OUR VISION
To provide exceptional and compassionate health care, inspired by the people we serve, valued by our communities.

OUR SITES
La Verendrye General Hospital
Emo Health Centre
Rainy River Health Centre
Rainycrest Long-Term Care Home
Non-Profit Supportive Housing
Community Counselling • Home Support
Valley Diabetes Education Centre

2014-2015
BOARD OF DIRECTORS
Norma Elliott, Chair
Janice Beazley, Vice-Chair
Meghan Cox • Michelle Marinaro
Donna McDonald • Rod McLeod
Douglas Robinson • Craig Sanders
Shanna Weir
EX-OFFICIO
Ted Scholten, predecessor Allan Katz,
President & CEO
Lori Maki, Vice-President, Clinical Services & CNE
Dr. Phillip Whatley, Chief of Staff
Dr. Kim Meyers, President, Medical Staff

OUR MISSION
Riverside Health Care provides a high quality health care experience.
We support a safe and healthy work environment where each person is valued, respected and where personal and professional growth is encouraged.
Our commitment is to respond to community needs with our health system partners.

OUR STRATEGIC PILLARS
Quality
Organizational Health
Partnerships
I
t is a true privilege to serve our communities in the capacity of Board Chair working with an experienced and passionate group of volunteer directors. Riverside Health Care (RHC) continues to provide quality health care services as it serves an important role in healthcare delivery throughout the Rainy River District. As we reflect on another year, we take the opportunity to share and celebrate the remarkable work that happens at RHC every day.

At every RHC site and in the communities that we serve, we work with a team of talented and compassionate individuals who are committed to providing the best quality care. Beyond our walls, we continue to work in partnership with other health care and social service providers, our Local Health Integration Network (LHIN), and all levels of government to ensure that health care in the Rainy River District and in Northwestern Ontario remains strong.

In 2014-15 the Board of Directors welcomed Rod McLeod from Fort Frances and Donna McDonald from Rainy River who were each appointed to three year terms. These new members bring an incredible wealth of experience in governance and legal matters, health care quality as well a proven commitment to volunteerism. Rod was a lawyer who practiced law in both Ontario and Manitoba. He specialized in the field of Aboriginal Law, and in particular, issues of Treaty implementation and land claims. During his 35 year career, he acted for numerous First Nations, Tribal Councils and aboriginal organizations providing advice in the areas of community governance, Treaty and aboriginal rights, economic development, health care and other support services. Donna spent 34 years working in the medical laboratory profession as a Medical Laboratory Technologist, Laboratory Manager, and Laboratory Inspector for the Ontario Ministry of Health and Long Term Care, Project Manager for computerized Laboratory Information Systems and Sales Representative for a laboratory equipment/ supply company. Donna brings considerable clinical and project management experience and strong interpersonal skills to the Board.

In 2015 we said farewell to President and CEO Mt Allan Katz. Allan left us in a healthy position organizationally with strong community ties locally, regionally and provincially. On behalf of the Board of Directors and Riverside, I want to thank Allan for his service to our community and the entire Riverside family.

We also welcomed Ted Scholten, our new President and CEO, back to the community. A familiar face to Fort Frances, Ted returned home to the Rainy River District after a successful career in progressively demanding positions within the U.S health care system. We look forward to our future under Ted’s leadership and direction.

Over the past year, efforts to demonstrate RHC’s ongoing commitment to quality featured Accreditation Canada’s peer review status enhancement to “Accreditation with Commendation”. Riverside’s Obstetrical team earned the Managing Obstetrical Risk Efficiently (MOREob) Recognition Award for their outstanding performance in the application of knowledge, communication and teamwork in order to make patient safety the priority and everyone’s responsibility. The MOREob Program is a comprehensive performance improvement program that creates a culture of patient safety in obstetrical units. The positive impact of this program is clearly evident in our continuing efforts to help identify gaps in inter-professional team dynamics, leading to better, more collaborative care.

