

1993-2013

Celebrating 20 Years!

of Service to the Community



HOSPICE
WATERLOO
REGION

2012 – 2013 ANNUAL REPORT

When we honestly ask ourselves which person in our lives mean the most to us we often find that it is those who, instead of giving advice, solutions or cures, have chosen rather to share our pain and touch our wounds, with a warm and tender hand.

The friend who can be silent with us in a moment of despair or confusion, who can stay with us in an hour of grief and bereavement, who can tolerate not knowing, not curing, not healing and face with us the reality of our powerlessness, that is a friend who cares.

Out of Solitude - Henri Nouwen



1993 - Dohman St. Breslau
24 Volunteers



1997-2001 - Spadina Rd. Kitchener
130 Volunteers



2001-2006 - Park Street Kitchener
156 Volunteers

OUR PROGRAMS

Services For Clients

- **Volunteer Visiting** – one to one match with a volunteer for weekly visits (in home, in Long Term Care, in Hospital, in residential hospice)
- **Day Away Respite** – weekly program at our centre with discussion and activities to promote fun, laughter and well being
- **Professional Counselling Services**
- **Patient Support Group** – for individuals to meet and talk with others facing life threatening illness
- **Young Adult Support Group** – for individuals under the age of 30 to meet and talk with others facing life threatening illness
- **Hair Salon** – volunteer hairstylists will provide a wash, cut and style in our in-house salon (also available to caregivers)
- **Transportation Services** – volunteer drivers for medical and non-medical appointments
- **Complementary Therapies** – massage, therapeutic touch, meditation, reiki, and guided imagery for those who would like help managing stress and anxiety

Services For Family/Caregivers

- **Professional Counselling Services** – for individuals and families
- **Friends and Relatives Support Group** – for friends and relatives to meet and talk with others about supporting someone with a life threatening illness
- **Kids Can Cope** – for individuals and families who need help in explaining a life threatening illness of a parent or family member to a child
- **Night Sit Respite Services** – volunteers provide bedside vigiling in the final 24-48 hrs allowing family members a period of respite.

Services For Those Who Are Grieving

- **Professional Counselling Services** – crisis intervention for individuals and families
- **Bereavement Walking Groups** – weekly volunteer-led walk offered in KW and Cambridge
- **One to One Bereavement Match** – for individuals unable to participate in group activities
- **Children's Bereavement Support Group** – offered weekly at our centre for 5 – 13 yr olds who have lost a parent or sibling.
- **Parenting Through Grief Support Group** – offered weekly at our centre for surviving parents
- **Teen Bereavement Support Group** – offered weekly at our centre for 14 – 17 yr olds who have lost a parent or sibling
- **Teen Bereavement School Program** – six week grief counselling program in participating high schools for an identified group of teens

Hospice Staff

Executive Director: **Judy Nairn**
 Director Programs & Clinical Services: **Irena Razanas**
 Volunteer Coordinator: **Colleen Lucas**
 Client Visiting Services: **Julie Shelter**
 Community Engagement Services Coordinator: **Leslie Duffy**
 Day Program/Complementary Service Coordinator: **Tamara White**
 Administrative Services: **Lori Helm**
 Accounting Services: **Nicole Puchala**
 Marketing Services: **Mark Hallman**



SUPPORTING THE COMMUNITY IN 2011-2012

Number of Clients Served:	835	Volunteer Hours:	11,751
Total Active Volunteers:	251	Group Sessions:	128
Number of client contacts:	10,228	New Volunteers Trained:	31

THE HISTORY OF HOSPICE OF WATERLOO REGION

By Lucille Mitchell - our founder



From left: Lucille Mitchell, Katherine McGarry, Marg Richardson, Sheila McLaughlin, Janet Kennel, Fred McGarry & Mary Murray



Inspiration comes when you least expect it.

While attending a convention in Florida with my husband, I opted to forgo the guest speaker's talk. It was April, and after our cold winter, all I wanted to do was to be in the sun. As I was making good my escape, I heard someone say – "Aren't you coming to hear Rosita Perez?" It was the man in charge of the speakers and I know how hard it is to please 400 people, so I reluctantly agreed to attend.

