

ANNUAL REPORT

2025-2026

The Ottawa Hospital Auxiliary | L'Hôpital d'Ottawa Auxiliaires

Introduction

The Ottawa Hospital Auxiliary

Who we are

TOH Auxiliary is a volunteer-led, non-profit organization that raises funds through its hospital shops and retail venues so that 100% of net proceeds can be donated towards patient care and the TOH hospital community.

Our Mission

To support The Ottawa Hospital in the delivery of world class health care to our community through innovative fund-raising initiatives and by supporting essential patient services, the acquisition of vital equipment, and education and research programs.

Our goal for 2025-26

To strengthen our support programs within The Ottawa Hospital community to do more to help patients in need.

Our vision

Making a positive difference to The Ottawa Hospital patients and the hospital community.

Message from the President

As my term as President of TOH Auxiliary comes to an end this year, I reflect on the many ways that the Auxiliary has touched the lives of patients over the past five years.

In 2025-2026

Invested in new partners to support our work

"Help us help patients."

expanded our collaboration with TOH social workers and the Rehabilitation Centre, and developed a new sponsorship program

Invested in vital equipment at TOH

$1.35 million

donated to TOH for the purchase of Philips MX700 patient monitors, infant incubators, and video laryngoscopes

Invested in Auxiliary Patient Programs

$ 98,032

provided direct support to patients in need, from comfort items to emergency essentials to wellness supports.

It has been a privilege and a pleasure to work alongside so many talented and dedicated colleagues in our efforts to make a difference for patients who are experiencing difficult times.

From fellow Board members who shared their valuable time and expertise, to staff and volunteers who worked in our retail venues to raise funds for direct patient supports, to the many individuals who volunteered for specific initiatives to help our patients. Our supporters come from all walks of life and I am truly humbled by their generosity and willingness to identify and respond to emerging needs within the hospital.

I'm incredibly proud of the milestones we've reached together over the years.

Between 2011 and 2026, the Auxiliary contributed over $18 M for vital medical equipment, services for vulnerable patients, and supports for staff and volunteers in the hospital.

Whether supporting million dollar diagnostic equipment purchases or providing dignity and comfort through our clothing and toiletry programs, we made a difference and became a valued part of the fabric of the hospital community. And I'm grateful that this work will continue over the coming years under the leadership of Tracy Murphy, who will assume the President role at the end of June 2026. As we look ahead, we remain united in our commitment to enhance care and compassion for every patient.

Catherine Higgens
TOH Auxiliary President

Special Programs

The Auxiliary runs a number of Special Programs to help address specific needs and to directly support patients and families.

For example, this year we spent/invested approximately $37,000 to stock the Clothing Cupboards at the Civic and General campuses with seasonal clothing of all sizes to help facilitate timely and dignified discharges from hospital.

Through the Toiletries Program, we gave out hundreds of necessary items such as toothbrushes and toothpaste for patients who come to hospital without these items. And the Layette Program provided families in need with diapers, clothing, and supplies for their newborns.

Again this year, the Auxiliary contributed $25,000 to the Dr. Elianna Seidenberg Patient Urgent Needs Fund. This fund, administered by Psychosocial Services, helps patients and families without financial means to obtain some basic assistance in the hospital.

The Auxiliary was also happy to support the continuing education of three wonderful TOH nurses via our Nursing Education Bursary.

Clothing Cupboard
$37,000

Layette Program
Diapers, clothing & supplies for newborns

Dr. Elianna Seidenberg Patient Urgent Needs Fund
$25,000

Nursing Education Bursary
3 Nurses supported

Toiletries Program
Hundreds of items given

The Clothing Cupboard

The Clothing Cupboard provides patients in vulnerable situations with essential clothing items so they can leave the hospital with dignity and comfort.



It supports individuals in need of appropriate clothing and without support networks by supplying items like shoes, pants, and winter coats. This program also eases pressure on hospital services by aiding timely discharge.

Thanks to the dedication of our staff and volunteers, the cupboards are welcoming, thoughtfully organized, and consistently well-stocked. Accessible 24/7 to TOH social workers and other staff via keycode access, the cupboards serve as a critical resource for patients facing difficult transitions.

Layette Program

The Layette Program provides essential support to families of newborns who lack support or financial means by supplying infant care items. Each layette typically includes diapers, a onesie, 1–2 sleepers or pyjamas, washcloths, and a receiving blanket.