In collaboration with the 10 or 11 small and rural hospitals across the North West Local Health Integration Network (NW LHIN), RHC participated in the Better Admissions & Transitions in Ontario’s Northwest (BATON) Project. This partnership has been successful in developing and implementing tailored solutions to optimize the discharge planning process across the participating sites. We are approaching the one year anniversary since the implementation of a Peripherally Inserted Central Catheter (PICC) Line Insertion Program at La Verendrye General Hospital. To date, we have inserted 25 PICC lines and eliminated the need for patients to travel to Thunder Bay for this relatively uncomplicated procedure. With this improved access to care, we are ensuring that our patients are getting the right care, in the right place, and at the right time.

Riverside’s laboratory at La Verendrye General Hospital underwent an accreditation assessment conducted by a team of both quality system and technical experts. Of the 479 requirements, we were cited on only 19 minor areas of non-conformance and received an overall rating of 96%, and a four-year certificate of achievement was issued.

RHC’s La Verendrye General Hospital and Emo and Rainy River Health Care Centre sites have implemented the Automated Medication Management System (AMMS). The system involves placing unit doses (blistered packages of single doses of medications) of formulary medications into secure dispensing cabinets.

Benefits of the new system include improved control of inventory and medication outdates, user accountability and reducing the rates of medication errors.

Riverside chose not to renew our contract with NRC Picker to solicit feedback from patients and clients about their care experiences. A working group developed our own Patient/Client experience survey that we felt was more user friendly, it is being administered quarterly to Emergency Room and Acute Care patients. We are excited about the ability to respond more quickly to comments or concerns as well as being able to make minor revisions to the survey to gather specific feedback on programs or processes.

Riverside quality teams continue to address program or department level concerns following national standards and criteria. We are gearing up for our Accreditation Canada on site survey visit in October of 2015.

In terms of partnerships, Riverside Health Care continues to build strong and resilient relationships with its health system partners in the Rainy River Integrated District Network (IDN) and throughout Northwestern Ontario. RHC submitted a physician recruitment proposal to Gizhwaawaziwin Health Access Centre in response to an open request for proposal. We partnered with other NW LHIN hospitals to expand community wide scheduling. In addition, we partnered with the Rainy River District Social Services Administration Board (RRDSSAB) to introduce Community Paramedicine to the District as well as Fort Frances Tribal Area Health Service in support of a Drug Detoxification Program.

RHC continued with local governance-to-governance meetings among trustees who sit on partner boards in the Rainy River District like the Atikokan General Hospital, Canadian Mental Health Association – Fort Frances Branch, Fort Frances Tribal Area Health Services and Gizhwaawaziwin Health Access Centre. The goal is to improve inter-organizational cooperation at all levels with an aim to promote information sharing and to capitalize on opportunities to enhance care coordination. RHC also continues to actively participate on regional governance-to-governance sessions sponsored by the North West LHIN.

I am proud to note that RHC staff representatives participate in several important Northwestern Ontario initiatives including – but not limited to – quality improvement, medication management, non-urgent medical transportation, repatriation, supply chain standardization, regional orthopaedic surgery planning and cultural sensitivity. RHC has also demonstrated regional leadership in the areas of palliative and end-of-life care, eHealth and regional project management and decision support. These projects all aim to contribute to an integrated and coordinated health care system for all the residents of Northwestern Ontario.

As I complete my term as Board Chair, I would like to thank my fellow Board members for all of the support and encouragement they have provided me during this time as well as their dedication and commitment to Riverside Health Care; to our physicians and front-line staff for the outstanding care they provide to our patients and residents; to the members of our four exceptional Auxiliaries and the Riverside Foundation for Health Care for raising funds and awareness for much needed equipment and to the residents of the Rainy River District for their continued unwavering commitment to preserving the delivery of care in our communities.

