</u>	<u>58,314</u>
<b>Operating expenses</b>		
Advertising	309	1,156
Bank charges	1,909	2,079
Equipment	1,203	1,315
Office and miscellaneous	2,108	1,916
Repairs and maintenance	1,807	-
Telephone	593	557
Travel	<u>306</u>	<u>444</u>
	<u>8,235</u>	<u>7,467</u>
<b>Excess of receipts over disbursements</b>	<u>\$ 51,676</u>	<u>50,847</u>

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Lifeline Unit**  
**Statement of Receipts and disbursements**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>Receipts</b>		
Subscription fees	\$ 233,194	231,278
	<u>233,194</u>	<u>231,278</u>
<b>Disbursements</b>		
Advertising	3,503	4,977
Bank charges	32	-
Equipment, repairs and parts	12,772	7,497
Monitoring fees	127,854	128,157
Office supplies, stationery and miscellaneous	4,329	3,275
Telephone	1,970	2,173
Travel	5,878	6,523
Volunteer	132	-
Wages and benefits	48,120	45,413
	<u>204,590</u>	<u>198,015</u>
<b>Excess of receipts over disbursements</b>	<u>\$ 28,604</u>	<u>33,263</u>

**DELTA HOSPITAL AUXILIARY SOCIETY**  
**Café Unit**  
**Statement of Receipts and disbursements**  
**Year Ended December 31, 2024**

	<u>2024</u>	<u>2023</u>
<b>Sales</b>	\$ 221,895	184,343
<b>Direct Cost</b>	<u>77,187</u>	<u>67,198</u>
<b>Gross Profit</b>	<u>144,708</u>	<u>117,145</u>
<b>Operating expenses</b>		
Bank charges	4,636	3,837
Office supplies, stationery and miscellaneous	499	780
Repairs and maintenance	5,054	7,586
Telephone	593	557
Wages and benefits	<u>164,248</u>	<u>141,041</u>
	<u>175,030</u>	<u>153,801</u>
<b>Deficiency of receipts over disbursements</b>	\$ <u><u>(30,322)</u></u>	<u><u>(36,656)</u></u>

## DELTA HOSPITAL AUXILIARY SOCIETY

### Notes to Financial Statements

Year Ended December 31, 2024

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#### 1. ORGANIZATION

The Delta Hospital Auxiliary Society is incorporated under the Society Act of British Columbia as a not-for-profit society and is exempt from income tax as a registered charity under the Income Tax Act. The charitable purpose of the Society is to support patient care and comfort at the Delta Hospital Campus of Care.

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#### 2. PRESENTATION

This compiled financial information includes the activities of the Society's General Fund (including Hospital Unit), Thrift Shop Unit, Gift Shop Unit, Communications Unit, Lifeline Unit and Cafe Unit.

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#### 3. BASIS OF ACCOUNTING

The basis of accounting applied in the preparation of the statement of financial position of Delta Hospital Auxiliary Society as at December 31, 2024, and the statements of changes in net assets, receipts and disbursements and cash flows for the year then ended is the historical cost basis and reflects cash transactions with the addition of:

- accounts receivable less an allowance for doubtful accounts
  - inventory valued at cost
  - investments recorded at cost
  - property, plant and equipment amortized on a systematic basis
  - accounts payable and accrued liabilities
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#### 4. COMPARATIVE FIGURES

The prior year comparative figures were compiled by another firm of public accountants. Some of the comparative figures have been reclassified to conform to the current year's presentation.

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#### 5. TERM DEPOSITS

Term deposits include short term investments maturing in less than a year with interest rates ranging from 4.90% to 5.25%.

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#### 6. PROPERTY, PLANT AND EQUIPMENT

	Cost	Accumulated amortization	2024 Net book value	2023 Net book value
Land	\$ 922,052	\$ -	\$ 922,052	\$ 922,052
Buildings	1,130,275	889,097	241,178	294,411
Building Improvements	500,816	500,816	-	14,959
Cafe renovation	310,282	310,282	-	-
Furniture & equipment	88,836	76,258	12,578	16,771
	<u>\$ 2,952,261</u>	<u>\$ 1,776,453</u>	<u>\$ 1,175,808</u>	<u>\$ 1,248,193</u>

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#### 7. DEFERRED REVENUE

Deferred revenue represents subscription fees received in advance for Lifeline Unit communicators.

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**DELTA HOSPITAL AUXILIARY SOCIETY**

**Notes to Financial Statements**

**Year Ended December 31, 2024**

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**8. CONTRIBUTED SERVICES**

Volunteers contribute in excess of approximately 66,000 hours (2023: 68,000) during 2024 to assist the Society in carrying out its service delivery activities. Because of the difficulty of determining their fair value, contributed services are not recognized in the compiled financial information.

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