

**20
21**

ANNUAL REPORT



ELDON HOUSE HERITAGE SITE AND GARDENS

Contents

Statement of Purpose	2
A Note from the Board Chair	3-4
A Note from the Curator Director	5-6
A Note from the Program Coordinator	6-7
A Note from the Museum Coordinator	7-8
Strategic Plan	8-9
COVID-19 Overview	10-11
Exhibitions	12-17
Research, Digitization and Publications	18-20
Collections, Conservation and Care	20-21
Public Programming	22-30
Educational Programming	31-33
Internship Students	34-36
Facilities and Grounds Maintenance	37-39
Members	39
Financial Report	40
Grants	40
Community Partnerships	41
Website and Social Media Report	42-45
By the Numbers	46
Visitor Statistics	47-49
Eldon House Board of Directors	49
Eldon House Staff	50
Eldon House Volunteers	50

Eldon House hillside, RC41602, courtesy of Western University Archives and Special Collections

Statement of Purpose

Eldon House is a community Museum dedicated to the preservation, presentation and interpretation of London, Ontario's "oldest home", through the lens of four generations of the Harris Family. Eldon House has a commitment to acquiring, conserving, researching, interpreting, promoting, and exhibiting material culture that best illustrates the history of Eldon House and London, the Harris Family, and the people who worked in the house, for the period 1834–1959. The unique Harris collection and related archival material held at Western University provides an authentic link to Canada's past, representing an irreplaceable legacy. The heritage resources of Eldon House are held in the public trust and aim to provide meaningful and enriching engagement, serving a diverse audience of visitors. As well as education and research, the Museum interprets and promotes local, regional, and national history.



Eldon House in each season

A Note from the Chair of the Board of Directors, Mike Donachie

As pandemics go, this is not Eldon House's first rodeo. We know the special place we call London's heritage gem has plenty of history, including experiencing times both eventful and tense. However, these past couple of years have been remarkable, even for a building where bullets were made in the library, and it is important we recognize how much we have achieved together.

The past year, the second wave of the COVID-19 pandemic, continued to present uncertainty, but saw attractions such as Eldon House increasingly find ways to remain vibrant and relevant, whatever challenges came our way. In this report you will find many examples of this, from transcribing archives to smiling through many, many video calls, and you will see the positive outcomes from all these efforts.

As Board Chair, my task is simple: I will say thank you. On behalf of Eldon House, I wish to express huge gratitude to our small, tight-knit and super-strong staff team, who are incapable of being intimidated by a problem. Special thanks must also go to every visitor to the house – yes, we did manage to welcome a few – for taking positive steps to protect everyone's health, and of course for honouring us with a visit and the opportunity to show off our treasure. Please come back as often as you like.

I send my thanks, also, to our patient and diligent Board members: Rebecca Griesmayer, Joe O'Neil, Theresa Regnier, Maureen Spencer-Golovchenko, Louanne Henderson, Ron Koudys, and Manosij Majumdar, and I offer a special welcome to Megan Halliday, who filled a vacancy on our Board in 2021. We had



Board Chair M. Donachie

another year of online meetings but now look forward to being together more often and spending more time in Eldon House. And, of course, the house and its gardens are maintained with help from the many inspiring volunteers who are so generous with their time and energy. Thank you to you all.

Now we are again looking ahead, mindful of our top priority of protecting Eldon House as an irreplaceable historic resource, and our related goals of welcoming more visitors and opening up new opportunities. We hope that means more visitors than ever before. If you're tired of being indoors and wondering what you might do today, please consider dropping into Eldon House. It's been there since 1834 and it's not going anywhere anytime soon. We would love to see you.



Staff, Board Members, and City staff at the 2020 Annual General Meeting

A Note from the Curator Director,

Tara Wittmann



***Curator Director T. Wittmann
conducting conservation work***

I think it is fair to say that the past year has been unlike any other Eldon House has witnessed in its 61 years as a museum. Whether responding to evolving health and safety guidelines designed to keep staff and visitors safe or finding ways of keeping families occupied for extended periods at home, we have all had to quickly adapt and make the most of a situation few of us could ever have imagined. It has been an undeniably challenging time for individuals, communities, and organizations the world over. But with these challenges came a myriad of opportunities for Eldon House — opportunities for innovation, growth, and building or strengthening our relationships.

Eldon House has recognized and embraced the opportunity to change and adapt that was initiated by the need to do so in the spring of 2020 continuing through 2021 and beyond. I could not be prouder of how our Board, employees and volunteers have come together in the face of this challenge. They have demonstrated unwavering dedication, professional expertise, and a strong desire to find ways of continuing to engage our stakeholders with using the Eldon House Collection and Harris Family narrative as a means to illustrate our unique history.

Over the past year, the Museum has opened and closed multiple times in response to provincial lockdowns. Many exhibitions, programs and events were

either postponed or adapted to virtual or outdoor platforms. New health and safety protocols were instituted for visitors and staff, while select museum staff continued vital work on site in the historic buildings to ensure the safety of collections, structures, and infrastructure.

Looking back over the past 12 months, I would like to express my gratitude to everyone who continues to support and engage with our Museum in their own various ways. I thank the members of the Board of Directors for their guidance, and the confidence they have placed in the staff team. I thank the Eldon House team for their passion and dedication, as well as for their many contributions to our engaging environment. And I thank the Museums' stakeholders, including members, partners, volunteers, and all of our visitors who continue to encourage and inspire us to delve deeper into exploring our layered histories.

A Note from the Programmer Coordinator, **Brenna Ardiel**

In 2021, Eldon House's public and educational programming were greatly affected by the global pandemic of COVID-19. However, compared to the unpredictability of programming opportunities in 2020, this year was more predictable, achievable, and allowed for new programs to be developed and tested. I was delighted to have hosted over two dozen public events including: two community partnerships, five special events, three specialty teas, two



Program Coordinator B. Ardiel with the Eldon House Santa Standee

children's programs, four workshops and eleven tour programs. Above all, we were thrilled to have the greatly anticipated Summer Tea Program grace the lawns of Eldon House once again.

I would like to thank Eldon House staff and volunteers for their flexibility and understanding as we all navigated this difficult year together. I would like to thank all Eldon House stake holders in their unwavering support through these trying times. I am looking forward to entering a more 'normal' programming year in 2022.

A Note from the Museum Coordinator, **Nicoletta Michienzi**

Another year of pandemic precautions created interesting circumstances for the Museum. Though the year began with a provincial closure, Eldon House staff were happy to see that people were still interested in the site. Open gates and the inviting gardens that were lovingly tended by our garden volunteers, welcomed people to the site. During our open times, our visitor numbers increased, making us feel that there was a 'return to normal'. Many of our visitors, both local and regional were very interested in the history of the site, and we saw a successful year in terms of visitor numbers and engagement during our second pandemic year.



***Museum Coordinator N.
Michienzi***

Additionally, staff worked hard to keep visitors apprised of new and interesting work going on at the Museum through our social media channels. Museum staff are very proud of our continued output and ability to grow engagement both on-site and online. Museum staff, interns, and volunteers contributed with photos and videos, and garnered positive attention and

feedback for the Museum.

Behind the scenes, staff have made the most of the pandemic, taking the opportunity to care for our collections, including conservation treatments and a renewed vigour for cataloging. Eldon House was happy to have the aid of a Museum Assistant this year, who worked with staff to make the collection a priority. Multiple projects were completed by all members of the staff team, who kept momentum going all year.

While 2021 was another extraordinary year, it can be measured in many successes. The success of our staff and volunteers who have helped keep the Museum in the consciousness of the public, the success of our programs, our increased visitor numbers, and the work that has been done behind the scenes. We would like to say thank you to all of those who have worked so hard to make 2021 such a great year for Eldon House. We look forward to 2022 with great optimism.

