

## ***General Meeting Agenda***

***April 10, 2019***

***Allied Arts – Menlo Park***

### ***Call Meeting to Order***

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- President Kelly Burns welcomed members to the April 2019 General Meeting at Allied Arts and called the meeting to order at 1:00 pm. She announced that there was a sufficient number of members in attendance to constitute a quorum.
- In addition, Kelly thanked the Luncheon Committee (Gail Klis, Toni Burton, Sandy Harris, & Deanne Weston) for all of their hard work in planning this spectacular event! Please remember to RSVP to Toni Burton if you are unable to attend the monthly General Meeting.
- Patty Ball introduced today's very special guests who included:
  - Sustainers: Carol Lameira, Betty Benson, Janet Steele, Beth Concklin, and Mary Ellen Beukers,
  - LPCH Personnel: Jean Berube (Director of Auxiliaries Relations), Susan Kinnebrew (Director of Child Life and Creative Arts), Malissa Magallanez (Auxiliaries Relations Assistant)
  - And Val Billuris! Happy Birthday, Val Billuris! Val turned 94, but she's turning it around! Happy #49!!!
  - Happy Birthday to all of our members who celebrate their special day in April!!!!!!! Celebrate you!

### ***Annual Campaign/Special Project – Denise Lehman***

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- Denise Lehman, the 2019 Annual Campaign chairperson, acknowledged that being the chair of a campaign is not a solitary task. "It is not a task for just one person; it takes a village." Denise expressed thanks to her group: Missy Ryan, Patt Burst, Kelly Burns, and Barb Springett.
  - Past campaigns have carved out small areas, but Denise would like us to focus on all children at the hospital. Although the hospital is amazing and state of the art, the children still feel a great deal of anxiety and apprehension. How can we keep the children active? How can they play?
    - The Child Life Creative Arts group provides support and activities to all children.
    - Denise introduced Susan Kinnebrew who explained the Child Life and Creative Arts department at LPCH.
- Susan Kinnebrew – Director of Child Life and Creative Arts (LPCH)
  - Main goal = reduce stress and anxiety of patients
  - Four years at LPCH – recruited from Miami, Florida
  - 24 team members in Child Life when she arrived in 2015 – now there are 70 in the department
    - Growth comes from support of community
    - Since 2017 – 28 new team members, 5 new play spaces (main, infant & toddler, teen lounge), saw more than 42,000 patients within six months, restructured department to

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develop a leadership team, implemented a squad delivery of service model (for preparation for end of life)

- Over 95,000 visits annually – child life, creative arts, play room, family resource center, hospital school
- Improve overall services offered to patients & families
  - Special event and donation process
  - Philanthropic support (positions, programs, materials)
  - Delivery of service model
  - Grow the Packard Paws (pet therapy) Program
- Go live, broadcasting from Sophie's Place to the bedside
- Implement a child life clinical advancement ladder
- 2 Art Therapists and 3 Music Therapists
  - Examples of activities – creation of feeling mandala in creative arts for patient and siblings & music to encourage movement
- 44 certified Child life Specialists
  - To provide developmentally appropriate education and explanations of the reason for hospitalization and treatment plans to patients and families
  - To provide opportunities for therapeutic play to enhance understanding/coping with anxiety
  - To provide procedural support/presence
- Pet Assisted Therapy (PATs)
  - Pet Partners: pet therapy visits by volunteers one time per week
  - Packard Paws Facility Dogs: trained and skilled dogs used therapeutically in LPCH inpatient and outpatient settings; working alongside clinical care staff
    - Currently there are three dogs Echo, Sonya, & Donnie
    - Hoping to acquire more dogs
- Five Playroom Coordinators in 3 playrooms
  - To provide medical free zone for recreational/play opportunities to patients and families in the playrooms or at the bedside
  - Main Playroom (all ages)
    - Outdoor play space
  - Infant Toddler Playroom (0 – 3yo)
    - Snoozelen/Multisensory Room
  - FYZ/Teen Lounge (13+)
  - Birthday Celebrations – balloons, gifts, poster – create amazing memories for patients and families
  - Special Events/Donations
    - At least 75 special events for patients and families –

- Family Resource Center and Sophie's Studio
  - 2 Librarians
    - To offer recreational and consumer health resources for patients and families
  - 1 Family Resource Center Liaisons
    - To provide a space for families to find relaxation, conduct personal business, and offer amenities that may have been forgotten at home
  - 2 Studio Coordinators
    - To capture what the patients, families and team and accomplished through the hospitalization
    - To provide opportunities for engagement and involvement
- What Does Success Look Like? Every child is engaged in activities.
- Denise reminded the members in attendance to please support this amazing opportunity that supports every child every day at LPCH.
- Barb Springett encouraged members to return their letters upstairs to The Thrift Box and the committee will mail the letters. Barb recommended reviewing the trifold - Packard PAWS, Sophie's Place, Art Therapy – that will be included in the mailing.

