



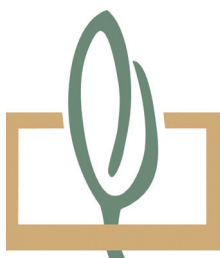
*"We are not yet what we shall be, but we are growing toward it, the process is not yet finished, but it is going on, this is not the end, but it is the road."*  
- Martin Luther



# 2014 – 2015 Annual Report

## *The Road Forward*





## Our Vision:

*Every person in our community will experience end of life with caring and knowledgeable support*

### President's Report - Gayle Sadler

The 2014 – 2015 year at Hospice of Waterloo Region has been a very busy and exciting one for the Board of Directors. With our current strategic plan coming to an end in 2015, the Board has spent much time over the past year in research and study on the needs of palliative clients and their families in the future and on how Hospice can best respond to serve them. The result of this work was the development of two significant reports which will provide the foundation for our next three year Strategic Plan. Always with the goal to provide “the right service, in the right place and at the right time”, the two reports recommend that Hospice of Waterloo Region:

Become a “HUB” for services in Palliative/End of Life Care which will serve clients and families throughout their journey from diagnosis to bereavement support. To build the “HUB”, we will foster collaboration among stakeholders and providers throughout our LHIN catchment area.

Include a “Residential” hospice in future planning based on a comprehensive review of both the near and long terms needs for more residential hospice services in Waterloo Region.

There will be more about our coming plans as we finalize development of our Strategic Plan that will maintain and grow our present programs and services as well as building our organizational capacity and long term sustainability.

It has been an honour to serve the Board of Directors as the President for the past year. I must provide a heartfelt note of appreciation to those Board members who are leaving us after their service to the organization and to those who chose to carry on this important work.

A very big thank you must go to our many community donors for their generosity to our cause, to our supporters who help in many other ways and of course to our many volunteers who give of their time and energy to carry out our mission in the service to our clients and families. Your spirit is well recognized.

Thank you to our Executive Director, Judy Nairn and all of the Hospice staff who are tireless in their enthusiasm and energy to deliver all that we ask for our clients and families, with a spirit of hope and support.

And finally thank you to the community that is Waterloo Region. With your continued guidance, counsel, support and generosity Hospice of Waterloo Region is working at every level to wrap our arms around those who need and benefit from support on their final journey.



### Executive Director's Report - Judy Nairn

**“We are not yet what we shall be, but we are growing toward it ....”**

These words of Martin Luther capture the experience of Hospice of Waterloo Region this past year as we continue to increase services for our clients and community. The need for professional and volunteer palliative support continues to grow as our population ages and the Region expands. Hospice continues to meet this need with our programs for Volunteer Client Supports, Counselling, and Professional Consultation and

Education Services. And this year a new program was added that engages health care and the broader community in a common conversation on Advance Care Planning. Advance Care Planning is an important component of hospice palliative care and Hospice of Waterloo Region is leading this broad

conversation to help individuals, and their health care providers, know and understand their end of life wishes.

And our growth has meant a need for additional office and program space, which we have secured in Cambridge and in Kitchener. We are a partner now with Langs Community Health Centre in Cambridge where we have an office for meetings with clients and volunteers and for counselling appointments. We also have rented additional office space down the street from our 298 Lawrence Ave. offices, to provide some much needed office, meeting and storage space.

With the foundation of a new strategic plan, Hospice of Waterloo Region will continue to grow the programs and services needed in our community. Our staff, volunteers, and many community partners are committed to continuing to deliver the best in hospice palliative care services and supports knowing that we are not yet what we shall be, but we are growing toward it.



## Dignity Therapy

In early 2015, Hospice of Waterloo Region began a pilot project in Dignity Therapy.

Dignity therapy -- a short course of therapy that focuses on helping patients with life threatening illnesses, review things that are most meaningful to them and document their legacy -- can improve the end-of-life experience. It involves a certified therapist asking a predetermined set of questions and audio taping the client's responses. The one-hour session is then transcribed and edited, and the client is provided with a paper copy of their life story. Dignity therapy is a very effective way for patients to find some meaning and purpose at the end of life and it provides an opportunity for them to share their life story and experiences with family members.

Working with local palliative physicians, a Hospice Social Worker will provide Dignity Therapy to a select number of clients who could benefit from a psychotherapy intervention that focuses

on helping them examine their life story and recognize and document what is most meaningful to them.



