



HUTCHISON HOUSE ANNUAL REPORT 2019

Hutchison House Museum is a dynamic, interactive heritage site that offers visitors meaningful living history experiences. It operates with a strong customer-service focus that builds on its reputation as a unique cultural attraction in Peterborough.

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ORGANIZATION AND MANAGEMENT 2019

Peterborough Historical Society Board

Executive:

President Dale Standen
Vice-President Bob Taylor-Vaisey
Treasurer Paul Lumsden
Secretary Diane Ostrom
Trustee Wayne Godward
Correspondence Secretary Linda Chandler
Bulletin Chair Jodi Aoki
PACAC Representative Deborah Keay (started April 2019)
Management Committee Chair Don Willcock

Members at Large:

Bill Corbett (resigned April 2019) Dion Gemmiti

Trust Funds Trustees:

Chairperson Peter Darling
Treasurer Marilyn MacNaughton

Members at Large:

Dennis Carter-Edwards Norman Savage Wayne Godward
Paul Lumsden Dale Standen
Adviser Sue Young

Hutchison House Management Committee:

Chair Don Willcock
Finance Bill Carson
Gardens Betty Hinton
Property Paul Lumsden
Friends Michael Peterman
Acquisitions Linda Chandler
Members at large Bill Corbett
Recording Secretary Erin Panepinto

Staff Members:

Administrator/Curator Gale Fewings
Museum Assistant Erin Panepinto

Summer Staff:

Scottish Tea Coordinator: Farah Bubteina and Theresa Saver-Manmua
Museum Programming Assistant: Skylar Gibeault

Hours of Operation 2019

Month	Days	Hours	Volunteer	Visitor	Total People
January	24	192	97	203	300
February	19	152	37	118	155
March	21	168	58	141	199
April	20	160	104	136	240
May	23	184	124	143	267
June	20	160	131	263	394
July	26	208	206	650	856
August	27	216	212	740	952
September	23	184	82	222	304
October	22	176	116	378	494
November	23	184	144	347	491
December	17	136	94	372	466
Total	285	2,120	1,405	3,713	5,118

Note: Visitor attendance in 2019 was down by a total of 63 people over the previous year, however, there was an increase in volunteer activity. The overall difference in attendance at the museum was 22 people less than the year before. 2019 was split evenly with half of the months having an increase in foot traffic and half showing a decrease. The month with the biggest decrease in visitors was October. This was because there were less people at our Halloween event and fewer school programs.

Financial Report

Hutchison House will have a small deficit for the 2019 Fiscal Year ending December 31, 2019. Due to an increase in the Service Grant from the City of Peterborough and the involvement in the Kawartha Bingo Sponsors Association, Hutchison House managed to significantly reduce the size of the deficit in 2018. With the increase in revenue from these two sources, no funds were needed from the Maintenance Trust in 2019.

P. T. Lumsden

Chair – Hutchison House Financial Committee

Friends of Hutchison House Report

This year the Friends of Hutchison House donated a generous \$3875.00 to Hutchison House. A letter was sent out by myself and Gale Fewings in June and 24 Friends replied contributing to an impressive total. The figure was strengthened by a number of gifts to Hutchison House from PHS members who added a figure to their membership dues

As you may imagine, maintaining the mid-1800s stone house and operating a living history museum with limited resources is challenging and we do need financial support from community members. To all who share a love of history and the wonderful world of museums, we would like to extend a warm

invitation to join us in supporting the museum through our Friends of Hutchison House program. With the help of our friends we will continue to share, teach and inspire for many years to come!

Michael Peterman
Chair: Friends of Hutchison House

Property Report 2019

The following projects were completed during the year:

- Floor of the Keeping Room was ‘power washed’ on hands & knees by the Baker Family on Family Day
- The six storm windows on the museum were replaced with Lexan glass funded by a grant from Edith and David Mitchell.
- The limestone patio was replaced with grey interlocking paving stones to provide a smooth area for luncheons and meetings outside.
- The dying sugar maple tree at the south-east corner of the property was cut down by the City Works Department and replaced at the end of the parking area.
- Student volunteers from Lakefield College assisted our gardening committee members in the spring clean-up of the gardens and lawn and the fall leaf clearing along with a major trimming of shrubbery on the property.
- As part of the new Strategic Plan a List of Capital projects was prepared outlining improvements needed over the next five years to the exterior and interior of the Museum. Maintaining a 180-year-old heritage building is very expensive and delaying improvements only multiplies the costs. The major item in the \$90,000 cost estimate is the replacement of the gingerbread fascia trim work that is now starting to fall apart.
- Annual inspections of the plumbing, electrical system, heating and air conditioning, security systems and chimney inspection and cleaning were completed.
- As a result of the above-noted inspection a list of capital projects was completed with cost estimated for the period of 2020 to 2024. This list can be viewed as part of the new Strategic Plan 2020-2025.