### ***Best of Box Update – Pam Darin & Joanne Salazar***

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#### **Update (Pam Darin)**

- Thank you for sharing your time and talent to make the Spring 2019 Best of the Box event a HUGE success! Your willingness to come together and make it happen is inspirational.
- A special thank you to the Best of the Box Committee members for organizing their respective departments and responsibilities – all with a SMILE! Please stand up and be recognized!
- We also want to thank our “moving crew,” led by Ron Garcia, for reconfiguring the store and then restoring it back to its original layout.
- Before we announce the financial results; we would like to note that it is just as important as the profit that each of you felt personal satisfaction and joy to be part of our amazing community. Here are the numbers:
  - Thursday Member Net Sales: \$7,626
  - Friday Net Sales: \$24,440
  - Saturday Net Sales: \$10,111
  - Total Profit for Spring 2019 is \$39,018!!!

#### **Update (Joanne Salazar)**

- Highlights of the event:
  - Lunch for volunteers on Thursday
  - Positioning jewelry in the front of the store was great; several customers mentioned that they liked the layout

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- Having a dedicated wrapping table for large items, such as china and glassware sets – worked well
- Members were flexible and willing to help each other with a smile.
- We conducted a shopper survey to determine how customers found out about the Best of the Box event.
  - Many thanks to the Welcome Committee led by Karen Hawkins, for their help in gathering responses from 416 shoppers! Results indicated the following:
    - 37% of BoB shoppers are loyal customers
    - 24% were walking by and saw the sign or welcomed by our crew
    - 18% were referred by a friend. Nice job spreading the word!
    - 7% read newspaper articles or ads
    - 6% got the postcard in the mail
    - 10% from other sources (FB, website, NextDoor, etc)
- Congratulations on a job well done!
- Fall Best of the Box . . . September 20 & 21
  - Chair Joanne Salazar & Co-Chair Chrisanne Beebe

***Recording Secretary – Chrisanne Beebe & Corresponding Secretary – Tracie Frandsen***

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- President Kelly Burns said, “Copies of the March Minutes and March Correspondence Log are posted at The Thrift Box. If there are no additions or corrections may I have a motion to accept the March Minutes and March Correspondence as posted.” **(MSP)**

***Auxiliary Treasurer – Joanne Salazar***

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- Due to the length of today’s General Meeting, the March Financial Report will be posted at The Thrift Box.
- Thanks for many of you who have signed up through Amazon Smile to support the San Jose Auxiliary for Children. I have had several members tell me that you now shop with pride. If you have questions about how to sign up, please contact me. If you are an Amazon Prime member, you can still participate in Amazon Smile.
- The March Financial Report:

San Jose Auxiliary Report		
Opening Balance on March 1, 2019	\$26,478.67	
Total Receipts	\$113,160.00	Itemized Transactions
		\$112,000 – Thrift Box quarterly donation to LPFCH
		\$160.00 – memorial donations
		\$1,000.00 – Member Dues
Total Disbursements	(\$119,904.97)	Itemized Transactions
		(\$112,000.00) – LPFCH Quarterly Donation

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		(\$7,500) – Stella B Gross Trust Donation to LPFCH
		(\$210.00) – \$160 Member Donation, \$50 SJ Aux
		(\$49.75) – Corresponding Secretary
		(\$29.50) - Newsletter
		(\$40.72) – Treasurer Expenses
		(\$75.00) – CA Charitable Trust Registration
<b>Ending Balance on March 31, 2019</b>	<b>\$19,733.70</b>	

- There was no activity in the Teen Van account. We are kicking off the Annual Campaign today! I have hard copies with me today of the monthly financial reports, along with the check registers, for your review. A copy of the March Financial Report for the Auxiliary is posted outside the manager's office. Please contact me any questions.

***Thrift Box Treasurer – Barbara Saka***

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- Due to the length of today's General Meeting, the March 2019 Treasurer's Report will be posted at The Thrift Box.