***When it comes to your health care . . .***

***who will speak for you  
if you cannot speak for yourself?***

***86% of  
Canadians***

have not heard of advance care planning and less than half have had a discussion with a family member or friend about health care treatments if they were ill and unable to communicate ...

(Ipsos-Reid National Poll 2012)

## Advance Care Planning Education Program Waterloo Wellington

In 2014, Hospice of Waterloo Region received funding to lead a 3-year Advance Care Planning (ACP) Project across Waterloo Region and Wellington County. ACP is a conversation about your wishes and values and how they should direct your health care decisions if you cannot speak for yourself. The conversation is to let others know what kind of health and personal care you would want at end of life or during any medical crisis.

ACP involves having discussions with family and friends, including one's future Substitute Decision Maker(s). A Substitute Decision Maker (SDM) is the person or people who provide consent or refusal of consent for care and treatments if you were not capable of doing so.

The grant money is being used to build system capacity and enhance the quality of palliative care and patient/family

experience for residents of Waterloo Wellington. It is a program that identifies both the broader community and health care settings as critical places where education on this very important topic is vital. As a full system approach, the Waterloo Wellington ACP Education Program can increase understanding and build skills to ensure correct advance care planning language and practices are being used across the continuum of care.



**Advance Care Planning**  
Waterloo Wellington



# Growing to meet our clients' needs



## My Life is Richer – Diane's Story

Diane first came to Hospice of Waterloo Region in 2011. She began as a participant in our "Day Away" Program and was also matched with Hospice Volunteer Carolyn, who visits Diane in her home once a week, providing social, emotional and practical support.

Diane says "I really lucked out getting Carolyn as a volunteer. We have hit it off very well. Carolyn seems to know when I am down, and she cheers me up!" Besides being a good listener for Diane, Carolyn also helps her with grocery shopping. Diane recalls the highlight of their relationship was when she introduced Carolyn to the music of her favourite band – Celtic Thunder. Carolyn and Diane enjoy listening to their music together.

Diane learned that the group was playing at Casino Rama in Orillia last March. Coincidentally, Carolyn's sister lives in the area, and was able to acquire free tickets for them to see the show. Seeing Celtic Thunder had always been on Diane's "bucket list", so to see them perform live, was a dream come true.

It is wonderful memories like these that help Diane cope when she's having a bad day. Even if her cancer gets worse, Diane knows that "Carolyn will be there as a good support".

Diane knows that her life is richer for knowing Carolyn and the other volunteers and staff at Hospice, as well as "those friends looking down from above." She says, "[Hospice] helps me to be strong in my fight, by reminding me there are people who will make sure you are not alone. Thank you!"



*Diane enjoying an outing with her granddaughter.*

## Hospice Provides Peace of Mind – Joan's Story

Hospice of Waterloo Region was recently asked to provide support to Ted, a gentleman who was admitted to hospital for severe dehydration. Ted's daughter, Joan, contacted Hospice to arrange hospice support, after being told that her dad was expected to live only a few days. Joan, a long distance caregiver, had to return to work in the States, so made the necessary hospice arrangements. Hospice sent long-time Hospice Volunteer, Gord, to the hospital to be with Ted.

With good palliative care, Ted's condition improved enough for him to return home, but Joan still struggled with the idea of leaving her dad on his own. She asked Hospice if Gord could

continue with his visits. Gord was happy to accommodate and visits Ted on a weekly basis. Gord reads to Ted, offers him fluids to drink and they enjoy a good chat. Some of the other caregivers involved with Ted's care report that Ted has a smile on his face after his visits with Gord!

Joan is extremely grateful to Gord and Hospice for their continued support. It's difficult and worrisome living in another country when a parent is ill. Joan receives peace of mind knowing that her father is well cared for and feels her dad's cognitive improvement is due to Gord's support.



## Meet Some of Our Amazing Volunteers

The volunteers who work at Hospice of Waterloo Region are a special group of friends and neighbours from our community who bring a variety of backgrounds and interests to the clients they serve. They enjoy animals, baking, cards, crafts, gardening, music, scrap booking, reading, knitting, sports, painting, music, photography, storytelling and so much more. After 33 hours of initial training on communication, community resources, grief and bereavement, spirituality and care for the caregiver, they continue to participate in on-going learning with monthly meetings, workshops and an annual retreat while supporting their clients.