As Chair of the Property Committee, I want to take this opportunity to thank each and every Volunteer that has helped this year on various inside and outside projects that are so important to keep this 180-year old property in good condition. Don Willcock, Bob Green, Betty and Bob Hinton, Linda Lumsden and Members of the Gardening Committee Juli Hiller, Lois Scott, and Sherry Lynne McMahon. Thank you all.

Respectfully Submitted,
Paul Lumsden, Chair

Bookshop Annual Report 2019

Total number of books sold: 63
Value of sales: \$ 809.80
Profit: \$547.12
End of year inventory: 969
Inventory value: \$ 4,620.59

Garden Committee Report 2019

2019 was a season of highs and lows for the gardens. Juli Hiller, Lois Scott and Sherry Lynn McMahon faithfully assisted the Chair, Betty Hinton; other volunteers helped during the season.

Garden work was done from April 11 to November 3.

Paul Lumsden and Don Willcock pruned back overgrown shrubs on either side of the picket fence so that the fence could be painted, a project that will be done in 2020.

A major cleanup of the grounds was done by Paul, Don, Bob Green and Betty on April 14, assisted by 6 Lakefield College students.

A huge amount of work was done almost daily in May and June. Roses were pruned, gardens weeded and dug out, perennials transplanted, new plants were bought and planted.

Bob Hinton removed the boards from the compost box and the compost was removed and dumped down the east hillside by Rob Panepinto where Rob had removed the wooden stairs which were unstable.

One highlight of the spring was that one flower bloomed on the yellow Lady slipper! We despaired that we had lost this plant which had thrived in its location for 40 years. We hope to nurse it back to health.

Some perennials and hostas were potted up and sold at the Gilmour St. Yard Sale held at Dale Standen's home on Saturday May 25.

The gardens responded to our care and looked beautiful. The disaster (almost) struck. The summer was hot with little rain, and due to family health issues the Chair did not organize work parties. As a result the weeds flourished and took over most of the gardens.

In October some perennials were cut down in the east and west beds to allow Paul Lumsden to install Lexan on the house windows. Paul also cut down to ground the beautiful lilacs growing in front of the south wall of the house so that the historic plaque is visible.

On November 3, four volunteers assisted by 6 more Lakefield College students cut down most of the plants in the gardens and bagged them ready for city pick up.

Late in November the Curator met with Kelly McDowell, Charlene Creelman, and Reuben Noteboom from the Peterborough Community Medicine Garden group. Members of the group have planted an herb garden behind the Mount on Monaghan Road. Their aim is to educate the public about the importance of herbs in improving our health. It is hoped that this group will assist with rejuvenating the herb garden at Hutchison House this coming growing season.

A new chair of the Garden Committee needs to be recruited to carry on the great gardening tradition of Hutchison House, enhancing the beauty of our heritage museum.

Betty Hinton
Chair, HH Garden Committee

Acquisition Committee Report

Committee Members: Linda Chandler: Chair, Loretta Terry, Barbara Barkley, Bob Laing, Juli Hiller, Gale Fewings: Curator, Erin Panepinto: Collections Manager

The committee met in April and July. The committee accepted thirteen items as a result of the two meetings, these included; a print of Queen Victoria, picture frame, a military flop bed, woven coverlet, butter trencher, a gold locket given by Sir Sandford Fleming to his wife Jeannie, with portraits of the family on one side and Sanford and Jeannie on the other, a gold Waltham pocket watch given to Walter Fleming from his father in 1869, a 5pence Beaver stamp from 1859, a birthday message to Sandford Fleming for his 80th birthday, a sampler, men's mourning handkerchiefs, mourning cards, a piano scarf, for use for display and exhibits, nursery rhyme plate dated 1888, and a book of bound Journal Articles in the Canadian Journal signed by James Hall, 1861.

Respectfully submitted by Linda Chandler
Chair: Acquisition Committee

Exhibitions

November 2018 to April 2019

Child's Play?