**Thrift Box Treasurer's Report for March 2019**

**Thrift Box Checking Account (non-BoB):**

Beginning Balance	\$115,942.11
Plus Receipts	+53,049.88
Less Disbursements	-126,120.54
Ending Balance	<b>\$42,871.45</b>

<b>BoB Receipts</b>	46,862.62 (\$8,400 > March 2018 BoB; \$900 > Sept 2018 BoB)
Less Disbursements	-1,606.71 (March only; BoB expenses total ~\$3,200)
Ending Balance	<b>\$45,255.91</b>

**Thrift Box Savings Account:**

Beginning Balance	\$17,972.22
Plus Receipts	+2,000.00 (standard monthly transfer from checking)
Plus Interest	+.48
Ending Balance	<b>\$19,972.70</b>

- With a beginning balance of \$116,000; receipts of \$53,000; and disbursements of \$126,000; our non-BoB ending cash flow balance is \$43,000. Receipt highlights:
  - **Monthly:** March 2019 receipts of \$53,000 are nearly \$2,000 or 4% higher than prior year March. "Average sales per days open" was \$2,056 versus \$1,777 in March 2018, an average gain of \$280/day.
  - **Year to Date:** Sales are \$30,600 higher than the same 3-month period in 2018:

+\$22,000 higher from normal store business \$8,400 higher from BoB.

- **Credit Card (CC) Sales:** Non-BoB credit card sales averaged 40% of total sales with an average sale of \$28, as compared to \$9 for the average cash sale. 81% of BoB sales were via CC and the average sale was \$83. CC fees averaged 1.9% in March versus 2% in Feb, 2.3% in Jan, 2.7% in Dec and 2.5% in Nov.

**Note to all Store Cashiers:** please take a moment to properly hit the Cash or Charge key on the registers to assist us in financial reporting.

- Disbursements of \$126,000 include our quarterly LPCHS contribution of \$112,000. Our PG&E bill was only \$164.
- As always, a special shout-out to our Assistant Treasurers Maureen, Shaye & Suzanne and to all TB volunteers for your dedication and hard work! Whether you work upstairs, in the store, or manage the store or a project, it takes a Team Effort to make a difference.
- Please feel free to email or call me with any questions you might have regarding our financials. They will be posted upstairs outside the managers' office.

### ***Past President – Linda Herschbach***

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- The Thrift Box will be open for extended hours (4:00 – 7:00) on Saturday, April 13 for the Willow Glen Wine Walk.
- The Annual Sustainers' Tea will occur on May 5. Invitations have been mailed and Linda looks forward to welcoming a large number of Sustainers to this year's event. It is a great time to socialize and share memories of The Box.

### ***Newsletter – Carol Lindsay***

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- The deadline for the May Newsletter is April 17 at noon.

### ***2<sup>nd</sup> Quarter Managers – Patti Barber & Pam Darin***

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#### **Managers' Comments (Pam Darin)**

- We would have much less success on a day to day basis without everyone's contribution, i.e. there is no sales floor if there are no upstairs departments/workers.

#### **Managers' Comments (Patti Barber)**

- The TB is growing at a rate that's both impressive and daunting! Success = challenges
- If upstairs departments could staff workers from 10 – 4, we could continually stock merchandise and not have a backlog
  - Home Décor and Outside Donations need workers
    - Can you find one shift per month to help?
    - Even one shift per month can make a difference!

- Reminders
  - AM shift workers need to arrive by 9:30 – there is lots of housekeeping to take care of before opening at 10:00.
  - PM shift workers need to arrive ready to work by 12:45 for meeting with manager; the PM shift continues until 4:30 for more housekeeping activities
- Be mindful of the coin and currency that you accept! A carwash token was accepted as a quarter!

### ***NEW BUSINESS***

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- Raffle Drawing – Denise Lehman and Barb Springett
  - All proceeds from the raffle will go to the Annual Campaign.
  - Many thanks to Denise's posse aka the 2018 Provisionals for organizing the raffle!
- Remember to pick up your friends' letters before you leave!
  - Extra letters are located upstairs at The Box!

### ***ANNOUNCEMENTS***

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- May Board Meeting
  - Wednesday, May 1 @ 9:30 am
  - Home of Chrisanne Beebe
- May General Meeting –
  - Wednesday, May 8 @ 11:30 am
  - Pedro's in Santa Clara

Motion to adjourn meeting. **(MSP)**

Meeting adjourned at 1:57 pm.

Respectfully submitted,

**Chrisanne Beebe**

Recording Secretary