As a multi-site and multi-function health care system serving the residents of Rainy River District, we remain steadfast in our commitment to Riverside Health Care and will continue to move forward with our health system partners to ensure sustainable and effective health care for our future.
COMINGS AND GOINGS: Dr. Jason Shack’s relocation to Thunder Bay was a significant loss to our medical staff with regard to anesthesia and emergency coverage, library/education/NOSM liaison, clinic and inpatient coverage, regular participant in the Medical Advisory Committee and Joint Medical Staff. We wish him well in his new venture. We were also sad to see Dr. Bahram Shahi move on after being such a valued member of the surgical team, but were able to welcome Dr. Adel Abdurahman to take his place alongside Dr. Barry Anderson to keep the program going. Another welcomed addition has been Dr. Andrew Turner’s ENT consultant visits which commenced this year. We will also be sad to see Dr. John Porter retire at the end of June after many years of excellent service with the knee surgery program; we also wish him the best as well.

REGULARS: Dr. Lorena Jenks and Dr. Melanie Halvorsen are continuing to help the community grow, providing OB coverage for approximately 180 deliveries per year, with surgical back-up from Dr. Anderson and Dr. Abdurahman. Thanks to Dr. Cam Moorhouse for his many years of GP obstetrics, and for providing continual help with Anesthesia, along with Dr Rob Nugent. We continue to have unbroken 24/7 emergency department coverage organized and frequently covered by Dr. John Nelson, with Dr. Bob Algie and the other Fort Frances physicians as regulars, and many Locum physicians to fill the gaps. Dr. David Singleton and Dr. John Ennett take turns covering clinic, hospital and emergency at Rainy River, and Dr. Kim Meyers and I continue full time coverage at the Emo Clinic and Health Centre. New physician recruitment is an urgent need at all three sites, and we are appreciative of Todd Hamilton, Physician Recruiter, and the multiple volunteers working on this.

OUTSIDE HELP: The consistent support of Thunder Bay Regional in maintaining Oncology and Dialysis services at LVGH has been a huge help to those patients, especially for whom the frequent travel or re-locating for treatment in the city would have been a particular burden. We are now having Echocardiograms interpreted by a cardiology group in Thunder Bay, with greatly improved turn-around time, and continuity for those requiring further cardiology treatment. We are also well served with Ultrasound, X-ray, and CT reading, with regular reports within a day or two, and emergency reads when needed.

REFLECTIONS: This June will mark the end of 10 years as Chief of Staff for me. I have been privileged to have had such great support and cooperation both from my colleagues, and from administrative staff. I also really admire the dedication of the many volunteer board members I have seen at work over that time helping to keep RHC healthy. I am concerned however about the persistently increasing pressures from political, legal, or administrative interests distracting medical and nursing staff from patient care. This results in more attention being given to compliance with government legislated dictates and reporting, and less to what we are trained to do. It also dampens medical staff enthusiasm from participating in local governance roles. Fortunately Dr’s Anderson and Jenks have agreed to divide and conquer the responsibilities of Chief of Staff with the assistance of Associate Chiefs of Staff where appropriate. Thank you for taking on this important role.

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<tr>
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Wow, what an amazing year it has been! As I reflect upon 2014/15, I am overwhelmed with gratitude for the continuous support from our amazing community. We are indebted to the many generous donors, volunteers, and sponsors who make supporting local health care their priority. Because of this generous support, the Foundation was able to transfer $192,347.74 to Riverside Health Care (RHC) for equipment purchases and renovations. It is all because of the support of people like you. Every single donation, pledge, monthly gift, ticket purchase, in memory gift, sponsorship and event attendance has made a difference in local health care!

Early in the year, Riverside Health Care approached the Foundation to support a project to standardize intravenous (IV) pumps at all local hospital sites, including Emo, LaVerendrye, and Rainy River. The Foundation was excited to jump on board and do everything we could to assist in funding this important project.

We are proud to announce that, with your support, we were able to raise over $72,000 to purchase nine single-channel IV Pumps and four triple-channel pumps for the Rainy River District. These pumps will be used for years to come and will help thousands of patients on their journey towards recovery. We are so thankful to everyone who donated towards this cause. One of the ways the Foundation was able to contribute to the standardization of IV pumps was through funds raised by the annual Canada Day Cash Lottery. As always, the raffle was met with great support from the community. We sincerely enjoyed handing out over $17,000 in cash and prizes to the lucky supporters of the draw.