TOH Auxiliary staff assemble and distribute these layettes to both the Civic and General campuses, where they are provided by TOH social workers to families in need. Many recipients are newcomers to Canada, refugee claimants, families experiencing housing insecurity, including those returning to shelters, and others facing significant economic hardship.

> *We could easily distribute one layette per week at each campus. Patients truly light up when they receive them—the impact is immediate and deeply emotional. These small bundles of essentials have a significant positive psychological effect.*
>
> **Karen Dryden-Kiser**
> Social Worker, The Ottawa Hospital

With rising inflation, the cost of each layette has nearly doubled over the past decade. Despite these challenges, the Auxiliary remains committed to sustaining this meaningful program and hopes to expand the contents of the layette bags in the coming year.

Toiletries program



The Auxiliary's Toiletries Program provides in-patients in need with essential personal care items such as razors, toothbrushes, toothpaste, and deodorant. Many patients are admitted unexpectedly, without access to basic necessities—and others may not have the financial means to purchase them.

This small but impactful program is deeply appreciated by both patients and social workers, who recognize the critical role these items play in maintaining hygiene, comfort, and personal dignity during hospital stays.

TOH Auxiliary is committed to growing awareness of this important resource so more patients can benefit from it during their time in hospital.

The Elianna Saidenberg Patient Urgent Needs Fund

Established through the estate of Dr. Elianna Seidenberg—a dedicated TOH physician with a deep commitment to supporting patients facing financial hardship—this fund provides vital assistance to patients and families navigating difficult circumstances.

To help sustain this essential resource, TOH Auxiliary has proudly contributed annual grants of $25,000 to the fund since 2022. Because the Seidenberg Fund relies on donations, TOH Auxiliary's support plays a key role in ensuring its continued availability.

TOH social workers describe the fund as "exceptional" in its impact. It enables meaningful interventions—such as helping a patient cover the cost of a necessary prescription, funding transportation home for a patient living outside Ottawa, or paying for hotel accommodations for a family member staying close to a critically ill loved one.

This program reflects the heart of TOH Auxiliary's mission: responding to urgent, human needs with compassion and practical support.

Nursing Education Bursaries

The Auxiliary is proud to support the ongoing education and professional development of nurses at The Ottawa Hospital through our annual Nursing Education Bursaries.

The bursaries are administered by TOH's Nursing Education Department, which sets the eligibility criteria and oversees the application, review, and award processes.

The Auxiliary has supported this program for many years, recognizing the essential role nurses play in delivering compassionate, high-quality care.

This year the Auxiliary increased its support for these bursaries to $8,000. We are honoured to help TOH nurses advance their skills and knowledge—knowing that the benefits will be felt by patients across the hospital.



The Rehabilitation Centre Program

The Rehabilitation Centre Patient Support program is dedicated to addressing urgent patient requests at TOH Rehabilitation Centre, including funding of last resort and psychosocial support.

The program aims to enhance the quality of life and recovery of patients at the Centre from admission to discharge.

What We Do

We provide financial and in-kind assistance to patients at the Centre including meeting urgent clinical requests for rehabilitation, supporting therapeutic recreational and psychosocial programs with staff of the Centre, and consulting with them on ongoing patient health needs.

The Program collaborates with clinicians and management at the Centre to identify ongoing areas it can support.

How We Help Make a Difference

1

Enhance quality of life

We fund urgent clinical requests that improve recovery chances of rehabilitation patients

2

Support mental and physical needs

Through our recreational and psychosocial programs, including Centre-let outings and events, we help foster patient wellbeing while admitted to the hospital.

3

Support vulnerable populations

We help vulnerable groups, including low-income patients, those without psychosocial support, and the elderly.

The Rehabilitation Centre Program

Recovery Royale

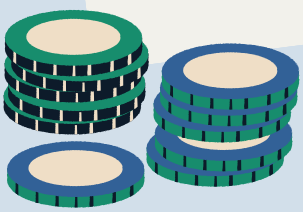
On April 23, The Auxiliary hosted its 2nd annual Recovery Royale Casino night at the Ottawa Art Gallery. Casino games, prizes, great food, and a cause worth showing up for! Funds for the event go to supporting patients at the Ottawa Hospital Rehabilitation Centre who need services and equipment that fall outside public funding.