- This exhibit explored the history of children's toys from early prehistoric dolls to modern day electronic toys.
- Artifacts in the exhibit included: Lincoln logs, toy cook stove, cup and ball, dolls, paper dolls, toy sewing machines, toy tea set, wooden puzzles, Ken and Barbie, die-cast cars and figures, Raggedy Anne, Cabbage Patch dolls, marbles, dominoes, English and Italian playing cards, pick up sticks, trains, slinky, miniatures and more.
- Research for this exhibit included the history of toys, toys/games that were created with a different purpose originally, toys/games that were created by accident and the history and inductees of the National Toy Hall of Fame in Rochester New York.
- Artifacts for this exhibit were loaned by Linda Lumsden, Juli Hiller, Linda Chandler, Stephanie Ford Forester, Bob Laing, Bob Taylor-Vaisey, Gale Fewings, Erin Panepinto, Peter Darling, Don Willcock, Bill Corbett, Carol Marsland, Wayne Godward and Diane Ostrom.

April 2019 to November 2019

The Victorian Era (1837-1901)

- In honor of the 200th Anniversary of the birth of Queen Victoria this exhibit explored the life of Queen Victoria and some of the developments from that period.
- Artifacts on display came from the Hutchison House Museum collection, as well as Linda Chandler, Loretta Terry, Bob Laing, Bill Corbett, Betty Hinton, Carol Koeslag, Walter Lewis and Edith McKinley.
- Linda Chandler researched and curated the section on Victoria's early life, marriage to Prince Albert and hobbies. Artefacts in this case included a portrait of a young queen as well as framed pictures of Victoria as a child, a statue of her dog Dash, as well as a framed copy of a sketch Victoria did of her dog and a small easel and painting supplies.

- Loretta Terry researched and curated the section on Egypto-mania, mummies and mourning. Artefacts in this section included a statue of Baset (the cat goddess), a bust of Nefertiti and mourning shawl, mourning handkerchiefs and mourning cards. Also in the case with the Victorian mourning practices were a hair wreath, as well as hair rings, a hair receiver pot and a watch fob made of human hair. These were common in the Victorian era as a way to keep a piece of a lost loved one.
- Staff researched and curated the middle case which focused on some of the developments in the Victorian era. Topics included the development of the postage stamp, Victoria as Empress of India, Victorian decorating, the increase in interest in natural history and the beginnings of the ‘museum’, photography, the railroad, the 1860 North American Tour of the Prince of Wales (which included a stop in Peterborough), child labour laws, The Great Exhibition, Victorian morals and the rise of the middle class. Artefacts featured included a stereoscope and stereo views, 1860s paintings and vases, a chimney sweep and children’s shoes, elephant tea pot and statue of Queen Victoria as Empress of India.

November 2019 to spring 2020

Winter Activities

- This exhibit explored winter in 19th century Peterborough and some of the activities and clothing required stay warm out-of-doors.
- Artifacts in this exhibit included: an otter muff, a fur shawl, winter bonnet, adult and child snowshoes, 19th century and 1950s skates, wooden sled, and beaver fur hat and gloves, wooden skis as well as an early woolen ski outfit. There were also photographs from the Roy Studio collection of winter activities around Peterborough.
- Text for the exhibit was a combination of a variety of text panels from a mix of past exhibits.
- Artifacts for this exhibit were loaned by Linda Lumsden, Peter Darling, Don Willcock, Carol Koeslag, and Edith McKinley as well as the museum collection.

Virtual Exhibits

Two virtual exhibits created in 2006 and 2011 are still available for viewing on the Virtual Museum of Canada on the Community Memories page.

Growing Up in Peterborough: A Century of Stories

- The exhibit features photographs and stories of 11 people of varying ages that grew up in Peterborough and were living in the community again as adults. Some of them never left, while others returned after living away from their hometown.

The Life and Times of Dr. Hutchison in the Backwoods of Upper Canada

- The exhibit focuses on the life and medical practice of Dr. John Hutchison. Some of the details of his life are told through the words of friends and family, including Catharine Parr Traill, Susanna Moodie, Francis Stewart and Sir Sandford Fleming.
- The exhibit features over 100 images and is linked to the Hutchison House Museum website.

Special Events including Demonstrations

Hogmanay: January 1, 2019

- Demonstrations of Scottish traditions included the 'First Footer' and Burns' Address to the Haggis
- Food sampling of traditional sweets and savouries with items such as haggis, Scotch eggs, potted salmon, oatcakes, cheese, black bun, clootie dumpling, and shortbread. Due to the increase in cost for the liquor licence, this was the first year that we did not offer Atholl Brose for sale. Instead we had warm apple cider that people could have along with their lemonade, coffee and tea.
- Highland dance demonstrations, fiddle playing, bagpipes and drums rounded out the live music component.
- Costumed interpreters provided tours of the House.
- We had approximately 150 paying visitors as well as approximately 50 volunteers. There were lots of tours and lots of new faces. We had MPP Dave Smith and Senator Robert Black in attendance this year.
- Unfortunately due to a plumbing issue with the lower washroom, guests were unable to use the accessible washroom, and visitors had to use Styrofoam cups for their hot beverages to cut down on the amount of water going down the drain. Despite this setback, the event was successful.