Strategic Plan

The Eldon House Strategic Plan, which was created in 2017, officially expired in 2020. The importance of a strategic plan is to determine the directives of the Museum, and to establish goals to achieve them. While this document is important, the Board determined that during this uncertain era of COVID-19, that Eldon House should create an Interim Strategic Plan 2020-22 to see the Museum through the pandemic, and to the eventual ‘new normal’, rather than draft one that would have shifting priorities. The Interim Strategic Plan was drafted by several members of the Board of Directors and approved by the Board, and outlines the objectives for Eldon House:



***Drawing Room
chandelier***

Vision: Knowing ourselves by experiencing our heritage

Mission: We are a distinctive community heritage destination, committed to empowering our visitors and participants to:

- a) Explore and preserve our local and Canadian history through the life and time of the Harris Family
- b) Escape to a unique oasis in downtown London
- c) Engage in learning, fun and lived experiences

Principles: We believe in:

- a) Authentic visitor experiences
- b) Valuing our past
- c) Celebrating our diversity
- d) Honouring the Harris women
- e) Collaboration
- f) Innovation
- g) Accountability

Strategic Directions:

- a) Preserving our valued heritage resources
- b) Achieving visitor growth through diverse experiences
- c) Creating a year-round downtown oasis
- d) Building our capabilities to deliver



Eldon House in the fall. Photo by J. O'Neil

COVID-19 Overview

By the start of 2021, Canadians had become accustomed to the continual opening and closing of attractions. The museum sector continued to be impacted by zoned openings and precautions as the virus began to adapt and spread.

Eldon House rang in the new year under a provincial closure that lasted until mid-February. We once again entered lockdown in April and were unable to reopen the doors until July. During various points of lockdown, museum staff continued to have discussions about safety for all, and the need to keep COVID-19 protocols that had been instituted at the beginning of the pandemic. Plans for reopening Eldon House included established cleaning and disinfecting procedures, contact tracing, mask mandates, and limited visitor capacities inside and on tours.



Social media reopening post



Outdoor sign for Summer Tea

While staff were busy preparing for the spring , reopening, we received exciting news about museums and outdoor capacities. As restrictions began to lessen, Eldon House was once again able to host larger scale events including the Summer Tea Program. Again, museum staff were very cautious about outdoor events and worked closely with the Middlesex-London Health Unit to provide a safe experience for all patrons.

The summer and start of fall season continued to go well, with people coming to Eldon House for the Museum's many events and programs. But as the school year started, there was the rise of several variants of the COVID-19 virus that gave cause for concern. Luckily, Canadians were diligent in getting vaccinated, and these numbers contributed in part to the low cases in the fall season. Eldon House staff continued to watch pandemic developments and responses from the Federal and Provincial government with interest. As the fall progressed there were higher calls for vaccination, and proof of vaccination, which the Ontario government implemented in many sites during October.

In November, the Museum decided to ask for vaccination documentation. Museums were given the option to ask for vaccine proof when the government mandate was put in effect. To better serve the community, and to ensure the safety of all staff, volunteers, and visitors, the staff felt it best to ask for vaccination documentation. Overall, this policy was well received by new and returning patrons.

The end of 2021 saw the gradual rise of more COVID-19 cases in London, Ontario and beyond. As Omicron spread, Eldon House staff did begin to prepare for lockdowns that accompany the winter season. Luckily 2021 ended on a high note, and the Museum remained open until the end of the year. Though COVID-19 continued to be a present obstacle this year, museum staff became more experienced at adapting to pandemic challenges. Staff hope that 2022 will be a better year in terms of pandemic restrictions and developments but are able to face these challenges with great adaptability and optimism.



Proof of Vaccination Required

As of November 17 Eldon House requires that all patrons, staff, volunteers, and anyone entering the building, (excluding children under 12 and recognized limited exemptions), must provide **proof of full vaccination along with a valid piece of government issued photo ID.**

Please contact info@eldonhouse.ca if you have any questions

Proof of vaccination signage

Exhibitions

Presenting captivating exhibitions is one of the keyways of sharing the Eldon House and Harris Family history with our visitors, in addition to introducing them to international cultures and stories. As a Historic House Museum, Eldon House inhabits over 8000 square feet of permanent exhibition space, displaying majority of Harris furnishings and objects left as part of the Museum, which is regularly refreshed and conserved. In addition to the historic home itself, there are four permanently mounted cases which display curated exhibitions that expand thematically on the “life and times” of the Harris Family as outlined in the Museum’s mandate.

The planned schedule of exhibits was interrupted in 2020 - 2021 due to the various closures and limited audience brought about by the pandemic. Instead of continuing with this schedule, staff worked diligently to present a mix of exhibits, both physically on-site and digitally. The pandemic encouraged Museum staff to find new ways of engaging with and reaching our audience and we have been delighted with the innovations that have been developed by necessity. Staff continue to plan for a bright future, moving forward with exhibitions that will inhabit several communication platforms. The exhibits that were featured in 2021 followed the themes of cultural exploration, domestic service, and tea traditions.



From top left to bottom right: a suitcase, three rat netsuke from Japan, a page from Mrs. Beeton's cookbook, and a teacup, all from the Eldon House Collection

Cultural Explorations

Three exhibitions in 2021 were produced providing an exploration of cultural history accompanied by artifacts collected internationally, including the first stand-alone online exhibit:

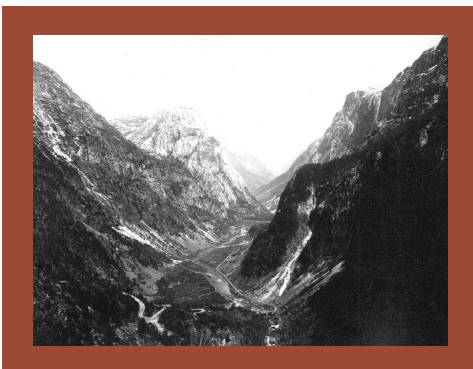
The World in Miniature

When the Harris Family traveled around the world in 1897, they collected hundreds of cultural treasures. Pottery, porcelain, ethnographic objects, and ivory carvings made up only a few of the many items of interest that the family brought back to Canada, effectively creating a “walk in” curio cabinet of their home. This exhibition displays several miniscule and elaborate pieces, often unseen by the public and will illustrate the Victorian partiality for curios.



Basket ware from Japan, from the Eldon House Collection

The Harris Family Abroad



Jordalsnut, Norway in 1893, courtesy of Western University Archives and Special Collections

Through 1897 and 1898 the Harris Family of Eldon House went on an 11-month “world tour” traveling through Japan, China, Burma, India, Egypt, Palestine, into Europe and England. Not only did they bring back innumerable of souvenir’s which give Eldon House it’s unique character, they also returned with hundreds of photographs. This exhibit aimed to illustrate the locations explored on the family’s “Grand Tour” while also focussed on “Canadian’s Abroad” at the end of the Victorian Era.

Inspired by Nature, Online Exhibit

Inspired by Nature explores the complex relationship between design and nature as seen in works from diverse cultures, which date from the seventeenth to the early-twentieth century. The works are drawn, with one exception, exclusively from the collection of Eldon House Heritage Site and Gardens. The individual stories of the artifacts and the research for this exhibit has revealed much about Harris Family history, their collecting habits as early Canadians and as late-nineteenth century tourists, as well as the relationship between design and nature in the nineteenth century as revealed in the works themselves.



***An Emily Carr pot from the
Eldon House Collection***

Regular Exhibits

A portion of the exhibit space is always devoted to the Harris Family and explorations into their lives and times. In 2021, we delved into the elaborate Victorian traditions of taking tea, explored the cookbook collection, historic photographs and an annual staple, Christmas traditions.

But First, Let me Take a Selfie: Reframing Historical Photos for the Modern World

Images tell a story both for the Harris Family members and those working in Eldon House. By examining the image, staff and visitors alike can imagine themselves in the past but can also image these images in the present. This exhibit seeks to reframe the images of the past in a modern lens, using social media, making the content more relatable to this digital generation.



***Margaret Mitchell and
Thor, ca. 1930***

Taking Tea

The Harris Family of Eldon House frequently refer to “taking tea” in their letters and diaries as it was an important staple for their diets and social lives. Three generations of Harris women refer not only to tea, but also the interesting discussions and practices that resulted from the occasions. This exhibition explores the tea practice of a variety of cultures and how the inhabitants of London, Ontario integrated the customs practices in Britain into their own lives. Artifacts from the Eldon House Collection will illustrate the vast paraphernalia used in enacting elaborate teas and will be accompanied by first person accounts of Londoners during the Victorian period.



Tea cup and strainer



From Pottage To Pinperneau: The Eldon House Cookbooks, Online Exhibit

The Eldon House Collection holds several books of cookery – from printed materials to hand inscribed “receipt” books. Historical cookbooks contain more than just tips on turning a “joint of meat to perfection;” they are encyclopedias of domestic advice, encompassing recipes for home remedies, medicinal treatments as well as delicious desserts! This exhibit aims in its display and interpretation of several historical cookbooks to elaborate on the origins, uses and terminology of these wonderful examples of social history.