TRC Patient Program

Between May 2025 and April 2026, the Auxiliary funded the purchase of 81 rehabilitation-related items for 76 patients in need. Our most requested item (about 50%) was orthopedic footwear, at 41 requests. We also donated 2 electric wheelchairs (each approx. $1350).







Our Donations

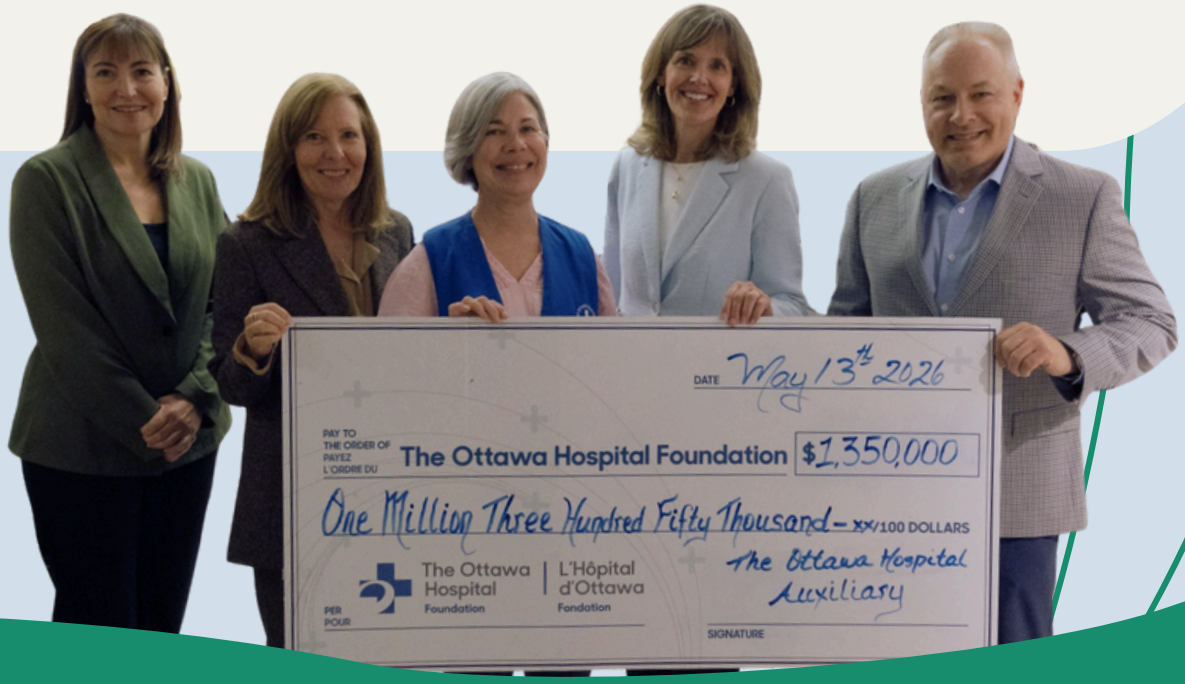
The Ottawa Hospital Auxiliary donated $1.35 M in 2025-2026 for equipment that will help support the health of TOH patients of all ages

New and Advanced Infant Incubators

TOH neonatal teams care for some of the smallest and most vulnerable patients in the hospital. These incubators will help them provide carefully controlled environments to support premature and medically complex newborns and continue to provide high-quality, specialized care for families during a very important and often stressful time.

'State of the Art' Patient Monitors and 10 GlideScope Video Laryngoscopes

These advanced Phillips MX700 patent monitors will help TOH care teams deliver safer, smarter care by providing the real-time, high-fidelity patient data they need to quickly and safely manage evolving patient conditions in high-acuity environments.The laryngoscopes will help TOH to deliver world-class airway management to improve patient outcomes, especially in urgent situations when seconds really matter.



Between 2011 and 2026, TOH Auxiliary contributed over **$18 M** for vital medical equipment, services for vulnerable patients, and supports for staff and volunteers.

Our Endowments

Endowments are a way to ensure sustained support for important programs because income earned in the funds can be granted annually over time.

For over 20 years, income earned in two endowment funds established by TOH Foundation with donations from the Auxiliary have been granted annually to The Ottawa Hospital Research Institute (OHRI) for medical research.