Scottish Halloween: October 26, 2019

- A mix of traditions of the old and new world
- Children's hands-on activities and games with make your own toilet paper roll mummies, snap-apple, monster mush, and fortune telling and food samples.
- Haunted house on upper floors of the museum with a trick-for-a-treat component at the front door area.
- 160 visitors (mostly young children accompanied by adults) took part in the event.

Victorian Christmas for Kids: December 15, 2019

- Children were invited to make a Christmas craft (coffee filter angels) and sit on a quilt in the Keeping Room by the fire and listen to a volunteer reading Christmas stories, as well as tours of the decorated House.
- Gingerbread men were cooked over the fire and there was apple cider for refreshments.
- About 50 visitors and 5 volunteers took part.

Curator's Report on Museum Activities 2019

In-House Annual Special Events

Hogmanay, Scottish New Year's celebration (January)

Eight Heritage Luncheons (February, March, April, May, June, October, November, December)

Distaff Day (January)

Peach Tea (August)

Haunted Halloween (October)

Victorian Christmas for Kids (December)

Workshops

March Break –we ran eight 1/2 day programs for children. We offered wet felting, bookmaking, puppets and a pioneer day camp where children made rag dolls, apple sauce on the fire, wrote with quill pens and played games. We had 40 children participate in March Break last year.

Wednesday morning workshops for ages 6-12 during the summer included: felting, pioneer days, bookmaking, fairy gardens, fairies and woodland elves and teddy bears. We had 33 children participate in the various workshops throughout the summer.

We offered 3 PA Day camps in 2019. In February we ran the very popular woodland fairies and elves and fairy gardens, in April we offered marionettes and in September we had pioneer day camp. We had 18 children participate in the three different PA Day camps.

We hosted one birthday party in 2019 where children dressed in period costume, made rag dolls, had a tour of the museum, ate birthday cake (which parents provide), opened gifts and played a popular pioneer game called ‘hide the thimble.’

Educational Programs

The school programs booked most often included 19th Century Christmas and the Let’s Have Lunch! We also had a few bookings for 19th Century Daily Life as well as one Scottish Halloween program. The total number of students that visited in 2019 was 427. This represents a small decrease in students over 2018. Of the 427 students 184 students were high school/college students from Fleming College or Trent University.

We have had an increase in the number of ESL (English as a Second Language), Recreation and Leisure and Dual Credit classes from the post-secondary schools. We had 243 students from elementary schools as well as a Brownie and Sparks troops.

Groups

Five bus tours to the museum for Scottish Tea and tours took place last year- all from the Greater Toronto area and the Regional Municipality of York. Groups included the Golden Age Club, Pickering Pentecostal Church Seniors, Aurora Seniors and Central Peel Probud. A group from the Duncan Mills Co-op in Don Mills only toured the museum.

Group tea and tours included Adelaide Retirement Home, Regency Retirement, Community Living Seniors Women’s Group, Rosewood Estates Cobourg and the Canadian Mental Health Association.

Other Activities in Support of the Local Community

Hutchison House provided Trent Valley Archives with costumes for their cemetery pageant in the fall.

Hutchison House provided opportunities for local high school students looking for volunteer hours in order to graduate. Opportunities included guiding, working events, helping in the kitchen for Scottish Tea and gardening.

Hutchison House was approached by the Peterborough Community Medicine Garden about a partnership. Group members will help to maintain the herb garden and in exchange the museum will provide space for them to run herbal workshops. This will be a great partnership for the museum as it will help us with the gardens as well as be a learning experience for staff and volunteers.

The Peterborough Handweavers and Spinners rented the museum to celebrate Distaff Day on Sunday January 13, 2019 from 1-3pm. Distaff Day is the day after Epiphany and is traditionally the day women went back to work after the Twelve Days of Christmas. A distaff is the wooden rod that holds the flax or wool on the spinning wheel. The name refers to woman's work and the female side of the family. Often men and women would play pranks on each other throughout the day. During the celebration Hutchison House provided guides for tours and apple cider and shortbread for visitors. The guild had about 10 spinners and weavers on hand doing demonstrations.