A page from Mrs. Beeton's Cookbook

Before their Time

Through their intimate diaries and letters, a wealth of observations were made about femininity in the 19th and early 20th centuries by three generations of Harris women. Read from the lens of the 21st century, one finds that the views of the Harris women are incredibly modern. Education, marriage, birth, and legal status are all touched upon by the family, as well as the topics of work, travel, friendship, work, and politics. Five figures form the Harris Family are explored in this exhibition – from the matriarch of the family, Amelia Harris, to the last resident of the home, Milly Harris, before it became a public institution.



***Lucy Ronalds Harris, image
courtesy of Western University
Archives and Special Collections***

Christmas Curiosities

Many of the Christmas celebrations we enjoy today can be linked to traditions started in the Victorian Era: from Christmas trees to giving presents. However, there was a darker side to Victorian Christmas, where ghosts and devils appeared to punish the undeserving. This exhibit illustrated some of the Christmas “curiosities” by reproducing graphic Victorian Postcards.



Victorian Era Christmas Cards

Victorian Christmas

Through the month of December, Eldon House annually celebrates the season with a museum-wide exhibit on Victorian Christmas. This year, we celebrated safely with a slightly pared-back version of the exhibit, due to having suspended a long partnership with the Garden Club of London who traditionally created many of the greenery and dried flower arrangements that are featured through the Museum. With the lack of school tours and limited visitor engagement, “Christmas Lite” was launched and enjoyed digitally and in small groups.



Dining Room photo by J. O'Neil, front door wreath, Library mantle

Eldon House also contributed to community online exhibitions in 2021, one of which was very topical to modern times being called: Culture Shock! The Impact of Pandemics. The online exhibit was an extension of a larger Heritage Fair initiative, organized by the London Heritage Council in February, and Eldon House was able to contribute several material culture examples from its collection of artifacts used through the early twentieth century, during WWI and the 1918 Spanish Flu Pandemic.

Research, Digitization, Publications

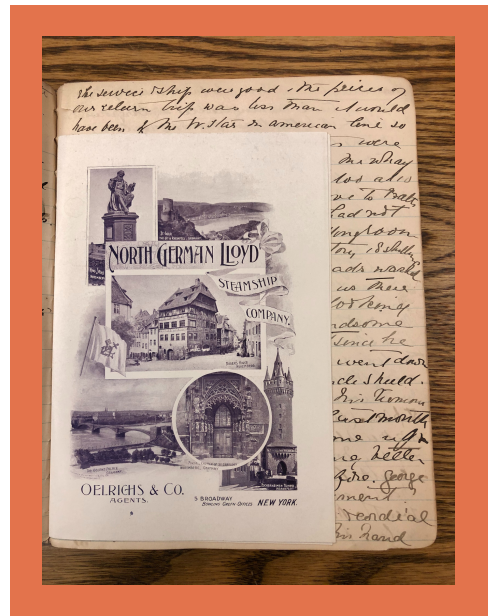
The Eldon House staff team, Internship students, and Curator Director are committed to, and are engaged in various historical research. As part of the Museum's mission, the "life and times" of the Harris Family is the source of historical reference point for the myriad of happenings on the site: public programming, educational and interpretational programing, as well as exhibitions and publications. With generations of family archive material including letters, diaries and photographs available for research at Western Libraries Archives and Special Collections, Western University, the Harris Family fonds is an invaluable collection of primary source documents.

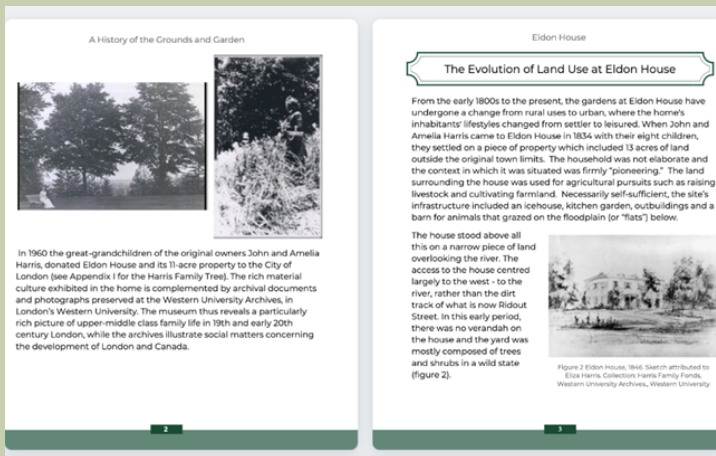
Transcription and Publication:

All full and part-time Eldon House staff contribute to ongoing transcription projects, as time permits. Milly Harris (1868-1959) has been the diarist we have been following, through her girlhood, travels, and later life.

In 2021, several new diary transcriptions progressed, related the Harris Family travels. We continue with this project, now moving into the (literal) "last leg" of the world tour and into the next century. Several original diaries were photographed at Western Archives which are visually reproduced for staff to work from as they record and decode the diary entries. After these several years of work, we aim to formalize the transcriptions in a publication so that Milly Harris' story can be shared with a larger audience!

Milly Harris' European diary, image courtesy of Western University Archives and Special Collections





Formatted Garden and Grounds publication

library of Eldon House publications available to the public. The book included The History of the Grounds and Gardens at Eldon House with many historic photographs and illustrations specific to the site.

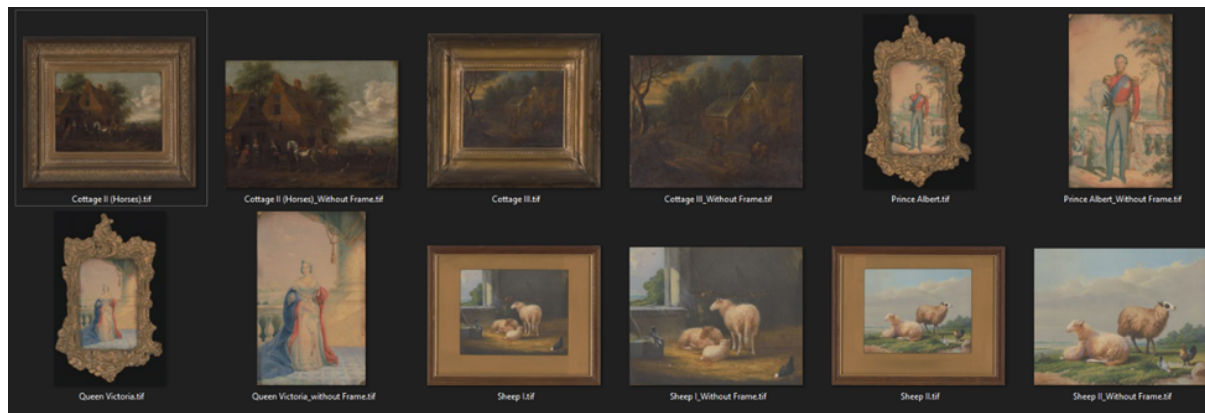
Research and Digitization:

Through 2021, a renewed focus has been locked on Amelia Harris (1798-1882), the first matriarch of Eldon House who recorded her unique perspective in diaries and correspondence. Much is known about Amelia already, yet additional research has been undertaken with the aim of bringing her narrative forward in museum interpretation as well as in publication form. An "Amelia Harris" database has been formed through 2021, being a collected repository of primary and secondary material that documents her fascinating life and character.



Amelia Ryerse Harris, image courtesy of the Western University Archives and Special Collections

Eldon House holds a fine art collection that includes a number of unique and original pieces. As part of the Museum’s commitment to preserve, care for and share the collection, a digitization project was undertaken in 2021 specific to the original paintings that are currently on permanent display. Eldon House curatorial staff worked closely with the dedicated team at Mercury Blueprinting to digitize over 45 framed works.



Digitized images from Mercury Blueprinting. Artifacts from the Eldon House Collection

Collections, Conservation and Care

Eldon House is committed to the highest standards of collection management of its artifacts and facility. An active “preventive conservation” program is continually in rotation through the site, ensuring regular treatment and assessment of artifacts. In addition to this, a number of professional conservation projects are undertaken each year, funded by the “Lucy Little Endowment Fund. In 2021, Fund projects included restoration projects that aimed to enhance, refurbish, and restore specific artifacts and protect their future legacy. The projects included digitization of over 50 original pieces of framed works of art, UV damage remediation with new blind installation, and finally, exterior woodwork restoration.