My plan was to sneak out of the last row with a coughing fit – no speaker likes that distraction! Having 15 minutes to wait, I sat on the couch outside the salon where Rosita was to speak. Looking down a long Persian-rugged marbled hall, I spot a lady. She had on a chiffoney dress, flowers in her hair and a guitar slung across her back. She came right up to me, hand extended, with a "Hi, I'm Rosie, are you coming to hear me speak?" "Yes" I said. Inside I was saying "Oh brother!" For sure I was sneaking out, but fate had another plan.

My husband wanted to sit close to the stage so he could hear better. Not five minutes into her talk I was covered in goose pimples and I KNEW she was speaking to me. My eyes filled with tears – an overwhelming feeling. Rosita said two things that changed my life. "When the horse is dead, get off." Get rid of things in your life you cannot change and put your energies elsewhere. She continued by asking the audience to complete the following sentence - "One day I'm going to..." The responses she received were "learn piano", "learn a second language", "volunteer". She said "If not you, who, if not now, when?"

Having some knowledge of Windsor Hospice, I launched a campaign to establish hospice services in the Waterloo Region. For one year, I worked every day and canvassed the medical profession. They loved the idea, but everyone was already short staffed and had no time to help. So, I thought, "the horse is dead – get off!" I packed away my dream.

The following year, while cleaning out a drawer, Rosita's pamphlet came flying out. The cover said "If not you, who, if not now, when?"

The rest is history. Two wonderful women came forward – Sandra Close ran the office, and Patricia Kelly trained our volunteers. With donated space, \$10,000 from Johnson & Johnson and Lyle Hallman, a steering committee and an eager Board of Directors, we graduated our first group of volunteers. Everyone at this point donated their time to start Hospice of Waterloo Region.

A special thank you to all - especially the families that welcomed us into their lives at a very sad time. To the people who have picked up the torch and made Hospice of Waterloo Region a respected organization – thank you! I'm humbled and very, very proud.

Rosita Perez has since passed away from MS. We spoke often on the phone. She was a wonderfully gifted speaker and she changed my life – and now yours.

Board of Directors

President: **Pat Forte**

Vice President: **Gayle Sadler**

Treasurer: **Bob Johnson**

Secretary: **Catherine Brohman**

Directors: **Joan Stewart**
Dr. Mike Casey
John Richards
Dawn MacKinnon
Jim Whetstone
Kaiser Poonawalla
Patricia Ziegler-Ignor

Lifetime Honorary Board Member:
Lucille Mitchell



Continuing support is needed to ensure that Hospice services are offered at no charge.

Please accept my contribution in the amount of: \$500 \$200 \$100 \$50 Other _____

Name: _____ Address: _____

Phone: _____ E-Mail: _____

Payment Method: I have enclosed a cheque payable to Hospice of Waterloo Region

Master Card # _____ Expiry: _____

Visa # _____ Expiry: _____

Thank you for your donation!





Day Away Program
"The focus is companionship, camaraderie and enjoying each other's company, not illness" Dianne

2006-2010 -
Freeport Health Centre, Kitchener
190 Volunteers

OUR STORIES

Nettie's Legacy

In many ways, Nettie and Ray Baer were like any other Hospice clients. They contacted Hospice in the spring of 2003 when Ray's health was declining due to congestive heart failure. Nettie was looking for a volunteer to visit Ray, allowing her to have a bit of time to run errands.

Two volunteers were assigned to visit Ray at the long term care facility where he resided. Those volunteers, who are still volunteering with us, remember Ray as a hospitable man who loved to sing. They visited Ray on a weekly basis until he died in October 2003.

For us at Hospice, this was another family that we had been able to support during a very difficult time, and when the case closed we went about our regular business. But what we didn't realize was just how much our help had meant to Nettie. Nettie wanted a way to thank Hospice of Waterloo Region for the loving care and support that we provided Ray during his last months. At some point after Ray's death, and without announcing anything to us, Nettie visited her lawyer and named Hospice of Waterloo Region as a beneficiary of her estate. In December of 2012, Hospice received a call from Nettie's lawyer informing us that Nettie had died and that she had left Hospice a very generous gift.