Hutchison House participated in two different yard sales in the spring: The Gilmour Street Yard Sale and the Delta Bingo Sponsor Associations Yard Sale.

Outreach

Hutchison House participates in the Peterborough Pass offering free admission through the New Canadians Centre.

Hutchison House participates with the Institute for Canadian Citizenship Cultural Access Pass which allows free admission to new Canadian citizens through a Federal Government initiative.

The museum supplied gift certificates for Scottish Teas to several local organizations for their fund-raising events including the Women's Art Association, and the Community Counselling and Resource Centre. The value of each certificate is \$40

In-house Activities

Conservation

To help control the humidity levels in the building we made use of dehumidifiers on each floor when necessary during times of high humidity. In cases of low humidity portable humidifiers were used when needed. Basins of water were also placed near the radiators in an attempt to add moisture to the air where possible during the winter season when indoor humidity levels drop significantly.

Readings throughout the house of temperature and humidity were taken twice daily.

The Baker family scrubbed the Keeping Room floor on Family Day for the tenth year in a row. The Baker family has been invaluable in helping to complete this task.

Research

Staff assisted researchers who were conducting independent research and made the reference library available to researchers of various topics.

Staff and volunteers conducted research to develop a new exhibit celebrating the 200th Birthday of Queen Victoria and some of the many defining developments of the Victorian era. Topics included: early life and marriage of Victoria, photography, the railway, postage stamps, child labour laws, the Royal Tour of the Prince Regent (which included a stop in Peterborough), Natural History and the rise of the museum, Victorian décor, Egypt-mania, Empress of India, Victorian mourning wreaths and customs, the scope of the British Empire and more.

Staff conducted research for the trivia on the Heritage Luncheon menu cards. Topics that appeared on menu cards included people and events such as Heinz baked beans, the ascension of Queen Elizabeth II, Dublin Coddle, apples, cabbage, Jack the Ripper, William Lyon Mackenzie, asparagus, pineapple, Hazelbrae, golden jubilee of Queen Victoria, kuchen, plums, debut of Charles Schultz 'Peanuts', meatloaf, clapsnot, gingerbread and the beginnings of the Peterborough Historical Society.

Staff conducted artefact and historical trivia research for the museum's mystery object posts on our Facebook page. Mystery objects included a vegetable mandolin, stereoscope, wool winder, toaster, ice tongs, sugar nippers, Betty lamp, cruisie lamp, apple peeler and double wick lamp.

Staff conducted research into the history of various events for our social media accounts for 'On this Day in History', holidays and trivia related to Hutchison House Events. Topics for research included: Distaff Day, Feast of St Agnes, Feast of the Ass, Wassailing the Apple Tree, Up-Helly-AA at Lerwick, Robert Burns, Feast of St. Brigid, Candlemas, Dr. Hutchison's arrival in Upper Canada, Valentine's Day, St. David's Day, Mardi Gras/Shrove Tuesday, Ash Wednesday, Day Light Savings, Ides of March, St. Patrick's Day, Full Sap Moon, National Doctor Day, April Fool's Day, Tartan Day, National Volunteer Week, women's right to vote, Good Friday, National Tea Day, Easter Sunday, Canada Book Day, Canada's first postage stamp, May is museum month, Queen Victoria, International Museum Day, the Simcoe-Huron Railroad, peaches, Lammas, Downton Abbey, Labour Day, International Literacy Day, #askacurator day, Flemings map, Mabo, Dr. Hutchison's apprenticeship, Michaelmas, All Saints Day, All Souls Day, shortbread, Guy Fawkes Day, the last spike, Martinmas, Remembrance Day, jam, A Christmas Carol, wreaths, Stuart McLean, Christmas, Stir Up Sunday, gingerbread, St. Andrew's Day, pumpkins, Thanksgiving, Trick-o-treating, Apple Day, Halloween games, Mischief Day, Empire Cheese, Hop-tu-Naa, St. Nicholas Day, Proposal for the Peterborough Historical Society, Hogmanay, Yule, Hanukkah, Holiday catalogues, Catharine Parr Traill's Christmas, Boxing Day and more!

Staff and volunteers conducted research into artefacts donated and being considered for acquisition to the museum including a nursery rhyme plate, dresser scarf and sampler.

Promotions & Social Media

Paid advertising included ads placed in a variety of local tourism publications, the Link, Cottage Country Connection and Kawartha Visitors Guide.