**Brian S.** has packed a lot of hospice volunteering in the two and a half years he's been with us - Brian volunteers for four different programs at Hospice. Brian, a retired Mechanical Engineer, came to Hospice because he was looking for a volunteer opportunity that would provide structure to his days and keep him involved in his community.

Through his hospice volunteering, he has learned that the more he gives of himself to others, the more he feels a sense of contentment, happiness and meaning in his own life.

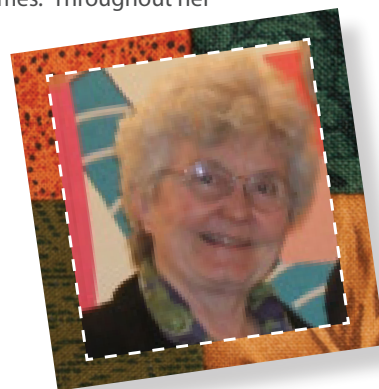
**Deepika K.** has been with Hospice for 7 years. She has been a dedicated supporter of our KW Bereavement Walking Group from the beginning. Deepika's interest in hospice volunteering came from her son who worked for a hospice in Montreal and was impressed with the hospice movement. Deepika enjoys supporting those who are bereaved, and finds it to be a very rewarding volunteer experience.



**Cindy M.** has been a Hospice volunteer for over 6 years. She volunteers at our Day Away Program; with our Volunteer Visiting Program and in our office. After her mom died, Cindy felt the desire to help others who were going through their end-of-life journey. She finds the opportunity to support someone with a life-threatening illness both a privilege and an honour. Cindy's favourite part of hospice volunteering is being able to build meaningful relationships with clients and their families, by listening, sharing stories and enjoying a good laugh!



**Anne W.** has been with Hospice since our inception in 1993. A retired registered nurse, Anne loves making a difference in people's lives. In her 20+ years of service, Anne has been matched one-on-one with many clients in the community, visiting them weekly in their homes. Throughout her many years of service, Anne has learned that Hospice is not about dying, but about living with dignity and support and feels her life would not be complete if she was not able to be of service to others in need.



**Chrissy H.** has been a hospice volunteer for less than a year, but that hasn't curbed her enthusiasm for what she does. Chrissy provides client care at Lisaard House, a residential hospice in Cambridge. Chrissy has had several friends who spent their last days at Lisaard and the Hospice volunteers who she met there were so kind and supportive, that she wanted to give back to the organization that helped her at such a difficult time. Chrissy's favourite part of hospice volunteering is being able to sit with clients and families and provide support. She loves that it's sometimes the simplest things – changing the TV channel or getting someone a cup of tea – that means the most to clients and their family members. Seeing a glimpse of a smile is all the thanks she needs.



## Board of Directors

President:	Gayle Sadler
Vice President:	Gary Leduc
Treasurer:	Michael Plauntz
Secretary:	Catherine Brohman
Directors:	Pat Forte
	Dawn MacKinnon
	Jim Whetstone
	Patricia Ziegler-Ignor
	Lois Peterson
	Anne Toner Fung
	Brenda Hallman
	Bryan Stortz
	Dianne Moser
Retired Directors:	Kaiser Poonawalla
	Dr. Andre Moolman
Lifetime Honorary Board Member:	Lucille Mitchell

## Hospice Staff

Executive Director:	Judy Nairn
Director Clinical Support Services:	Irena Razanas
Counsellor:	Barb Wilson
Director Strategy and Client Services:	Mark Godin
Coordinator, Volunteer Program:	Alex (McKenna) Allen
Coordinator, Outreach Program:	Julie Schelter
Coordinator, Community Program:	Leslie Duffy
Coordinator, Day Program:	Katie O'Donnovan (Anita Kerwin, mat leave)
Manager, Administration Services:	Lori Helm
Administrative Assistant:	Alana Herner
Coordinator, Accounting Services:	Eva Palak
Social Media/Marketing:	Mark Hallman
HPC Consultation Services:	Cathy Joy
(Pain & Symptom Mgmt consultants)	Chris Bigelow
	Judie Coutts
Administrative Assistant:	Carolyn Joy
Advance Care Planning Project Lead:	Sheli O'Connor
ACP Community Engagement Lead:	Jessica Hutchison
ACP Health Care Engagement Lead:	D'Arcy Farlow