Les Amis Ophthalmology Research Chair Endowment Fund

Balance (March 2026)	Grants in 2025-26	Grants since inception
$1.9 M	**$67.2 K**	**$1.7 M**

Support from The Ottawa Hospital Auxiliary continues to play a pivotal role in advancing vision research and patient care within ophthalmology. Through this generosity, our team is strengthening the use of objective clinical measures, deepening our understanding of retinal and neuro-opthalmic disorders, and translating research discoveries into better outcomes for patients. We are sincerely grateful for this ongoing partnership and its meaningful impact on vision care and research at TOH. Thank you!

Dr. Rustum Karanjia MD, PhD, DABO, FRCSC
Clinical Investigator, OHRI

Les Amis Neurosciences Research Chair Endowment Fund

Balance (March 2026)	Grants in 2025-26	Grants since inception
$1.7 K	**$59.5 K**	**$1.7 M**

“Neuroscience research at TOH is driven by a shared commitment to better understand the brain, spinal cord and muscular functions - and to translate that knowledge into meaningful advances in patient care. Thanks to the continued generosity of The Ottawa Hospital Auxiliary, our researchers are able to explore new ideas, apply advanced technologies and support exceptional scientists and trainees dedicated to improving the lives of people affected by neurological disorders.”

Dr. Michael Schlossmacher, MD, DABPN, FRCPC
Senior Scientist and Director, Neuroscience Program, OHRI

Our Retail Shops

Our shops continue to play an vital role in supporting patient care at the Ottawa Hospital.

With each purchase at our retail shops, The Auxiliary is able to distribute proceeds towards the Auxiliary's initiatives, providing support services during a patient's time of need.

Medical Supply Store



Our Medical Supply Store continues to be a vital resource, offering a comprehensive selection of products to support mobility, bracing, and bathroom safety. The store also provides essential comfort items for patients during their hospital stay—such as toiletries, sleepwear, and personal care products. Trusted by both patients and staff, the store plays an important role in enhancing the overall care experience at TOH.

Gift Shop

Looking ahead, we are focused on refining our product mix and deepening our connection to the community. A key priority is expanding our selection of Canadian-made products, showcasing local artisans, supporting small businesses, and bringing meaningful, homegrown offerings to our customers. The Auxiliary is proud of the growing role our shops play in supporting both patient care and community engagement.

"Our vision is that patients can come to our store with their discharge requirements, and that their experience in the hospital can be enriched by one stop shopping in a caring environment. It is now a place where our expert staff help find the right solution for patients and hospital staff needs."

Mary Jessup
Manager of Retail Operations

Vendor Program

The Ottawa Hospital Auxiliary operates the Community Vendor Program to support our fundraising efforts undertaken for the benefit of The Ottawa Hospital. The Auxiliary manages the rental of designated areas in each of the three campuses where vendors can use these spaces to sell their merchandise. This year this program generated over $88,000 in revenues.



Art Easel Program

In October 2025, TOH Auxiliary took over the Funding Innovation's Art Easel program from The Ottawa Hospital Foundation. The program made a $4,220 contribution to TOH Auxiliary revenues through the balance of FY25/26, and continues to be a steady source of revenue into the new fiscal year.



Thank you

To our *dedicated* staff

Our heartfelt thanks go to our dedicated staff, who have worked tirelessly alongside our volunteers to make sure our shops and programs meet the needs of patients and staff in our hospital community.

Their resilience, compassion, and commitment to our mission — supporting the hospital and its community — shine through in everything they do. They take great pride in creating a warm and welcoming shopping experience for patients, visitors, and staff.

> The results we achieved this year reflect the collective effort of our team; their hard work and perseverance has not gone unnoticed, and I am enormously proud of what we have accomplished together.
>
> **Krista Peters,**
> ***TOH Auxiliary*** *Director of Operations*



Krista Peters



Mary Jessup

Elisa Osany

Hua Lei



Laurence Gillieson



Sharon Reid



Jacklin Sadehandi



Vickie Studholme

Thank you

To our *amazing* volunteers

We are deeply grateful to the wonderful volunteers who generously give of their time and energy to make our shops and programs the successes they are, and to support our broader organization.

This was an exciting year of renewal and welcoming as 13 new volunteers joined the long-standing volunteers, strengthening our support of patients and their families. Students at our universities and colleges, new Canadians, tireless individuals who support the Auxiliary while building a career, and deeply experienced retirees, our volunteers represent the face of the greater Ottawa-Gatineau region in the shops, and by working on special programs, strategies and communications.

