



HOSPICE
WATERLOO
REGION

2013 – 2014 ANNUAL REPORT

“Our lives are like quilts, bits and pieces, joy and sorrow, stitched over time with love.”



The Stories of Our Lives



Executive Director's Report

Judy Nairn

The story of Hospice of Waterloo Region in the past year is one of change and one of growth. Changes have come to us with the loss of two of our staff members to new opportunities and the addition of new members to our staff team – our Volunteer Coordinator Alex, our Day Program Coordinator Anita and our front desk receptionist Bethan. Further change and growth happened as Hospice assumed responsibility for a new program - the HPC Consultation Program, which is responsible for all of the palliative education in Waterloo Region and Wellington County. Three specialist nurses are now part of the Hospice staff team and they deliver training and educational conferences to over 1700 professionals in Waterloo Wellington. They also provide consultation services to community nurses who are caring for palliative patients in the home. This program addition helps us fulfill our mission to provide the best hospice/palliative support and education to clients, their families and the broader community.

The story of Hospice of Waterloo Region is also one that we know has not been well understood in our community. This year we began to tell our story of Community Outreach Hospice Services and we began to reach out more directly to the clients and families who need our support. The website was updated and our brochures were changed. There were speaking engagements and radio broadcasts and a community television appearance. There were radio ads and newspaper articles. We are on Facebook and Twitter. And as a result we are seeing an increase in the number of clients being supported.

But it is their stories, the over 800 clients and the incredible team of 250 volunteers, which truly bring to life the difference that Hospice of Waterloo Region is making in our community. We thank them for the privilege of journeying with them and for allowing us to make their story, our story.

"I Found My Sunshine!" Michelle's Story

It's not often we meet a Hospice Client who is willing to speak so openly about their diagnosis and how Hospice makes a difference in their lives. Michelle is one such client, and this is her story.

Michelle was diagnosed with terminal ovarian cancer on May 26, 2013. She was in disbelief when she received the news. She was only 45 years old – too young to be dying. She felt defeated. Her visiting CCAC case manager recommended that she contact Hospice of Waterloo Region to see what services we could offer. Michelle put off making that call for two months because she was comfortable in the cocoon that she had built around herself. It offered her protection from hurt and disappointment and she was afraid to come out. It was her husband Joe, who encouraged her to make the call to Hospice.

Michelle recalls her first visit to Hospice – "I walked through the door and the sun came out!" She says that at Hospice, the support is phenomenal because there is "no judgement", and "everybody listens".

Michelle admits that like most people, she had misconceptions about what 'hospice' was. "I thought this place was going to encourage the fact that my life was over, but it's totally the opposite". Michelle describes our facility as bright, beautiful and open, and when she first walked in she heard the "music was going, and [people] were laughing." She says that "you get the feeling when you're here that anything is possible. And everybody's attitude is the same. I call it my second family."

Michelle benefits from the weekly support of a Hospice Volunteer. Shobana visits Michelle in her home once a week, and also calls her on the phone weekly to check-in. Michelle says she felt an instant connection with Shobana, and she wonders how Hospice matches clients and volunteers so precisely. Michelle looks forward to her visits with Shobana. Sometimes they do grocery runs, and other times they go for coffee. Shobana is that "one person to do something with or do nothing with", but whatever they do, they have fun.

Michelle cannot say enough about the volunteers and staff at Hospice, and the support she's received. "Since I've been here", she says, "I don't really care what the test results are anymore. I know the inevitable...but I'm not going anywhere from here. I found my sunshine!"

A Retreat from the Ordinary - The Day Away Program



Every Tuesday morning, people start filtering in to Hospice's Day Program. They come, rain or shine, to spend the day with us as a part of our "Day Away" Day Respite program. This weekly gathering is an opportunity for individuals living with a life threatening illness to participate in group discussions and activities that promote fun, laughter and well-being.

During the morning portion of the program, the Program Coordinator leads discussions and group craft activities or she arranges for community members to present on a variety of subjects from tea tasting to art appreciation. Program participant Dianne said that sometimes she takes the craft ideas that she learns at the Day Program, home, and does the craft again with her Granddaughter. It's a special time for both of them.

Patrick, a regular attendee at "Day Away", enjoyed the closeness of the group. He said the Coordinator "gets us talking, and establishes a relaxed atmosphere for communicating." He added that while everyone is dealing with a serious disease, participants are not inundated with "1001 speakers who want to talk about [it]." Dianne shares many of the same sentiments. She says the focus isn't on peoples' illnesses, instead it's on "companionship, camaraderie and enjoying each other's company".

Unfortunately, because the program is designed for people who are seriously ill, participants grow sicker and are no longer able to attend and eventually succumb to their disease. Patrick said that the group misses people when they pass on but the focus of the group isn't on dying, it's on living each day as it comes, and that's exactly what the participants continue to do.

The Day Away program runs on Tuesdays in Kitchener and Thursdays in Cambridge.