## Consolidated Balance Sheet

For the year ending March 31, 2015

	2015 (\$)	2014 (\$)
<b>Assets</b>		
Current	853,953	851,684
Property & Equipment	1,596,557	1,568,511
	<b>2,450,510</b>	<b>2,420,195</b>
<b>Liabilities</b>		
Current	410,015	289,085
	<b>410,015</b>	<b>289,085</b>
<b>Net Assets</b>		
Unrestricted	184,601	219,800
Internally Restricted	1,596,557	1,568,511
Externally Restricted	259,337	342,799
	<b>2,040,495</b>	<b>2,131,110</b>
	<b>2,450,510</b>	<b>2,420,195</b>

## Consolidated Statement of Operations

For the year ending March 31, 2015

	Operating Fund	Capital Fund	2015 (\$)	2014 (\$)
<b>Revenues</b>				
Government	941,872	28,883	970,755	811,383
Grants	35,000		35,000	-
Donations & Fundraising	209,870	1,400	211,270	182,124
Workshops, Interest & other	93,417	1,288	94,705	9,107
	<b>1,280,159</b>	<b>31,571</b>	<b>1,311,730</b>	<b>1,002,614</b>
<b>Expenses</b>				
Program/Service Delivery Expenses	1,103,762		1,103,762	692,004
Overhead/Occupancy & Support Expenses	170,725		170,725	290,853
Amortization of Property & Equipment		86,987	86,987	76,258
	<b>1,274,487</b>	<b>86,987</b>	<b>1,361,474</b>	<b>1,059,115</b>
<b>Net Income for the Year</b>	<b>5,672</b>	<b>(55,416)</b>	<b>(49,744)</b>	<b>(56,501)</b>
One Time Funding repayable to WWLHIN	(40,871)			
<b>Final</b>	<b>(35,199)</b>	<b>(55,416)</b>	<b>(90,615)</b>	<b>(56,501)</b>