Press releases were sent to local media publicizing all events, workshops and fundraisers scheduled throughout the year.

Hutchison House is showcased online through various websites including Trip Advisor, and Canada's Historic Places, Yelp.ca, Peterborough Ontario.com, Events Ontario, The City of Peterborough, The Facebook page is utilized and is continually updated as to what is happening at the museum. The

Facebook page can be viewed at <http://www.facebook.com/pages/Hutchison-House-Museum/120961071272046> and is linked through the museum homepage. Visitors do not need to be a member of Facebook in order to view the page. As of the end of 2019 Hutchison House had 612 followers on Facebook. Our page was viewed over 97,284 times over the year and had visitors engaged about 6,779 times. Visitor engagement with our Facebook page increased 3x over the previous year as followers interacted and shared page content. The Hutchison House Facebook page also features mystery objects, holiday trivia, local or relevant historical trivia (on this day in history... or did you know?) that continually brings followers back to our page. Dr. John Hutchison also has his own Facebook page that can be followed online.

The Hutchison House Museum Twitter account currently has 108 followers and is linked to our Facebook page, so that any post on Twitter also appears on Facebook. Check us out at <https://twitter.com/HutchsionHouse>. @HutchisonHouse .
Hutchison House Museum Instagram account currently has 92 followers. Check us out at <https://www.instagram.com/hutchisonhousemuseum/> to follow @hutchisonhousemuseum. Hutchison House is still very new to Instagram and the platform requires a smart phone to update, so there aren't as many posts.

Hutchison House uses Google Analytics to track visitors to our website. Hutchison House currently has a 4.5 star google rating. In 2019 Hutchison House was found on google 858,514 times. Directions were requested 594 times. Visitors went to our website from google 1,280 times. Hutchison House was contacted 146 times through google.

The website was continually updated with news and events for the museum. The organization's websites can be viewed at www.hutchisonhouse.ca and www.peterboroughhistoricalsociety.ca. Plans began in 2019 for a new website for both Hutchison House and the Historical Society which will be completed in 2020.

Grants

CMOG - Community Museum Operating Grant, Ministry of Tourism, Culture and Sport
Hutchison House was able to retain the same amount of funding from the previous year receiving \$15,090.00

YCW - Young Canada Works in Heritage, Heritage Canada
This federal program is administered through the Canadian Museums Association. In 2019, Hutchison House received funding for one summer student in the amount of \$ 4,795.78 toward summer staff wages.

CSJ—Canada Summer Jobs
Human Resources and Skills Development Canada is a federal agency. We were fortunate to acquire funding for two summer students through this program in 2019 receiving \$ 7,812 to help with student wages.

City of Peterborough – Municipal Capital Facilities funding
Hutchison House received \$ 43,344.

Volunteer Report 2019

Adult Volunteers: 32

Junior Volunteers: 46

Volunteer Hours: approximately hours: 11,240

Hutchison House Museum opened its doors 42 years ago on May 24, 1978 and since that time interpretation, programming and special events have constantly evolved and expanded with the times. Tremendous support from volunteers and the community ensures that Hutchison House continues to be an important landmark. Over the years many participants have played a significant role in developing and maintaining a high standard of professionalism at the house.

People of all ages lead very busy lives these days and our volunteers are certainly no exception. They are tireless in their efforts to make Hutchison House welcoming and vibrant. They also strive to support the museum financially through various fundraisers and activities, all of which require copious hours to pull together. We can never say "thank you" enough!

Volunteer Fundraising: Total funds raised by Volunteers: \$ 18, 242.24

1. Christmas Market: \$ 3,131.10
2. Queen Victorian Afternoon Tea: \$ 486.23
3. Downton Abbey Servants' Luncheon: \$ 470.47
4. Fireside Stories (A Christmas Carol/A Child's Christmas in Wales, etc.): \$810
5. Yard Sales: \$760.95
6. Bingo: \$12,583.49

Volunteer Activities in 2019

Linda Chandler, Loretta Terry, Carol Marsland, Juli Hiller and Erin Murphy worked hard to plan, and execute four different events on behalf of Hutchison House. Their first event was a Queen Victoria Afternoon Tea held on Victoria Day. This was an afternoon tea in honour of the 200th birthday of Queen Victoria who was born May 24, 1819. An exhibit in honour of Queen Victoria was put together in time for the event. Juli Hiller made white bunting that was strung in the rafters of the Keeping Room ceiling. The tea was sold out and everyone enjoyed the delicious food that the girls prepared.