Making a Difference - Hospice Volunteers at Lisaard House

Hospice of Waterloo Region (HWR) and Lisaard House, a residential hospice in Cambridge, have been community partners from the moment Lisaard opened their doors in July 2000. For the past 14 years, Hospice has scheduled HWR volunteers to take regular shifts at Lisaard, to provide comfort, care and support to residents and their family members. Currently, Hospice has 37 volunteers who provide support at Lisaard from 9 a.m. - 8 p.m., Monday to Friday.

The volunteers' first priority is always to attend to the needs of the residents and their family. Upon arrival for their shifts, volunteers check in with each of the residents to let them know that they are there and available to help.

Mary Pat, a long-time HWR volunteer placed at Lisaard says "we, the volunteers, are available to listen to the 'in the moment' needs of each resident and family member. We are free to act in a loving way to make a wishful moment a reality." This can mean the volunteer spends time holding

the hand of an anxious resident, or is an attentive listener as a caregiver reminisces about their loved one. For those residents who are able, a tour of Lisaard's beautiful gardens may be the order of the day. Mary Pat recalls wheeling a resident out into the gardens on a warm spring day. Few words were said - just silent appreciation of nature at its best. Mary Pat picked a tiny fragrant petal and handed it to the resident to touch and smell. Time stood still.

HWR Volunteers have no other agenda other than to provide emotional, practical and social support to Lisaard residents. All the HWR volunteers placed at Lisaard would agree that it's a humbling experience to be allowed to accompany someone on their end of life journey. They feel honoured to be of help at such an intimate time of peoples' lives, and at the end of every shift, they leave Lisaard knowing that they have made a difference!

Families First - Counselling Services

Davey is 7. His mom is sick with cancer. He's not sure what is happening, not sure what he's done wrong. Davey is worried.

Ashley is 17. Her mom is out west somewhere and she has never known her dad. Her grandma and she have been a team since she was little. Grandma just died. Ashley's not sure what is happening. Their apartment is gone and she is staying with a cousin she doesn't know. Ashley is worried.

Davey and Ashley were each referred by their schools to counselling at the Hospice "Families First" program where they talk about what is happening to their families.

Davey asks the questions children always worry about and comes to understand that he did not cause his mother's illness, that he cannot catch it, and that someone will always be there

to care for him. Davey and his dad attended counselling and were supported as mom died at home. They then attended the Parent/Child bereavement support group to learn how to manage their new situation.

Ashley talks about her loss of home and friends as she will need to change schools. She agrees to attend the Teen Support Group where she can meet and talk with other teens who have a similar experience of loss and displacement. She made friends with two other girls who are going through similar loss and they stay in touch during the week to support each other.

Hospice makes a difference before, during and after a death, for all the remaining family members as they adjust to the loss of their loved one.

One Foot in Front of the Other - Bereavement Walking Group

Hospice of Waterloo Region began offering our K-W Bereavement Walking Group in 2005. The Bereavement Walking Group is a non-traditional form of bereavement support and is offered to those who have experienced the death of a loved one in the past two years. The premise of the group is drawn from St. Augustine's philosophy that "all things are sorted out by walking". The weekly Thursday morning KW walks are supported entirely by a team of Hospice Volunteers who provide emotional support to those who are grieving. In the nine years that it has been running, over 170 people have registered to walk with the KW group. Hospice expanded the program into Cambridge in 2010, and offered those walks on Sunday afternoons to accommodate the bereaved who still worked. Over 50 participants have taken part in Cambridge.

The Bereavement Walking Group is not meant to be a social club or fitness group - it is an opportunity for those who are bereaved to walk and talk about their grief journey and receive support from specially-trained volunteers and other participants who have experienced loss. Volunteers create a safe place for participants to discuss the challenges of learning to move forward without their loved one, and the heartache that accompanies this transition.

Hospice Volunteer, Donna, remembers when she first joined the group as a participant. It was in October 2011, and her husband had died that previous March. She felt "lost and alone [but] in the walking group [she] found volunteers who listened and supported [her]". She says it was a safe place to talk about her loss and be completely understood. She remembers meeting a wonderful group of people who were on their own grief journey, and how she felt comfort in knowing that she wasn't alone in how she felt.

Donna recalls that "the whole process of walking - just simply putting one foot in front of the other and moving forward - seemed to permeate [her] whole being and became a major influence in [her] healing journey."

The impact the Bereavement Walking Group had on Donna was so great that in 2013, she decided to become a Hospice Volunteer, and give back to the group that gave her so much. Donna now supports the group as a volunteer, and feels privileged to support others in this way.



Supporting the Community in 2013-2014



Number of Clients Served: 886
Number of Participants in Education: ... 1753
Number of Education Sessions:412

Number of Volunteers: 250
Number of Volunteer Hours: 9161
New Volunteers Trained: 32

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Reflections from a Hospice Volunteer (Bill R.)

I am a Hospice volunteer – I give time to my clients

For people who are alone in an institution, surrounded by strangers... I bring companionship. For others who are at home with family by their side... I bring respite for the caregivers, companionship to the person.