Eldon House applies best practices to all activities associated with preserving the Museum’s collections; this includes monitoring the Museum environment

and ensuring high standards in exhibiting, storing, and transporting its objects. In addition, curatorial staff undertake treatments on all objects to be displayed or loaned, and conduct research both on the collections and on conservation issues. In 2021, Eldon House curatorial staff completed several conservation projects, including a digitization project and UV remediation project to better utilize and safeguard the collection.

Image of collection photography by J. O'Neil, horn cleaning, and glassware before and after cleaning treatment



Every year, the Collections and Policy Committee enjoys the opportunity to consider a broad range of artifacts and archival materials that have been offered by generous donors to its permanent collection. As a rule, very few pieces are acquired into the collection, with some exceptions that are set out in the Eldon House Collections Policy. One class of artifact that is an ongoing acquisition priority at Eldon House are pieces that have a primary connection to the Harris Family. Staff delight in bringing artifacts back “home” so to further the Museum mandate to share the stories of Harris Family and their life in London, Ontario. In 2021, we were fortunate to acquire a historic postcard from Milly Harris’ 1905 trip to Sweden that was donated by S. Glousher. Additionally, the Collections and Policy Committee accepted some textiles for the “hands-on” programming collection, including a historical costume, a night dress, corset cover, mourning slip, mourning skirts, mourning jacket, gloves, and a purse, all from a donation from the Bishop Family.



**Milly Harris' postcard
from the Eldon House
Collection donated by
S. Glousher**

Public Programming

Public Programming is one of the ways that Eldon House engages with the public, and the events aim to be diverse while fitting with the Museum's mandate. Between January to April 2021, no public programming took place due to the severity of COVID-19. During this time, the full-time staff were staggering the work week, working some days at home and others at the Museum. This was often aided by many virtual meetings via Zoom, to coordinate and communicate with fellow staff.

Specialty Teas

The three annual specialty teas traditional to Eldon House include the Mother's Day Tea, Strawberry Tea, and Christmas Tea. These were not able to take place onsite in 2021, however the Program Coordinator was able to successfully convert these annual on-site teas into tea box's to-go. The function of these curbside tea pick ups allowed engagement with Eldon House patrons by providing them an Eldon House tea from the safety and comfort of their home or a perfect gift for someone special.



Holiday tea boxes to-go

After a great deal of research and planning, the Mother's Day Tea Box To-Go successfully took place on Sunday, May 9th, the first program for 2021. This involved ordering a standard tea, savoury lemon cranberry scone, a sweet macaron and an assortment of French pastries all curated by Petit Paris: Creperies and Patisserie, accompanied by a single serving pouch of the classic Eldon House Blend Tea crafted by The Tea Haus. All the delectable treats were carefully wrapped in individual to-go box and tied with a bow.

The annual Strawberry Tea in June was temporarily converted into a Father's

Day Tea Box To-Go. The sweet treats inside flavoured with springtime berries included a serving pouch of strawberry black tea. This was accompanied by fresh strawberries from the Covent Garden Market and tied with an Eldon House green bow.

Lastly, in December the Christmas Tea Box To-Go rounded out all tea programs in 2021 with a pouch of The Tea Haus classic Christmas Blend tea and included a crowd favorite of the egg and chicken salad tea sandwiches!

In total there were sixty-three tea boxes for the Specialty teas which were all well received and enjoyed.

Tours:



Social media post for walking tours

At the beginning of 2021, we remained cautious of having large groups of guests inside the Museum. A formal tour setting with adequate social distancing and capacity limits makes tours more challenging. Therefore, energy was put towards focusing upon outdoor adult tours where capacities and social distancing are more feasible. The summer season started with Garden Walking Tours at the end of July. This took place at the height of COVID-19, and included precautions, such as masking, limited group capacities, and social distancing.

We continued with the outdoor walking tours in early September with the Historic River Walking Tour, leading all the way down to Harris Park, and concluded the month with the classic and highly anticipated return of Behind the Ropes house tour. Both tours were well received, and this led into a jam-packed October program.

October is a favorite month for many staff at Eldon House, with the historical content of the programs and tours being slightly more ghoulish and eerie. We built a new partnership with Mount Pleasant Cemetery, one of London's oldest cemeteries. The Mount Pleasant Walking Tours took place over two days with three tours each day.

We continued our partnership with Woodland Cemetery and hosted two-day of walking tours, with three tours each afternoon in late October. The Woodland Cemetery Walking Tour is notable because the Harris Family graves are within the property, along with several mausoleums in the classical ancient Roman and Greek style, and three unusual hillside crypts reminiscent of the ancient Egyptians.



***Staff training at the
Woodland hillside
crypts***

The cemetery tours were followed by the popular Curses, Crimes and Haunts walking tour of downtown London. This was newly developed by the Museum Coordinator in 2020 and delves into the fascinating curses, legendary crimes, and suspicious hauntings throughout Victorian London's history.



***J. and T. O'Neil and R. Ricciardi
with a wicker coffin***

October was concluded with three evenings of the Morbid and Macabre Tours. This is a fan favorite with many of the participants being repeat visitors bringing friends and family. Like our Christmas Tours, Eldon House's Morbid and Macabre Tours are now an anticipated annual program for many guests. We would like to thank Joe O'Neil for the temporary loan of the historical embalming equipment, including replica wicker casket, morticians' makeup, and turn-of-century

embalming apparatuses. These items sent chills up some guest's spines!

November looked back at a tour developed in 2019, From Cupping to Cocaine: Health and Wellness of the Victorian Woman. Originally developed for International Women's Day, the Program Coordinator wanted to bring this tour back as the content and theme of women's physical health, dangerous and often unattainable beauty standards, and one's mental health, especially during a time of a global pandemic, continues to be current. Some guest feedback stated that it would be good to parallel historical and modern pandemics, such as small-pox, cholera and typhoid to that of COVID-19.



M. Kidd-Klojaard, ca. 1934

In mid-November, we looked at the lives of Eldon House servants through the Upstairs, Downstairs Tour, exploring the lives of those who both lived and worked at Eldon House in the time of the Harris Family. We discussed the social structure, salary, daily chores, tools of the trade and looked at notable servants such as the last cook who worked at Eldon House, Margaret Mitchell, the parlourmaid who married the chauffeur, Mary Kidd-Klojgaard, and the longest serving gardener of forty-five years, William Barnett.

Finally, staff hosted the annual Victorian Christmas Traditions Tours for two weekends. The Victorian holiday decorations and seasonal atmosphere was in full swing and greatly enjoyed by all guests who entered the Museum.



Kitchen at Christmas, courtesy of J. O'Neil

Workshops:

Eldon House hosted a variety of workshops between October and November. In October, the Museum hosted a workshop with the first guest presenter since the beginning of 2020. Shelly Carter, a retired occupational therapist, and psychotherapist who has embraced a passion for tarot cards, presented once again on October 14th. Eldon House was thrilled that she was able to come back for 2021 and conducted the Art of Tarot workshop to share knowledge and expertise with patrons. The next workshop was



Age of Tarot

Mourning Jewelry: from the Cradle to the Grave where participants learned about practices and function of mourning jewelry from the Victorian Era dating back to its origins in ancient Rome. The guests tried their hand at either paintings or platting hair, (ethically purchased), into a mourning pendant.



Kissing Ball

The last two workshops of the year took place in November 2022 and were inspired by the holiday season. Back-to-back was the Quilling Holiday Ornaments and Kissing Ball Workshop where guests enjoyed themselves with the hands-on activity component. The quilling workshop focused on the Victorian art of paper twirling and was extensively researched and practiced by the Program Coordinator. Gathering of the fresh cut greenery for the Kissing Ball workshop took place in the week prior to the Kissing Ball workshop. This has become an annual class workshop that many participants look forward to each year, as as a Kissing Ball is a fun and unique way to incorporate greenery into holiday displays.

Special Events:

In addition to many regular tour and event offerings, the Museum took part in various special events. Some of the special events were in partnership with other heritage organizations or were new offerings to the Museum.