The second event was a Downton Abbey themed servants' luncheon in the Keeping Room that tied in to the release of the Downton Abbey movie in theatres. It was a very popular event and sold out in less than three weeks. The Keeping Room was set with three large tables and food was passed along the tables family style. A delicious potato bacon soup was dished out from a large pot on the hearth table. Linda, Juli and Loretta dressed in black with white aprons to be more in keeping with the 1920s servants. At least one customer dressed in period costume for the event. The museum was very thankful for four movie passes that were donated by the Peterborough Galaxy Cinema for our event. They were offered as door prizes to two lucky visitors. The event was very well received by those that attended.

The last events were two days of fireside Christmas stories in the Keeping Room. For both events there was a trio of carolers as guests were arriving, and a choice of desserts and hot apple cider. For the first

day guests enjoyed a recording of Orson Wells reading of *A Christmas Carol* by Charles Dickens. Recordings on the second day included three shorter stories: Dylan Thomas reading his own story *A Child's Christmas in Wales*, Alan Maitland reading *The Gift of the Magi* by O Henry and Stuart MacLeans *Polly Anderson's Christmas Party*.

The Peterborough Historical Society joined the Kawartha Bingo Sponsor's Association in April 2019. Volunteers and staff from Hutchison House were scheduled to help with bingo sessions taking place monthly. This has proven to be a very worthwhile fundraiser for the museum and the funds go toward covering some of the expenses incurred through programming and events.

Volunteers also assisted with the following:

Cooking and food preparation for: Hogmanay, Luncheons, Peach Tea, Queen Victoria Tea, Downton Abbey Servants' Luncheon and the Fireside Stories events.

Volunteers assist with a wide variety of events: Hogmanay, Heritage Luncheons, and Halloween decorating and food preparation, Haunted Halloween, Victorian Christmas, Distaff Day and Peach Tea.

Organizing & running events: Christmas Market preparations, Queen Victoria Tea, Downton Abbey Servants' Luncheon and two days of Fireside Christmas stories.

Programming assistance: school programs, workshops, tours, preparation for programs

Helping with the museum collection: artefact research, inventory and condition reports.

Property Maintenance: building & grounds upkeep, gardens, house cleaning

Volunteers sit on the Management Committee and other committees such as: Garden Committee, Property Committee, Acquisitions, Friends of Hutchison House and Finance. .

Guiding: Scottish Tea, events, programs and group tours.

And so much more!

Volunteer Recognition

Volunteer Service Awards: The following received Volunteer Service Awards from the Province of Ontario in recognition of their many dedicated years of service at Hutchison House Museum.

Betty Hinton 40 years

Phyllis Nelson 40 years

Annette Diamond 10 years

Doug Lavery 10 years

Dana Jordan 5 years (youth)

Gabby Lockman 5 years (youth)

Rachel Baker 5 years (youth)

Volunteer Appreciation

A volunteer appreciation gathering was held in June. Summer students prepared scones and fresh strawberries to serve to the volunteers.

A holiday pot-luck lunch was held in December for the volunteers and staff as an ‘office Christmas party’.

The Peterborough Historical Society monthly Bulletin includes a written report given by the curator and often the deeds of volunteers are sited in the publication.

Acknowledgement of the volunteers’ accomplishments are posted on a variety of social media including Facebook and Twitter.

Several meetings for the volunteers were held throughout the year with museum news and a social time.

Junior Volunteers

In summer, 36 tea servers and 10 junior guides and kitchen helpers volunteered at Hutchison House. Three summer students were hired; Skylar Gibeault was hired as Museum Programming Assistant under the Young Canada Works program, Farah Bubteina and Theressa Manuma were hired as Scottish Tea Coordinators through a Canada Summer Jobs grant. Both Sky and Farah also worked at the museum during the summers of 2017 and 2018.

As the Scottish Coordinator, Theressa worked mostly in the kitchen. In the morning she would make scones, clean the kitchen and make sure that everything was ready for the Teas in the afternoon. Theressa was in charge of overseeing any of the juniors who were scheduled to help in the kitchen. Some of the tasks that juniors helped with included making oatcakes, making dry mixes, getting drinks and jams, etc. ready for servers to take to their tables.

Farah was also hired as Scottish Tea Coordinator working directly with the tea servers. Farah oversaw the junior volunteers in the afternoon as they set up the tables, served customers, as well as during their down time in the Harvey Connal room when it was slow. Farah would also help in the kitchen or act as an Interpreter as needed.