We would like to take this time to congratulate this year’s grand prize winners of $10,000, Loma and Dennis Robinson. We would also like to thank everyone who purchased a ticket, and wish them good luck on next year’s draw!

Since the holidays are a time for giving, the Foundation decided it was the perfect opportunity to reach out to our community again for their help with this project. We sent out our annual Christmas Appeal, asking for support to standardize pumps across the district.

Our goal was to purchase five single-channel IV pumps. Over 150 gifts came in, including a very generous donation of $10,000 from the Timothy R. Perreault Foundation. With the remarkable amount of support we were able to surpass our goal, raise over $30,400 and give RHC seven pumps for Christmas! Of course, this isn’t all the Foundation has been raising funds for. Over the year, we have also helped purchase lifts and tracks for Rainycrest, 2 portable suction machines, a couch and chairs for LVGH, chemotherapy books, and more! This does not include all of the wonderful equipment funded by our Auxiliaries and Special Events Committee.

We would also like to highlight our incredible partnership with Relay for Life. Over the past three years, the Canadian Cancer Society has given over $68,000 back to our community from dollars raised at our local Relay for Life.

Our amazing Special Events Committee deserves their own recognition for all they have accomplished in 2014/15. The ladies started the year off with a bang by organizing a garden party-themed luncheon that made a profit of $9,100 — a record amount!

Of course, they did not stop there. In the fall, the committee invited the community to “Come Together (to Support Local Health Care)” as they hosted a Beatles-themed gala. The evening featured a menu based on Beatles’ songs and live entertainment. It was able to bring in a profit of over $30,000 which was used to purchase a state-of-the-art infant warmer.

During the holiday season, they hosted a “Glitter & Glass” event which featured an array of unique Christmas crafts which were raffled off for a donation to the Foundation.

This fun group of ladies is committed to bringing in big dollars to support local health care. We could not reach our goals without their valued support.

The various Auxiliaries’ devotion to health care is also invaluable. Their passion and dedication is inspiring and much appreciated. They make such a positive impact at our facilities, and are always working hard to help raise funds for RHC.

This year alone, our Auxiliaries have pledged to purchase over $68,000 in equipment including: $10,000 in medical grade furniture; an i-stat machine; dining room tables; and a mechanical ventilator. The Foundation is so grateful for the partnership we have with them and cannot thank each Auxiliary enough for everything that they do!
Some of this funding was used to purchase a peripherally-inserted central catheter (PICC) line ultrasound machine and staff training for this advanced equipment. Over the past year, RHC staff have inserted 25 lines into chemo patients and long-term antibiotic patients, saving them from having to travel to Thunder Bay before starting their treatments at La Verendrye.

The Foundation is very appreciative for our partnership with Relay for Life and all of the support we have received over the years.

This year, the Foundation was also very grateful to receive a $20,000 training grant from TD Canada Trust. The funds were used to help fund a perinatal program for local nurses.

The program was a partnership between Confederation College and Conestoga College in Kitchener. The course equipped nurses who took the program with the necessary skills, experience and confidence to provide optimal obstetrical care to our district. We are so grateful for their generous contribution!

Of course, nothing we do would be possible without our Board of Directors. Not only are the directors very active in all of the fundraising efforts of Riverside Foundation, but they are committed to continually improving the general operations of the Foundation in every way. Their energy and enthusiasm is truly remarkable.

Thank you to each board member for everything you do and for volunteering your time to make a healthier Rainy River District.

Last but not least, we would like to thank YOU, our donors, for continuing to make health care a priority for your charitable giving! The support from the Rainy River district never ceases to amaze the Foundation Board and we thank you for all your generosity.

Together we are improving health care close to home.

We gratefully acknowledge Memorial Funds that have been provided April 1, 2014 - March 31, 2015.

In loving memory of . . .