In partnership with the London Heritage Council and fellow heritage and tourist sites, on August 2nd we took part in Celebrating Communities: A Celebration of Connection, Kindness, and Culture event. This event was in place of the traditional Canada Day Carnival. In light of the terrorist attack that took place in mid-June which effected the Muslim and London community, and in consideration for the Indigenous community affected by the excavations at various Residential Schools, July 1 was seen as a time of mourning, reflection, and change. The Celebrating Communities event aimed to engage and celebrate both Londoners and Canada's diverse communities with in-person activities and virtual lectures and performances. Eldon House participated by having the Museum open, family fun activities on the lawns and included social media puzzles. Social media also included videos featuring the Museum Coordinator discussing museum collections and how to navigate a colonial collection, such as at Eldon House. We printed activities booklets for children themed around family and cultural traditions, clothing, food, music, etc.



Celebrating Communities poster



Poster for the Bazaar

On August 28th Eldon House hosted its first annual Summer Bazaar! We had six local artists and entrepreneurs spread throughout the grounds selling their crafts. Booths included sales of print art, organic beauty products, plants and more. Close to three-hundred visitors enjoyed the event. This was a wonderful venue to participate in developing more community connections and allowed the historic

the historic house museum to be an active part of the community. The Museum hopes this will continue being a vibrant event for years to come!

Once again, we participated in the annual city-wide Doors Open initiative coordinated by the London Heritage Council. The Museum was open for self-guided tours between September 18th and 19th. Videos of the Program Coordinator and Museum Coordinator were created by J. Plant of MC Spirit Studios. These videos discussed some interesting artifacts within the Museum were shared on social media and the Museum's YouTube channel.



T. Wittmann and MC Spirit Studios filming

November was a flurry of activity and preparation for the December holiday season. Eldon House was once again decorated in fragrant greenery with the new addition of dehydrated apple and orange slices, Victorian Christmas cards, classic gifts under the tree and the yule log in the fireplace. The Museum also had a seven-foot-tall Father's Christmas Standee on the front lawn ready for holiday selfies. Guests were encouraged to take photos with Father Christmas and share on social media. He was a great and safe addition to the holiday offerings in light of COVID-19 safety precautions.

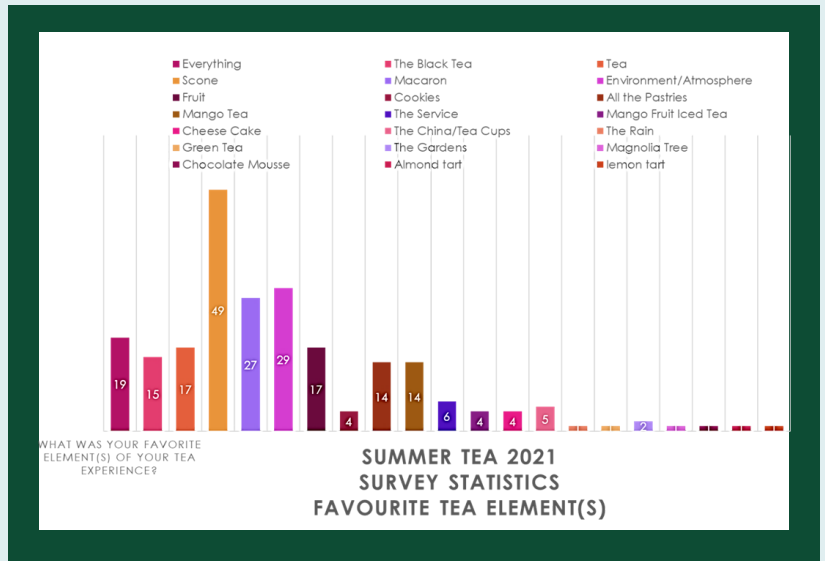


From left to right: Eldon House Library courtesy of J. O'Neil, visitors with the Father Christmas standee, toys under the Eldon House Christmas tree

Tea Programs:

The Summer Tea program had been on hiatus in 2020 but was safely hosted in 2021. The relaunch of this program, though slightly altered from previous years was successful, and it was a busy summer season especially in late July and all through August.

From the statistics gathered from tea server customer feedback, 28% of visitors had never participated in the Summer Tea program and 72% of guests had enjoyed Summer Tea before. 23% of guests that took the survey requested to be added to the Eldon House events mailing list and 5% stated that they were already on the mailing list!



Summer Tea Statistics



Full tea menu from the summer

Petit Paris Creperie Patisserie for the past three years has catered the Summer Tea program. In 2021 the bakery relocated to Commissioners Road East, which altered the Summer Tea menu. However, guests continued to enjoy the savoury lemon and cranberry scones, a wide selection of miniature French pastries and a classic selection of black, green, and fruit teas. The top four most enjoyable elements of the Summer Tea were the lemon cranberry scones, the environment and atmosphere, the macarons, and everything!

Children's Programming:

This year Eldon House was able to host several special events for families and children. In August, we hosted the annual Teddy Bear Picnic where the families toured the Museum and participated in a teddy bear i-Spy Scavenger Hunt inside the Museum. Several families brought stuffed teddy bears, bunnies, or dinosaurs with them. One mother and daughter brought a picnic and enjoyed their snacks on the tea tables under the magnolia tree on the west lawn.



Teddy bears in the Drawing Room



Gourd Painting

On October 31st staff welcomed families and costumed children to pick a mini-pumpkin or gourd from the front flower beds 'pumpkin patch' as part of the Spooky Gourd Painting. Once they had picked the perfect pumpkin, they were encouraged to paint a spooky design which they could take home. The Program Coordinator would like to thank the Millar Berry Farm for donating approximately forty small pumpkins and gourds for the event.

Education Programming

In 2021, the Thames Valley District School Board, the London District Catholic School Board, and the Ontario Government were not permitting fieldtrips due to COVID-19. This rule was maintained for most for the year. Eldon House continued to develop its workbooks and live virtual tours, along with promoting outdoor programming for private and international schools.



*Eldon House from the Thames River,
courtesy of Western University Archives
and Special Collections*

In April, we hosted a grade 3 class from the London Waldorf School, a local alternative learning private school. They enjoyed the River Adventure Walk and mapping activity to learn about the development of the historical London connection to the Thames River. This program was a great success and allowed museum staff to flex their teaching muscles once again.

Between March to April, Eldon House participated in the Thames Valley Regional Heritage Fair (TVRHF). The fair was converted from its traditional in-person

event at Fanshawe Pioneer Village to an online format. The teachers and student students sent their history and social studies projects to be posted to the TVRHF website for viewing and judging. The participating heritage, arts, and community partners judged the projects, and the public could see them virtually. As partners of the event, we were also to provide a form of virtual programming which the teachers could utilize with the students. Eldon House provided the option of live virtual tours via Microsoft Teams. This was a one-hour presentation.

In December, we hosted a class of second and third year Fanshawe College students for a Victorian Christmas Tour of the Museum. As it was an ESL

(English as a Second Language) group and most of the students were international students studying abroad, experiencing the sights and scents along with learning about Victorian Christmas traditions was, for many participants, new and eye opening!

The Program Coordinator looks forward to hosting more educational tours and programs in 2022!



B. Ardiel at Christmas

Workbooks:

Eldon House developed its first workbooks in 2020 including Victorian Christmas and Global Holiday Traditions, and Lessons in Penmanship. The workbooks were designed to be utilized in the classroom or for homeschooling. In 2021 the Museum's two Public History Research Assistants developed two new workbooks including *Cooks and Servants: Lessons in the Victorian Kitchen*, and *Gardens and Greenhouses*. All the workbooks are created to illustrate the Harris Family and Victorian life along with their corresponding theme: Victorian cooking and the lives of Victorian persons in service, or that of Victorian gardening and the hidden messages and meaning of flowers.



Front cover of the two new workbooks

Live Virtual Tours and Virtual Programming

In 2021, we had several occasions to utilize Eldon House's live virtual tours, which were developed in 2020 to safely navigate events, programming, and

tours due to COVID-19.

Due to COVID-19, digital resources (social media, online programming, virtual technologies, etc.) have become an asset to heritage sites and cultural institutions to enhance educational and public programming. Live tours, lectures and workshops have continued to be popular from 2020 into 2021.