In the shops, the kindness and compassion of the volunteers make a meaningful difference every day to our customers, and the staff they work alongside. The shop volunteers offer warmth, helping others feel seen, heard, and cared for when they need a friendly ear and a moment of connection. And we know that connection is the "why?" of volunteering.

Our behind the scenes volunteers work just as hard for patients and families by supporting our special programs, and in marketing and communications to put the Auxiliary on its best foot forward. They are a formidable team of thinkers and doers!

Our volunteers are essential to our success. Quite simply, we could not operate without them. We are very proud of their contributions to supporting health care in our region.

Thank you and well done!



Having newly arrived from Cameroon, Dr. Claude Michel Wombou Toukam (Veterinarian) joined the Auxiliary as a volunteer in the winter of 2026. He volunteers at the General campus gift shop while studying for a new career in medical administration in Ottawa, and raising four young children, alongside his wife.

Claude Michel believes the Auxiliary gives him a caring connection to his new community of Ottawa, allows him to practice his English, and to meet and work with interesting and kind people.

2025-26

Board of Directors



Catherine Higgens
President



Tracy Murphy
Vice-President &
Special Programs



Dominique Jones
Human Resources



Melanie Tod
Volunteer Engagement



Tony Manconi
Treasurer



Chris Wilson
Secretary



Kanika Gupta
Visibility &
Communications



Tatyana Loerffler-Vulpe
Rehabilitation Centre
Fundraising



Amin Zahrai
Rehabilitation Patient
Support Program



Lorne Blackman
Retail Programs



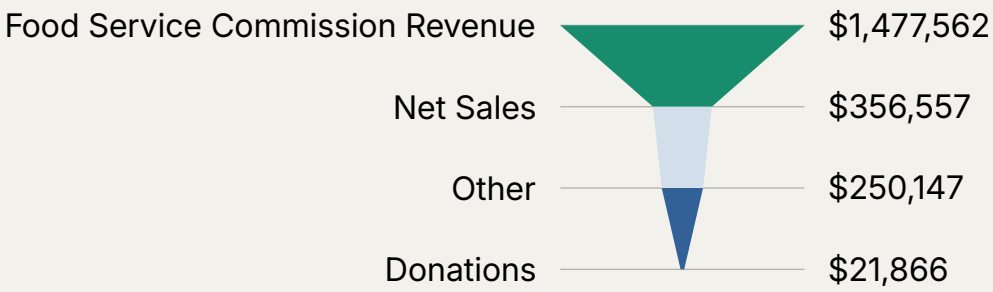
Faduma Wais
Membership Engagement

A special thank you to Aaron Slingerland, observer for TOH and
Heather McLean, observer for TOH Foundation

2025-26 Financials

The Ottawa Hospital Auxiliary Statement* of Financial Position
For the year ended March 31, 2025

REVENUE

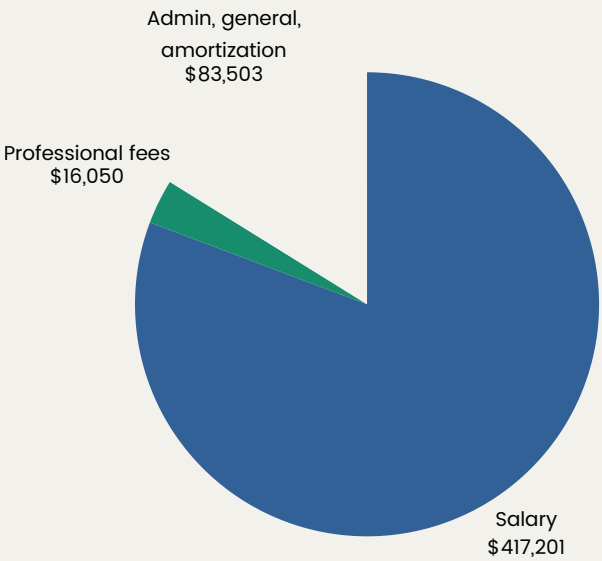


CONTRIBUTIONS

$1,448,082

The Ottawa Hospital

EXPENSES



*Please note that details of the Statement of Financial Position are available upon request at info@TOHAuxiliary.ca

Thank You







www.TOHAuxiliary.ca | info@TOHAuxiliary.ca

The Ottawa Hospital
Auxiliary