Memorial funds that total $1,000,00 or more are recognized on the donor wall at the facility of choice. Thanks to the family and friends who so generously give these lasting and thoughtful gifts.
Report of the
LaVerendrye Hospital Auxiliary

Susan Robertson, President

Auxiliary was approached by the Bass Tournament organizing committee to partner with them to raffle a boat, motor, and trailer. We had less than eight weeks from the time the request was received until the time the draw was made. Volunteers sold tickets almost every day, in many locations all around town, moving the display several times per week. At the end of the day we met our ticket sales target, and learned many valuable lessons about taking on a project of this size.

FALL TEA – October 2014: This is an annual event which is anticipated by our community. We use this event as an opportunity to sell our memberships. Last year at the tea, we were pleased to present $40,000 to Riverside Foundation toward the purchase of a mechanical ventilator for the ICU.

In addition to these four major events, we hold monthly executive meetings. The entire membership is invited to attend, but they rarely do so, as the purpose of the meeting is to conduct the regular business of the Auxiliary. In an effort to raise our visibility, LaVerendrye Auxiliary has begun to issue press releases following our monthly meetings.

We also hold quarterly luncheon meetings with between 30 and 50 of our members getting together for fun, fellowship, and education. We set the December luncheon aside just for fun and fellowship; the June luncheon is the Annual General Meeting; and we arrange for community based speakers for the September and March luncheon meetings.

Our gift shop is open from 11 a.m.-4 p.m. weekdays. We sell pop, juice, confectionery items, hand knitting and gently used items. We stock and maintain the hospital vending machines and supply emergency toiletries to traveling patients. LaVerendrye Auxiliary provides hand-crafted tray favours for patients on special occasions, handmade hats for all newborns and teddy bears for children admitted through emergency or day surgery. Together with the Rainycrest Auxiliary we fulfill the non-medical support needs of the Canadian Blood Service when blood donor clinics were held. We also run a break-open ticket lottery in the Hospital lobby weekdays from 1-3 p.m.

At the Hospital Quarter Century banquet, we were honoured to award long term service awards to seven of our members: 25 years – Sharon Debenedet, Olive Eisenhauer, June Parnell, Helen Pohanka, and Millie Ward; 30 years – Rhoda Dickson and Jane McLeod.

Our single biggest challenge continues to be our aging membership and the general reluctance of baby-boomers to commit themselves to joining any one organization. We have about 300 members, many of whom are no longer active. We are trying to continue with the same fundraising, patient services and social programs, but are doing so with fewer resources. This challenge seems to be shared by most organizations, and we all must be creative and co-operative in setting our fundraising targets and establishing our calendar of events.

Report of the
Emo Hospital Auxiliary

Heather Oltsher, President

As of May 2015 we have 24 members. We have paid off our pledge for the Digital Mammography Campaign, and are concentrating on a new project for the Emo Hospital.

The Loan Cupboard has been utilized a lot in the past year with wheel chairs and walkers as well as toilet seats being the most requested. This is a great service for those who require a short term need. A donation is given for these items.

Our collecting “Pennies for Projects” has brought in over $800 in the past couple of years. Amazing how small change can add up. Our Tuck Shop has limited exposure, but lots of donations of knitting, etc. for sale. Thanks to our many donors for this.

We have had donations from the Emo Legion, New Gold, as well as community and individual donations. We are truly grateful for the support we receive.

We are thankful that our Shamrock Tea brought in $824. Our Strawberry Social was held Friday, June 5th at the Hospital Cafeteria. Our main event continues to be our Fall Teal & Bazaar which is held at the Emo Legion. This year it will take place on October 16th from 1:30-3:30. Everyone is invited to attend.

“Working with Wanda”: We got corsages, which were donated by Cloverleaf Family Foods in Emo, for each resident to celebrate their birthday.

The Cafeteria continues with volunteer help, many are our members and a few others who come in to help. This is a great addition to the hospital and Golden Age Manor, for those who wish to have a hot meal or soup and a sandwich.