Outreach

In 2021, Eldon House continued the Memory Lane Program, made possible through funding granted by New Horizons for Seniors Program. Completing a fourth season was more challenging due to COVID-19 and not being able to physically visit senior centers and long-term care homes to provide in-person sensory focused programming. The program is especially designed for clients challenged as a result of Alzheimer's and dementia. Museum staff continued this partnership with long term care homes throughout

***Artifacts from the Memory Lane kits left to right:
corset, binoculars, seeder, shortbread
container, and Christmas stories***

London, Dorchester, Strathroy and Delaware, and added more sites to the contact list in preparation for years to come.

Eldon House program themes include “Photography: People and Places”, “Life and Leisure”, “In the Kitchen”, “School Days”, “A Victorian Christmas” and “Women’s Work”. We continued to focus on acquiring artifacts, equipment, and resources to enhance for the following years of the program. This includes the purchasing of artifacts for kit development, purchasing technology for the virtual programming, and costumes for the “Taking Tea” program.

Internships

Museum staff look forward to welcoming student interns to site at the start of each fall. For over seven years, Eldon House has been working with Western University's Master of Public History Program, hosting Research Assistants for a semester or a full year. The students from this program work with institutions like Eldon House to gain experience in the museum field, and staff aim to give the students a detailed look into the work of a small heritage institution.

In 2021 Eldon House was excited to host two students for one semester: M. Shaw and D. Sinapoli. M. Shaw is a graduate from Memorial University, and her research focus was on the Victorian Era and the Trans-Atlantic slave trade. D. Sinapoli is a recent graduate of Brock University, and her research interests included the Victorian Era and Victorian homes.

During their semester at Eldon House, both students assisted the staff in several conservation and collections projects, including preventative care in various museum rooms. They also assisted in the preparations for the Victorian Christmas display, including creating several garlands and wreaths. Many of the conservation and collection days gave the students fodder for social media posts, one of which was a well received TikTok video. Additionally, they worked with the Program Coordinator and Eldon House staff on education workbooks and events, primarily in the busy fall season.



***D. Sinapoli and M. Shaw
with Scary Santa***

We are grateful for the dedicated work of M. Shaw and D. Sinapoli this year. Their interest in the museum profession and their willingness to work with Eldon

House staff was very appreciated. We wish them all the best in their future academic and professional endeavours.

Canada Summer Jobs Positions

Eldon House applies annually to the Canada Summer Jobs grant. Traditionally, this grant has provided funding for the summer tea servers. During the pandemic, the granting body decided to widen the scope of the program to allow projects to extend past the typical summer deadline. Eldon House applied for three positions, two for summer tea servers, and one for a new position of Museum Assistant.



During the summer, we were excited to welcome K. Kang and A. Weeks in the role of Summer Hospitality and Engagement Assistant. Both K. Kang and A. Weeks are students at Guelph University and are local to the area. In July and August, both students were instrumental in the execution of the return of the Summer Tea Program. This year was especially busy with additional COVID-19 procedures, and with the return of many Eldonians that missed the program due to its cancellation in 2020. We would like to thank K. Kang and A. Weeks for all their hard work throughout the summer and wish them all the best in their studies.

K. Kang and A. Weeks in the kitchen

The first ever Museum Assistant position was a contract from September-December. This position was meant to assist the museum staff in several projects related to collections and conservation, as well as target transcriptions and publication documentation. R. Ricciardi, a graduate of Centennial College's Museum and Cultural Management program, filled this

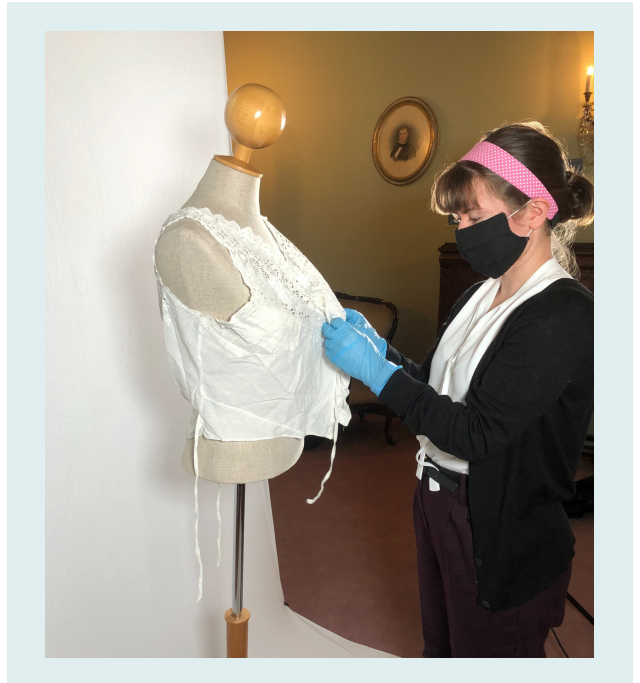
position. In her time as Museum Assistant, R. Ricciardi was instrumental in various assignments and provided staff with support needed to complete several projects.

Some of R. Ricciardi's projects included:

- Conservation of glass, silver, and wood
- Updating collections records
- Transcription of Milly Harris' 1903 diary
- Establishing a format for future publications
- Formatting the Gardens and Grounds documentation for publication
- Social media including YouTube videos
- Creation and installation of the Victorian Christmas display
- Creating an online exhibition which launched in January 2022

In particular, R. Ricciardi's online contributions were quite significant. She created two YouTube videos introducing baking for the holiday season, both which have been well received. Her online exhibit focused on the voyages of the Harris Family and Victorian travel, which ties in thematically with several exhibits prepared for 2022-2023.

R. Ricciardi was a wonderful addition to the team and her contributions made such a difference to staff. We wish R. Ricciardi all the best in her future work and hope she will come back to Eldon House again.



R. Ricciardi working with the collection

Facilities and Maintenance

Maintaining the facility of any Heritage Site is dynamic, and Eldon House, having several site buildings and extensive grounds is no exception. The care and maintenance of the historic home, greenhouse and Interpretive Centre, plus accompanying infrastructure is the work of many hands. Eldon House, owned by the City of London is fortunate to have dedicated Heritage Planners and Facility Maintenance and Capital departments overseeing the longevity of the site and accompanying buildings. Day-to-day care of the site is undertaken by the Facilities and Maintenance Coordinator Guilherme Neves who is supported by full time staff.



Signage in the Kitchen

2021 was the first year in some time that the site was not undergoing an extensive Life Cycle Renewal, and this gave us the opportunity to take on some smaller specialized projects. A series of carpentry repair projects to outdoor architectural features were commenced, which continue into 2022. A larger interior project that tackled the conservation of historic plaster in the Nursery and Upper Back Hall of Eldon House occurred through the spring of 2021. The restoration was undertaken by Acanthus Plaster by conservator J. Dorran and then painted by a local company Tradition Construction.

The gardens are a staple feature of Eldon House, and during COVID-19, have become even more important in museum interpretation. Throughout the pandemic there has been a focus in keeping the gates open to the public, even when the doors have been closed.

In 2020 Eldon House chose once again to not fill the position of Grounds and

Coordinator, as staff remained conscious of the uncertainty of the Museum. Instead, Eldon House continued to work with Definitive Lawn and Garden for regular maintenance of the grounds including lawn cutting, edging, weeding, and trimming.

This year, the team of Eldon House Garden Volunteers made the greatest impact in the gardens with their dedication to the site. Volunteers worked on-site all year to assist with planting, weeding, cutting, watering, and more. At the start of the year the Garden Volunteers worked with staff to order plant seeds and seedlings which would be transferred in the gardens or sold in the Annual Plant Sale in the spring. This year's plant sale was conducted during one of the forced closures, but despite this saw a large turn out and several purchases. The momentum continued with planting and upkeep of the various beds on-site. The Gardens Volunteers were particularly active in maintaining the grounds for our various events and photoshoots, their hard work did not go unnoticed with social media filling up with images of the grounds.



Tulips in the spring

As the summer turned to fall season turned, staff and volunteers worked to winterize the grounds. This involved the herculean task of planting new bulbs for the spring, which included over 40 daffodils and 297 tulip bulbs! Staff and volunteers cannot wait to see what the grounds look like in the spring! Finally, the garden season concluded with the installation of the Victorian Christmas display inside and out. We look forward to the warmer weather and the ability to work with the Gardens Volunteers to make the grounds a beautiful

attraction. Eldon House staff would also like to take the time to acknowledge the hard work of the volunteers: L. Beaujot, M. Hoffmann-Chase, B. Keenan, M. Pfleger, and B. Rutledge.