Nettie's nephew John came to bring us the bequest cheque and during our visit he was able to share stories about the remarkable woman that Nettie was. There was the story of a kindness to a stranger at the bus station, and a family book of pictures and reflections of a young woman who had voluntarily left home to serve in Germany during reconstruction after the war. It became apparent to us all that Nettie was one who listened carefully to her heart and, as John said, to "God's leading". Her generous gift will be used to help us provide additional supports to people who are completing their life journey. This will be Nettie's legacy!

Karen's Story

Karen was a 40 year old recently widowed woman who was diagnosed with kidney cancer in the spring of 2012. There is no known cure for kidney cancer and prognosis for someone with advanced kidney disease is guarded at best. Hospice received a call from the school social worker at the end of September 2012, when Karen's six year old son was found to be missing school on a regular basis. Karen was living alone in a small apartment and her disease had advanced to such a point that walking more than a block would render her out of breath and dizzy. She could drive her son to school, but in order to drive she could not take her pain medication. Karen was a private person and fiercely independent. She knew that she was dying but was continually hopeful that she would live until the end of the school year. Karen agreed to have a volunteer visit weekly and to assistance with shopping. She asked Hospice for information on funeral arrangements for someone with no income and what documents would be necessary for her to have her 22 year old daughter become her son's guardian upon her death. Even though Karen did not want to talk about her pending death, Hospice was able to offer counselling to Karen's daughter who was overwhelmed by the prospect of her mother's death and becoming a parent to her little brother. Counselling in this situation was intense over a short period of time to stabilize a situation that was changing on a weekly basis. Referrals to other community services for the daughter were made to assist her with managing her new situation.

This one example demonstrates that the timely provision of service, the increase in knowledge gained for both Karen and her daughter, the referrals and coordination between school, medical professionals and Hospice, the reduced anxiety for the family and the eventual supported grieving for both the daughter and six year old son that will assist them in finding a healthy response to loss.



2010-Present -
Lawrence Ave. Kitchener
265 Volunteers



PRESIDENT'S REPORT *Pat Forte*

This past fiscal year has been a time of change and advancement for Hospice of Waterloo Region on many levels. The theme of the Board's efforts in 2012-2013 was to "Further the Strategic Plan". The Board focused on advancement of strategic priorities in categories emphasizing integration, community partnering and engagement; program development; accessible, appropriate and effective services; board development, financial stability and fiscal responsiveness. In the results so far, we have seen an increase in the range of partnerships, projects and initiatives undertaken by Hospice. We have been central to many of these, offering the expertise of its staff and volunteers, practical support and direction and are becoming a 'go-to' organization for leadership, information and strategic thinking on local end-of-life issues. The ongoing recognition that Hospice receives reinforces its status as one of the area's palliative care leaders. In December 2012, Charity Intelligence again identified Hospice as one of Canada's top charities in the healthcare field and in April 2013, the Ontario Ministry of Citizenship and Culture awarded Hospice a Provincial June Callwood award for volunteerism.

Our staff and volunteer compliment are amazing as they continue to deliver quality end-of-life care and support. Led by our dynamic Executive Director, Judy Nairn, they are a dedicated, skilled group who work tirelessly to improve end-of-life and bereavement care for persons in our community. On behalf of the Board of Directors, I want to express my admiration and appreciation to all those who give so much to Hospice's Mission and Vision.

2013-2014 marks Hospice's 20th Anniversary. Our ongoing efforts will be guided by the sentiment of Oliver Wendell Homes.

I find the great thing in this world is not so much where we stand, as in what direction we are moving: To reach the port of heaven, we must sail sometimes with the wind and sometimes against it, but we must sail, and not drift, nor lie at anchor.

As we look to the future, we seek to build on our past and make the year ahead one of continued growth, new partnerships and enhanced service.