As Museum Programming Assistant, Sky helped to organize and schedule the junior volunteers, and to supervise and find meaningful activities for them during the slow periods. Sky also acted as Historic Interpreter when we did not have an adult volunteer, a junior volunteer or if it was very busy upstairs and they needed the extra help.

The students worked together to organize an end of the summer party at Hutchison House for the junior volunteers. The party was held Saturday September 7 at Lakeview Bowl. It was \$12 a person for 1 hour of bowling, shoe rental, and the party room with food. Each child got a fountain drink, bag of chips and their choice of chicken fingers, hot dog or slice of pizza. There were 30 kids that attended. As a thank you gift for their work during the summer, each summer student received a \$25 gift card to the Trent University Book Store. Everything was paid for by the junior volunteer tip money.

Visitor Feedback 2019

During the summer of 2019 a visitor survey was placed on each table encouraging visitors to leave comments on what they did on their visit, how they enjoyed their visit, where they heard about the museum and other feedback regarding their visitor experience.

Results about their experience were:

63% of visitors heard of the museum from word of mouth. They were family, friends, neighbours, etc. of Hutchison House volunteers (all ages) as well as repeat visitors.

The second most popular forms of advertising were all online. This accounted for 24% of visitors.

Online sources included our website, social media, the City of Peterborough website, the Peterborough and Kawartha's Tourism website, expedia.ca, trip advisor, google, Events Ontario website and more

13% of visitors came to Scottish Tea because they saw our advertising in print media.

2% of visitors came because they saw the front gate sign on Brock Street

100% of people who filled out the survey said they enjoyed their visit

57% of visitors toured the museum in addition to staying for Scottish Tea

98% had very satisfactory visits.

78% of Scottish Tea visitors came from Peterborough or Peterborough County

55% of visitors were between the ages of 36-65

43% of visitors were aged 65 and higher

27% of visitors were under the age of 12

26% of visitors were between the ages of 19-35

5% of visitors were between the ages of 13-18

Top comments received by visitors:

- Loved the setting; so tranquil
- Will recommend this place to others
- Annual tradition for our family
- Always great; gem of downtown
- I love how there are kid servers!
- Interesting and fun enough to bring us back
- Nice relaxing spot
- Wonderful-personalized service
- Great experience! Your staff is awesome!
- Amazing food great server will be back again.
- Always great here! Have been coming back for many years (25+)
- Lovely atmosphere pleasant courteous staff.

From Our Guestbook:

Visitors to the museum as usual were from all over. A majority of visitors came from across Ontario, mostly the Greater Toronto Area and Peterborough and the surrounding counties. Some farther points of Ontario included Kitchener, Linwood, Ottawa, Owen Sound, Stoney Creek, Perth, Hamilton, Niagara,

Muskoka, North Bay, Red Lake and more.

6% of Ontario visitors who noted their destinations in the visitor book came from over 2.5 hours away. Visitors from other provinces came from Westmount and Montreal in Quebec, Yellowknife, Northwest Territories, and Charlottetown PEI.

Visitors from the United States hailed from Philadelphia, Pennsylvania, Sandy Spring, Maryland, Preston, Minnesota, Duanesburg, New York and North Virginia.

International visitors came from Munich, Freiburg, Hanburg and Frankfurt Germany, London and Cambridge England, Motuka and Ranjiora New Zealand, St Petersburg Russia, Dunfermline Scotland, Lousanne Switzerland, Pleveui Bulgaria, Panama, China, Prague, Mexico, Brazil, Benghazi and Reykjavik Iceland.

Staff Training and Development 2019

Summer Staff: In-house training for position, interpretation techniques, data entry and scheduling junior volunteers, organizing and supervising all junior volunteers, care and handling of artifacts, kitchen orientation, customer service, on-site safety, Safe Food Handling certificate, Workplace Safety Certificate.

Erin Panepinto: Supervising volunteers and summer staff, continued improvement with customer service and interpretation.

Gale Fewings: Supervising volunteers and summer staff, continued improvement with customer service and interpretation.

Adult Volunteers: Interpretation techniques training for new guides, computer tutoring sessions, cleaning of artifacts and writing basic condition reports, introduction to HH Research Library, customer service, on-site safety

Junior Guides: Mandatory orientation which included: interpretation techniques, public relations, local history, customer service and on-site safety. Tests and quizzes on guiding at Hutchison House. A shorter script was created for new guides.

Junior Kitchen Apprentices: Setup for Scottish teas, kitchen orientation, customer service, on-site safety

Junior Tea Servers: Set-up for Scottish teas, customer service, on-site safety