Memberships

Eldon House staff launched of a membership program in 2020. This program was designed to given frequent visitors to Eldon House an incentive to keep returning, and to establish a base for interest in museum programs. This membership program has several benefits including advance notice on all events and programs, a 10% off discount on most events, 10% off on giftshop purchases, and a quarterly newsletter- The Eldonian.

While the launch of the program was not successful in membership recruitment, a few memberships were purchased at the end of 2021 as holiday gifts. Museum staff hope to see this program continue to grow and to get more Londoners interested in Eldon House and its many offerings.



Drawing Room courtesy of J. O'Neil

Financial Report



***West magnolia,
courtesy of J.
O'Neil***

2021 was another year disrupted by COVID-19, however Eldon House was fortunate to end the year with a net surplus of just over \$12,000.

Comparing 2020 revenues to 2021 saw an increase of approximately \$27,000 with the resumption of the Summer Tea Program and several other public programs. Eldon House continued to receive support from various levels of government including supports for COVID-19.

The City of London continues to support Eldon House in accordance with their commitment to our four-year budget and that includes the current year which is the third year of our budget cycle.

Grants

- Community Museum Operating Grant (CMOG)
- Celebrate Canada, Celebration and Commemorating Fund
- New Horizons for Seniors Grant
- Safe Reopening Grant
- 2020-21 Community Museum Digital Capacity Top-Up Grant



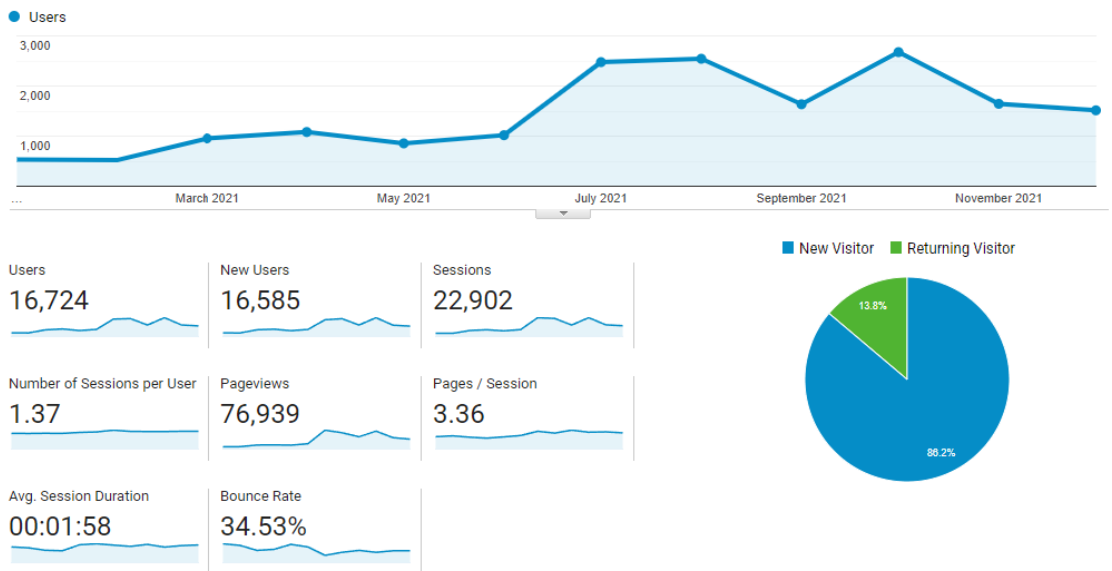
Community Partnerships



Website and Social Media Report

Eldon House, though a historic building, has had to modernize to remain relevant. This has included updating the way the Museum communicates its mission to the public. Eldon House continues to strive to communicate with a wide audience. Part of the way staff achieve this, is to update the website and social media.

Audience Overview (2021)



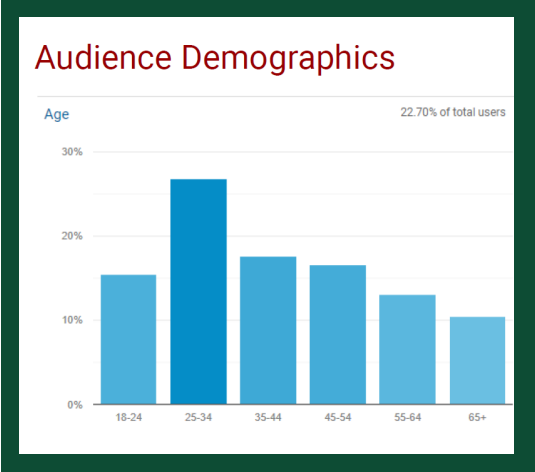
Annual website statistics courtesy of Kreadiv House

The Eldon House website is one of the key tools used to update the Museum audience. Since the website redesign in 2019, it has become easier for staff to maintain and increase output. In 2021 several additions were made to the site, including updating events, a new online gift shop, and publication of an online exhibit focusing on the Harris Family cookbooks.

In 2021 there were over 76,000 page views on the website. From this total, there

were 22,902 sessions, with 16,585 new users. Unsurprisingly, most of the website views took place during the summer months and in October, when some of the key events are scheduled.

An interesting note is that 50% of the searches for the Eldon House website were from organic searches, meaning that people were specifically typing in Eldon House into the search bar. There was also a significant percentage of people directly searching the website. Over 10% were referral searches, with referrals coming from London Tourism, as well as social media like Facebook and Instagram.



Demographics, courtesy of Kreadiv House

In terms of website visitor demographics, Eldon House staff were pleased to see that over 25% of our visitors were between the ages of 25-34. This is a small improvement from last year, where visitors in this age range constituted just under 25%. Most of the website visitors came from Canada. The top five international countries include: the United States, China, the United Kingdom, India, and Germany. Within Canada most of the searches came from Ontario, Quebec, and British Colombia. Eldon House staff are pleased with the website growth experienced over the past few years and hope to continue expanding the Museum’s online presence. and marketing strategy. In 2021 Eldon House staff focused attention on five social media platforms.



Facebook is the oldest platform and the one with the most consistent follower base. Demographically, Facebook also has some of the oldest followers and the most ‘Eldonians’. This platform is primarily used

The most liked Facebook image in 2021

for communicating information related to events, changes in the Museum, as well as fun information on the collection. Staff posts garnered a decent amount of attention, and in 2021 Eldon House had an annual engagement of 224, 658. As the Museum continues to grow in social media, museum staff will still work to maintain a Facebook following.

Twitter is the social media account with the most instant engagement. This year, Eldon House received over 7000 engagements, over 950 retweets, and over 1400 likes. Much of the engagement on the Museum's account comes from history enthusiasts, as well as historians from other institutions.



Images shared on social media: Drawing Room Morbid and Macabre courtesy of J. O'Neil, Japanese dish from the Eldon House Collection, doorknob detail, Eldon House in the winter

Instagram is one of the newer Museum platforms, and demographically has the some of the youngest fans. This platform has been useful for

sharing images of the Museum and the collection, as well as for promotion of events. Some of the most engaged with posts were images of the seasons changing, as well images related to the collection. In 2021, Eldon House had 5200 likes and 105 comments. Staff have been excited to see the growth on Instagram and continue to work to create engaging content.

TikTok was added to the Museum roster at the end of 2019 to keep the Museum more relevant. Since getting TikTok, museum staff have a greater appreciation for social media creators, as these videos do take a significant time to make. Thankfully, Eldon House staff were able to work with students and assistant positions to make some more videos this year. In total there were over 40,000 views on the Museum TikTok! Staff are gearing up to create more exciting videos in 2021.



R. Ricciardi with her fruitcake

YouTube is the social media platform that saw the most growth as Eldon House staff became more engaged with this media. In 2021, Eldon House staff posted seven videos this year, which was double from 2020. Subscribers jumped by over 50%, and there was a total of 451 views this year which amounted to over 15 hours. The most popular videos included those on the servant's quarters and the two cooking videos created by Museum Assistant R. Ricciardi.