EXECUTIVE DIRECTOR'S UPDATE *Judy Nairn*

Celebration. Integration. Learning. Concern. Partnerships. Growth. Community. Engagement. Caring. When I reflect on my first year at Hospice of Waterloo Region, these are the words that come to my mind. It has been a busy but rewarding and fulfilling year. Since I came to Hospice, at the end of March of 2012, I have met many wonderful people, learned a great deal about the work being done in hospice palliative care in our Region, trained with our volunteers, taken courses in palliative education, worked with numbers of community partners, sat on committees, spoken in public, and hosted events. There have been a number of events in celebration our 20th Anniversary of service to the community, successful introduction of our new Families First program of counselling and support groups, increased programming for clients, new community partnerships, and beginning to explore new ventures. And during all of this busyness, Hospice of Waterloo Region and our team of over 250 volunteers, has continued to serve almost 900 families and individuals who are dealing with life threatening illness or coping with the loss of a loved one. This is where I have learned the true essence of hospice work. It is not in the business meetings or the organizational details, rather it is captured in Henri Nouwen's quote: "the friend who can tolerate not knowing, not curing, not healing – but face with us the reality of powerlessness, that is the friend that cares". That is Hospice of Waterloo Region.



Reflecting on our past, looking forward to our future!

***Hospice of Waterloo Region introduces our new logo
as we begin the next 20 years of service to our community.***

We look for your continued support.



FINANCIALS

CONSOLIDATED BALANCE SHEET

For the year ending March 31, 2013

	2013 (\$)	2012 (\$)
Assets		
Current	758,762	759,043
Property & Equipment	1,619,960	1,698,384
	2,378,722	2,457,427
Liabilities		
Current	191,112	211,536
	191,112	211,536
Net Assets		
Unrestricted	226,154	211,176
Internally Restricted	1,619,960	1,698,384
Externally Restricted	341,49	336,331
	2,187,610	2,245,891
	2,378,722	2,457,427

CONSOLIDATED STATEMENT OF OPERATIONS

For the year ending March 31, 2013

Revenues	Operating Fund	Capital Fund	2013 (\$)	2012 (\$)
Government & Grants	485,666		485,666	462,714
Donations and Fundraising	151,812		151,812	178,558
Workshops and Interest	1,116	1536	2,652	2,787
	638,594	1536	640,130	644,059
Expenses				
Program/Service Delivery Expenses	404,706		404,706	336,398
Overhead/Occupancy & Support Expenses	218,910		218,910	195,357
Amortization of Property & Equipment		74,795	74,795	79,680
	623,616	74,795	698,411	611,435
Net Income for the Year	14,978	(73,259)	(58,281)	32,624

The financial materials presented are extracted from the Audited Financial Statements. The report of the auditor and the complete statements are available at the Annual General Meeting and thereafter, at the offices of the Executive Director.

DONORS

Government

Waterloo Wellington Local Health Integration Network (WWLHIN)

Foundations

Catholic Community Foundation of Waterloo Region
Gordon Linkletter Family Fund
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Conestoga College - School of Media and Design
Elementary Teachers' Federation of Ontario
Estate of Nettie Baer
Grand River Hospital
Henry Walsler Funeral Home
Intact Social Committee
Kitchener-Waterloo Civitan Club
Lions Club of Kitchener
Myrtle Beach Senior Softball
Resurrection Catholic Secondary School
St. Andrew's Presbyterian Church
The Alpine Dance Group
The MayCourt Club of Kitchener-Waterloo
United Steelworkers
United Way of Cambridge and North Dumfries
University Of Waterloo Engineering Society
Wine Expert

With special thanks to the Spring Promenade Fashion Show Committee for the many dollars raised during 19 years of continuous support

Sustaining Level Donors (donations of \$100 or more)

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Mark Hallman	Michael Plauntz	
Raymond Hallman	Bill Plauntz	

And many additional individual donors
Continuing support is needed to ensure that our services are no charge to clients. Please consider the level of support you can provide. Donations can be made by cheque or credit card. Tax receipts are issued for donations over \$10.00.

Thank you for your generosity