I am a Hospice volunteer – I give time to my clients

- Not afraid to meet and befriend those who may soon end their journey
- Not afraid to make a friendship I know will soon end
- Not afraid to spend time focused on the person and not on myself

Each individual is facing an end to their long journey of life as they know it. Together we develop a trust. We share stories of yesterday, ask questions of today and we wonder together about the tomorrows that might follow.

I am a Hospice volunteer – I give time to my clients

But, there are many gifts each person I've spent time with has given me in return

- An invitation into his/her world at a most difficult time
- A verbal sharing of the most intimate and often spiritual kind

- Rich stories of their life, the highs and the lows
- And understanding of their passions in life; hobbies, travels, family times
- Or just quiet moments... while they are resting

I have had it reinforced each and every time that

- Family is everything
- Love can truly be unconditional
- There is power in a hug

While I've always believed family is everything

- I now live that belief more every day
- I say "I love you" at every opportunity
- I hug more often and squeeze a little tighter and make it last a little longer

I am grateful to each and every one of them for the insights they have given me. *I am a Hospice Volunteer* and I not only give time to a client, I share time with a new friend. My life is so much richer for having known them. So the only real question now becomes - Who has given to who?

President's Report Pat Forte

The conclusion of another fiscal year marks the midpoint of Hospice of Waterloo Region's (HWR) current Strategic Plan. The Board of Directors has continued to further the five pillars of the Strategic Plan in areas of Leadership & Influence, Programs & Services, Integration & Partnerships, Board Development and Financial Stability. HWR's intention is to become a community leader in delivering support services to anyone with an end of life diagnosis. Presently, our physical premises, the Hospice Family Centre, operates as a centre for our programs and services, the delivery of public and professional education and training in palliative/hospice care and hosts the Stork Family Palliative Care Clinic. We envision the Hospice Family Centre becoming even more of a "Hub" in the future.

HWR has acted with purpose to both create and seize opportunities of collaboration and integration between community and primary care palliative/hospice services. HWR was integral to the voluntary transfer of the Waterloo Region and Wellington HPC Palliative Pain and Symptom Management Program; the integration of these services at Hospice is one of several steps towards achieving quality, integrated hospice palliative services that improves options for the community.

Additional strategic plan action items have also been achieved this year including attaining Level 2 Accreditation with Hospice Palliative Care Ontario and expanding our Day Away program to Cambridge.

Our Board challenges itself to think beyond strategy and to ensure HWR is positioned to meet the existing and anticipated needs of the community. We are looking ahead to Ontario's aging demographic and contemplating the implications of the predicted growing need for hospice community support services. Our challenge is to ensure that we have a broad range of programs and sustainable financial support for the anticipated future demands for our services.

This marks the end of my tenure as President of the Board of Directors. I thank the Board for allowing me to serve; it has been an honour to do so. Our Executive Director, Judy Nairn, leads a group of devoted and accomplished staff and volunteers whose dedication and spirit on the front line manifest the Mission and Vision of the organization. We are grateful for ongoing support of our community partners, including the Waterloo Wellington LHIN. On behalf of the Board of Directors, I also want to express admiration and appreciation for our community donors who passionately believe in our cause. Our current and future success is powered by all of you.

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

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Thank you for your donation! Reg. Charitable Number: 140415795 RR0001

Hospice of Waterloo Region has adopted the CCP Ethical Fundraising & Financial Accountability Code. Your privacy is important to us. We do not sell, rent or share our donor information.



Financials

Consolidated Balance Sheet

For the year ending March 31, 2014

	2014 (\$)	2013 (\$)
Assets		
Current	851,684	758,762
Property & Equipment	1,568,511	1,619,960
	2,420,195	2,378,722
Liabilities		
Current	289,085	191,112
	289,085	191,112
Net Assets		
Unrestricted	219,800	226,154
Internally Restricted	1,568,511	1,619,960
Externally Restricted	342,799	341,496
	2,131,110	2,187,610
	2,420,195	2,378,722

Consolidated Statement of Operations

For the year ending March 31, 2014

Revenues	Operating Fund	Capital Fund	2014 (\$)	2013 (\$)
Government & Grants	802,917	8,466	811,383	485,666
Donations and Fundraising	182,124		182,124	151,812
Workshops and Interest	7,804	1,303	9,107	2,652
	992,845	9,769	1,002,614	640,130
Expenses				
Program/Service Delivery Expenses	692,004		692,004	404,706
Overhead/Occupancy & Support Expenses	290,853		290,853	218,910
Amortization of Property & Equipment		76,258	76,258	74,795
	982,857	76,258	1,059,115	698,411
Net Income for the Year	9,988	(66,489)	(56,501)	(58,281)

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.



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

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Waterloo Wellington Local Health Integration Network (WWLHIN)

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With special thanks to the Spring Promenade Fashion Show Committee for the many dollars raised during 20 years of continuous support.

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