Follower Numbers

Facebook- 1780
Youtube- 23

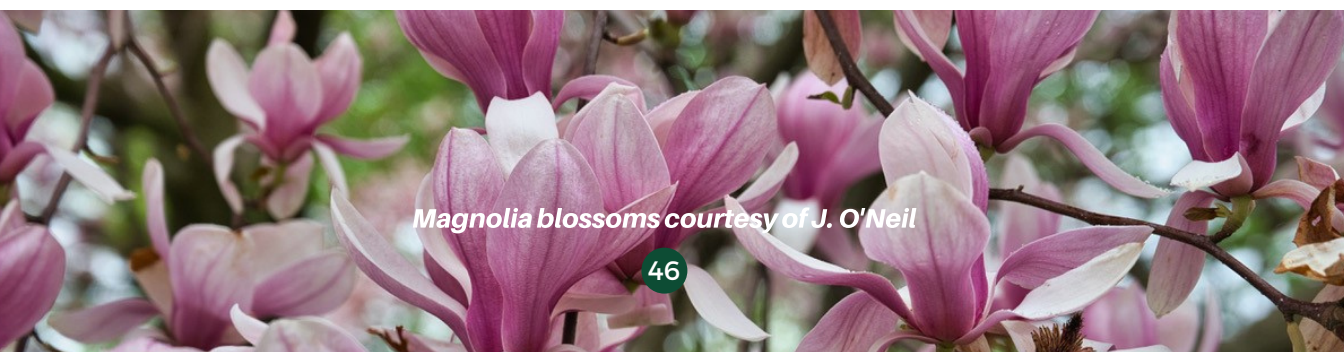
Twitter- 1308
TikTok- 91

Instagram- 1464

By The Numbers

2021 was another unusual year in terms of opening hours. Provincial closures and restrictions continued to impact the Museum, though in periods of lower infection rates, Eldon House was able to capitalize and host more events and programs. Of a possible 239 days where the Museum could have been open to the public, the interior was open for 155 days, which was 64% of the year. Despite not being in open in a normal capacity, museum staff aimed to make the site as accessible to the public, which included keeping the gates open. As a result, there were a high number of visitors counted as ‘grounds visitors.’ The return of some staple programs including the Summer Tea and fall ghost-themed tours attracted a large number of guests to the site, and as a result the attendance was much higher than last year.

Number of Days Open to the Public and for Private Tours	155
Number of Days the Gates were open	229
Number of Operating Hours	1374
Number of General Attendance including grounds visitors	2311
Number of Tours Participants	59
Number of Special Events Attendees	673
Number of Tea Visitors	771
Number of Outreach Attendees	0
Number of Rental Visitors	23
Total Number of Visitors	3837
Total Number of Visitors 2020	2269
Number of Volunteers	17
Number of Volunteer Hours	574



Magnolia blossoms courtesy of J. O'Neil

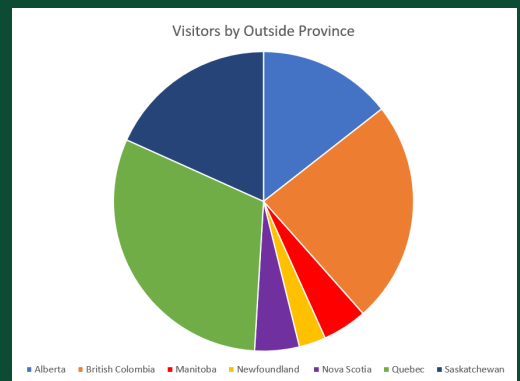
Visitor Statistics

Museums have continued to be impacted by the COVID-19 pandemic, but while Eldon House was affected by several closures and restrictions on capacities, 2021 was more positive than the previous year. This year, we had a total of 3837 people visiting in the Museum or using the grounds which is a 69% increase from 2020! While audience numbers are still not what they were pre-pandemic, this is amazing news for Eldon House and gives staff hope that things will continue to be positive going forward.

With new COVID-19 policies in place, including greeting visitors at the door and contact tracing, staff were also able to get a better picture of the Museum audience. Part of the contact tracing procedure was to ask for one phone number per group. While this did not give a completely accurate picture of where everyone was coming from, it did provide some information as to visitor locations.

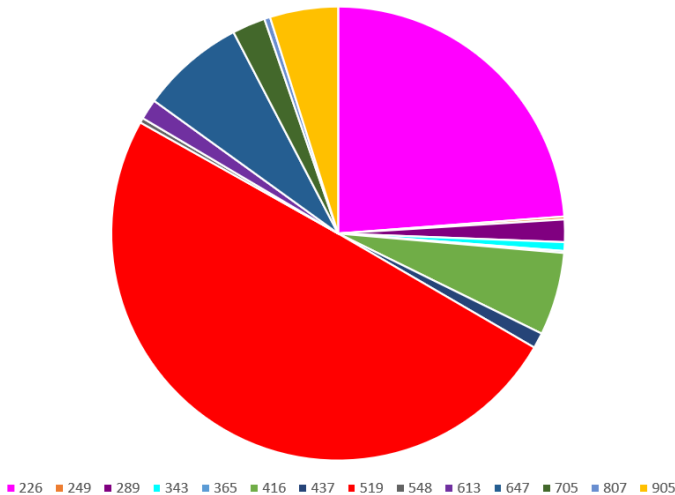
Unsurprisingly, majority of the visitors were Canadian with around 80% providing a Canadian phone number. International visitors including those coming from the United States, Mexico, United Kingdom, Spain, the Netherlands, and Curacao. Anecdotally, some visitors brought guests from other countries including Ireland, Belgium, and Colombia, though their phone numbers were not counted in the total.

Nationally, majority of Eldon House patrons were from Ontario, though several came from other provinces. These included: Alberta, British Colombia, Manitoba, Newfoundland, Nova Scotia, Quebec, and Saskatchewan. The largest number of out of province visitors came from Quebec.



Visitors outside of Ontario

Ontario Visitors by Area Code



Ontario visitors by area code

Within the province, it is no surprise that most visitors came from London and the surrounding area. 519 and 226 area codes made up 73% of those surveyed. The remainder of visitors came from all over Ontario, with those from Toronto and the Greater Toronto Area making up the majority.

Gathering contact tracing information also allowed

staff to assess if guests were new or returning to Eldon House. In conversations with guests, 71% indicated that they were returning, some after a period of several years, others after a few months! The other 29% were new to Eldon House, many who were local to the area. These metrics were exciting to measure, as it has allowed staff to see the small increase in new visitors compared to 2020.

Additionally, in looking at how people came to Eldon House, staff assessed information gathered from the guest book. Compared to 2019, the guestbook was an under-utilized item, as people refrained from touching items. However, those that did fill out the guestbook provided great data and comments. Visitors noted in the guestbook that majority heard about Eldon House via online platforms, including Google searches and social media. Many visitors indicated that they were brought to Eldon House by family or friends, and a large portion of people noted that they were local to the area. The most interesting statistic was to see that 10% of people indicated they found out about the Museum from walking or driving by. This is a significant upturn from previous years, and staff believe that it is the gardens and people's desire to be outside more impacted this statistic.

Staff Team

Tara Wittmann, Curator Director
Danielle Costello, Program Coordinator
Brenna Ardiel, Interim Program Coordinator
Nicoletta Michienzi, Museum Coordinator
Bernie Keim, Finance Manager
Guilherme Lopes, Facilities Coordinator
Kim Baker, Historical Interpreter
Susan Butlin, Historical Interpreter
Alexa DiCecco, Historical Interpreter
Christi Hudson, Historical Interpreter
Cathy Luke, Historical Interpreter
Andrew Moore, Historical Interpreter
Ally Vouvalidis, Historical Interpreter



From top left to bottom right: C. Hudson, S. Butlin and K. Baker, A. DiCecco, C. Luke, T. Wittmann, and B. Ardiel

Eldon House Volunteer Team

Eldon House is extremely thankful to the wonderful volunteers who continue to support us with their time, energy, and positive attitude. We thank them for their continued involvement and understanding during these challenging times.

Liz Beaujot
Brenda Britton
Rose Donachie
Ardath Finbogasson-Hill
Penny Finneron
Al Green
Shelia Green
Stephen Harrott
Merrilee Hoffmann Chase
Barbara Kennan
Wendy Magrath

Marianne Pfleger
Diane Picard
Betty Rutledge
Marie Rooks
Andrea Tonkovic
Lyn Tremblay



From left to right: M. Pfleger, B. Keenan, L. Beaujot, M. Hoffmann Chase, B. Rutledge



Image by Ron Nelson, courtesy of Western University Archives and Special Collections



481 Ridout St. North
London, ON
N6A 2P6

519-661-5169
www.eldonhouse.ca
[@eldonhouse1834](https://www.instagram.com/eldonhouse1834)