Samantha Manty held a joint meeting of all Auxiliaries, Finance and the new CEO, giving us the opportunity to ask questions and find ways we can help each other, as well as understand the procedures we need to go through when purchasing equipment. Good ideas and fellowship were accomplished at this meeting. The hope is to hold two of these each year.

Much appreciation and thanks to all the members of our Auxiliary for their support and continued dedication. Thanks to Glenna Morand and staff at the Emo Hospital. We look forward to future events and projects for our hospital in Emo.
Rainy River Auxiliary, which meets on the first Tuesday of the month, has had another successful year thanks to the hard work and dedication of all of our members.

Our accomplishments are many and varied. We have purchased wheelchair accessible tables for the Long Term Care (LTC) dining room. We are providing the financing for the restoration work to be done on our gazebo this summer. We host teas for the LTC residents at least once a month, mainly on special occasions such as Christmas, Valentine’s Day, Easter, St. Patrick’s Day, etc. Christmas gifts for all the LTC residents are always provided by our Auxiliary and this year each resident was treated to a large bed pillow of their own which they are enjoying immensely. The residents also get to enjoy the hanging baskets and the flowers provided and planted by the Auxiliary.

The residents also get to enjoy the hanging baskets and the flowers provided and planted by the Auxiliary.

We continue to serve Rainycrest residents by hosting a birthday party every month to celebrate with those people who were born during that month. We host welcome parties for new residents. We serve ice-cream each month and hand out treats for special occasions such as Christmas, Valentine’s Day, Easter, St. Patrick’s Day, etc. Christmas gifts for all the LTC residents are always provided by our Auxiliary and this year each resident was treated to a large bed pillow of their own which they are enjoying immensely. The residents also get to enjoy the hanging baskets and the flowers provided and planted by the Auxiliary.

We acknowledge dedication by awarding 25 year service pins to six of our members this year.

We hosted a very successful Strawberry Social this spring and are planning to hold another large Christmas Bazaar this year as always. It has been a busy and happy year for us, but none of it would have been possible if it weren’t for the commitment and devotedness of all of our members. We look forward to another successful year and would welcome anyone, male or female, who is interested in joining us.

Rainycrest Auxiliary

Joyce Penner, President

April, members who have volunteered for 25 years or more were recognized at a special dinner hosted by Riverside.

We just had our “Residents’ Dinner at the Rendez-Vous” on May 25th. Fifty-eight residents were treated to a very delicious meal. They were given a special menu to select what they wanted to order. Walleye was the choice of most, with soup or salad, buns, mashed potatoes or French fries, a beverage and strawberry shortcake for dessert. It truly was a wonderful evening!

In October, we held our annual Fall Tea and Bake Sale. This is a huge fund-raiser for us. It is a great afternoon for residents and their family and friends to enjoy time together. Rainycrest staff, as always, is very helpful during these special activities.

In November, we held our “Vendor Blender”, which had a bake sale, games, draws and vendors from the area. As always, our members helped take residents to the activities while others worked at the various activities.

In December, the Auxiliary hosted our annual residents’ Christmas party with a sing-song, snacks and a visit from Santa who gave everyone a Christmas orange (you are never too old to enjoy a visit from Santa). We also bought poinsettias to decorate all areas in Rainycrest for the Christmas season.

In July 2014, we co-hosted a garden party and invited the residents and the public to tour the courtyards in Rainycrest. Refreshments were served in each courtyard.

Report of the

Rainycrest Auxiliary

June Caul, President

In August 2014, Rainycrest Auxiliary members organized and worked at the Blood Donor Clinic. We funded and served the refreshments to the donors as they finished giving blood, and monitored donors as they rested.

Monthly meetings are held on the second Wednesday of each month. We take a break during the summer.

Rainycrest Auxiliary has received many wonderful donations which go toward our activities and to make purchases of furniture and equipment needed at Rainycrest. Recently, we purchased new tables and chairs for Mill Square. We are currently discussing the possibilities for other purchases in the near future.

Thank you to Riverside and the Foundation for their continued guidance and assistance.