

**Mark Preece Family House
Annual Report
2020**

Guests and Guest Services:

- It appears that the change in referral patterns for cardiac patients from northwestern Ontario is beginning to be felt as our occupancy was down for the beginning of the year. May began with very high occupancy and turnaways.
- We were successful in receiving taxi chits for trips to the Juravinski from Blue Line Taxi in May. We also have a volunteer driver who is making trips to all hospitals.

House Operations:

- The roof that was damaged was repaired in March. We had an improved experience with the insurance company and excellent service from the roofer.
- A contract was awarded to do the HVAC repairs in March and it was completed in May.

Sustainability:

- The Dream Vacation travel raffle started in February and was drawn at Golf4Life. Proceeds were net \$20,000.
- Ginyasa was held for the first time in March.
- Golf4Life and Fall for Beer continued to be successful events.
- The Morin Walk, which has been held in Welland for the past six years, has been discontinued. A dinner in honour of John Sims was held on May 4 with proceeds to the House.

Awareness:

- The Marketing Committee is studying the remaining suggestions in the communications study.
- A video about volunteer and donation opportunities was produced again by Broadcast Media students at Mohawk College.
- Preliminary meetings were held with celebrity designer Jackie Glass from Cityline and her associates.

Human Resources:

Staff:

- An Employee Assistance Program for employees covered by benefits was offered in April.
- Health & Safety procedures were reviewed and improved. Training was held at a staff meeting and employees were provided with a Health & Safety handbook.
- The Employee Handbook was updated and distributed in March.

Volunteers:

- The spring holiday social was held in April with a trivia night theme.
- We were able to offer occasional rides to hospitals due to the addition of a volunteer driver in May.
- A workshop on criminal reference checks for volunteers and staff indicated that an annual attestation is fine.