



Annual Report
August 1, 2024 to July 31, 2025

Board of Directors

Jan Colwell	President
Ann Favreau	Vice President (chair, fundraising committee, public relations committee)
Shelly Miller	Secretary (chair, public relations committee)
Andy Pucher	Treasurer
Warehouse Coordinators	Mickey Heideman, Carol Heideman (flat rate shipping committee and database committee)
Cindy Barefield	Immediate past president
Board members	Johnda Conley (fundraising committee) Ruth Salinger (shipping coordinator) Mackenzie Rauch-Pucher (speaker coordinator) Craig Glazer (fundraising committee) Rachel Hendee (fundraising committee) Ari' Summerfield (public relations committee (August 2025)) Patty Willert (information line coordinator, July 2025)
Industry Representatives (non-voting)	Heather Budorick, Hollister Tod Brindle, Convatec

David Eyngorn, Coloplast (stepped down July 2025)

Janet Field, Coloplast, July 2025

Overview

The fiscal year 2024-2025 presented Friends of Ostomates Worldwide-USA with several challenges. We had significant growth in the requests for supplies and the cost of shipping supplies increased. As a result, we broke tasks out to develop plans to meet our mission of providing ostomy supplies and education at no costs to ostomates in need around the world, outside of the US. An active, hardworking, and engaged Board of Directors developed plans to address issues and manage growth to enable FOW-USA to meet its current and future responsibilities. We have increased our Board of Director positions and have formally developed a volunteer program allowing those who support our mission to help with tasks under the direction of a board members.

Accomplishments

We engaged task forces to address current issues.

The Warehouse task force reviewed the workload at the warehouse resulting in the hiring of a warehouse manager.

The Budget and Shipping task force recognized a significant increase in shipping costs. The request form was modified to ask individual requestors to be aware of a local ostomy support group, ostomy clinic or health care clinic that FOW-USA could send a volume of products to serve a large group of ostomates. Subsequently the board recognized the need to place a moratorium on individual shipments for a year with some modifications. Rewording shipments from a sale to gift was done to decrease costs. A discounted shipping rate from UPS has been obtained. The flat rate shipping rate was raised to \$20 a carton.

The Information Line (Communications) task force identified and trained a new volunteer.

Information Technology/Google Administrator task force identified a new IT/Google administrator and the team worked to reorganize the Google Drive. Training was provided for all board members.

Volunteer Recruitment task force efforts resulted in two new board members and several volunteers. Policy and Procedure and Bylaws task force edited these documents that were approved by the board.

Other Accomplishments

Social media and Friends and Family outreach appeals had positive results.

Cost savings were realized by discontinuing mailed newsletters.

A method to add a donation when purchasing a prepaid shipping label was instituted.

The flat rate shipping program has greatly increased product donations.

FOW-USA held a presentation and staffed a booth at the UOAA Conference.

Videos and “Fun Fact Friday” posts were added to social media blasts.

New PowerPoints were created to help with board member orientation, for use by the Speakers Bureau, and to display at the UOAA Conference in August in Orlando.

Ran 4 full page ads for the Phoenix Magazine.

Submitted an article for the Hollister Secure Start Magazine

Conclusion

Friends of Ostomates Worldwide-USA will continue to work on ways to support our mission despite challenges, the needs of people with ostomies around the world continue and the Board will examine all avenues to continue this important work.