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

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

Marjorie Acheson	Caroline Campbell	David Frey	Cheryl Huehn	Bessy Markou	Jennifer Psutka	Elizabeth Sproule
Pat & Leslie Andrews	Donna Campbell	Janine Fries	Thomas Hunter	Jennifer Martin	Melanie Quartermain	Jeff Stacey
Jackee Arlein-Roth	Carolyn Campbell	Ashley Friest	Jessica Hutchison	Sandie Martindale	Linda Queen-Cannon	Mary Stevens
Lori Armstrong	Marian Campbell	Heather Froome	Emily Jantzi	Margaret McAdam	Tim Quirke	Joan Stewart
Leanne Arnold	Julia Carere	Don & Gayle Fysh	Jessica Jaremchuk	Rob McCallum	Shirley Raetsen	Anne Straga
Jan Ashton	Maureen Carli	Jack Garramone	Elizabeth Jeans	Bonnie McCarron	Joyce Rainham	Wendy Strub
Joanne Atkins	Donna Carter	Sharon Gascho	Nancy Jenks	Allison McCarthy	Shobana Rajan & Les	Bernie Sullivan
Mala Bahl	Mike Casey	Esther Gascho	Agnes Jones	Greg & B.J. McCauley	Dowling	Barbara Sutherland
Dana Baird	Julia Castillo	Terri-Lynn Geisel	Cathy Joy	Ian McGee	Sandy Ramer	Sharon Sweeney
David & Judi Bald	Mel & Donna Cescon	Karen George	James & Rebecca	Colette McGlynn	Judy Ranta	Dr. Lana Tan
Mary Anne Baldwin	Mary Jane Chiasson	Patrick George	Kalbfleisch	Jeffrey & Patricia	Ian Rawlings	Jia Yin Tan
Heidi Balsillie	Rita Ciulei	Jo-Anne Gibson	Judy Kaufman	McKechnie	Jessica Ray	Moira & Roger Taylor
Jill Barber	David Clerk	Pat Gilmour	Travis Kayler	Neil & Vivian McKechnie	Karen Redman	Elmer Thiessen
Kyle Bard	Randy Close	Mark Godin	Stephen Keleher	Joan & Wayne McKinnon	Colleen Rietzel	Shirley Thomson
Sally & Richard Baril	Sandy Close	Stella Goertzen	Wendy Kelly	Jennifer McLellan	Ron & Kaye Rempel	Anne Toner Fung
Thelma Barnes	Anne Coelho	Jennifer Graham	Krista Kemp	Kristen McQuiggin	Brian & Stephanie	Julie Trip
Kim Barrett	Paul & Jana Connolly	Michelle Gray	Keith Kennedy	Dave McVicar	Rempel	J. Paul Truex
Brett Barrett	Cathy Connor	Lawrence Greaves	Colleen Kim	Amberlea Melloul	Joanne Renaud	Julia & Peter Twynstra
Mary Barrett	Sharron Cook	Fern Greb	Jennifer King	Peter Meyer	Lesley Rintche	Kaveh Vafaei
Dr. Vasanth Rao Basrur	Jennifer Cooper	Chris Greco	Jane Kinsie	Colin & Andrea Mickie	Michele Roach	Karin Voisin
Meaghan Bauman	Julia Correia	Patricia Greganti	Michael Kirby	Patricia & Whitney	Donna Robertson	Bill Van Heyst
Carolyn Bean	Milan & Sharon Crepp	Paul & BJ Guest	Victoria Kisch	Millburn	Annamarie Rodgers	Myra Van Katwyk
Debbi Bearinger	Carrie Curtis	Mary Guy	Jennifer Knapp	Yvonne Miles	Peter Roe	Venerable Man Yee
Susan Beaton	Martha D'Agostino	Beverley Hallman	Linda Knight	William Milne	Fran Roth	Edward Verby
Jen Beaupre	Chris Dalton	Mark Hallman	Sofya Kobeleva	Wendy Miske	Janet Ruetz	Lisa Villani
Allison Bell	Deb Dalton	Lauren Hallman	Ryan Kovarik	Barbara Mitchell-Scott	Christine Runstedtler	Karin Voisin
Carrie Bentz	Elise Dalton	Susan Hallman	Michelle Kowalchuk	Andrea Molckovsky	Melinda Ruszer	Michael Voisin
Greg Bentz	Bridget Davidson	Brenda Hallman	Jamie Kowitz	Patti Monteith	Ted Rypma	Heidi Wagner
Kate & Jake Berg	Sara & Douglas Davies	Patricia Hammerbacher	Karen Kreutzweiser	Gloria Moore	Gayle Sadler	Dave Waldbillig
Katherine & Douglas	Judy Dawe	Harold & Lynda	Christine Kufske	Dianne & Wayne Moser	Jeff Sage	Robin Walpole
Bergman	Dr. & Mrs C. De Lorenzi	Hammond	Marilyn Kuntz	Laura Muirhead	Frances Sandrock	Irene Walsh
Maria Berroya	Mary DeCarolis	Jane Harding	Mike & Carly Kuntz	Dev Mukerji	Lora Santos	Dr. Donna Ward
Catherine Bisbee	Donna Deciantis	Alex Hardy	Rosemary Kuntz	Sally Murdock	Annette Schiedel	A.F. Watson
Lori Bordessa	Shelley Delafanier	Sandra Harris	Jim & Heather Lackner	Kaitlyn Nafziger	Fred Schiedel	Joan Weber
Elaine Bossi	Debbie Diack	Kim Harrison	Elizabeth Lampi	Gloria Nafziger	Tyson Schlegel	Marilyn M. Weekes
Barb Boyes	Linda Dietrich	Dorothy Hartleib	Peter Langford	Barbara Natale	Michael Schmitt	Lynn Weimer
Stephen & Connie	Matt Donau	Becca Hay	Sonya Latchman	Janany Nemallan	Rosemary Schneider	Melanie Weinstein
Brattan	Joyce Douwes	Elizabeth Heald	Dawn Lawrance	Sigrid Neumann	Jennifer	Paul Wendling
Peter & Anne Brennan	Ron Dowhaniuk	Nadine Heimpel	Robert & Barbara	Heather Newman	Schoenmakers-Nordoff	Jennifer Westfall
Jane Brenneman	Paul Dowhaniuk	Wendy Heldsinger	Lawrence	Linda Newton	Karen Schumacher-Smith	Gerald & Joanne White
Mary Joan Brooker	Mary Downey	Bronson Helm	Gary Leduc	Patricia & Stephen Nutt	Anthony Scian	Tracey Wiegand
Cathy & John Brothers	James Downey	Kevin Helm	Laurie Ann Levesque	Ted Oldfield	Karen Scian	Elliot Williamson
Beth & Steve Brown	Lori-Anne Dronick	Kelly Henderson	Lisa Lishman	Katherine Ono	Julie Scott	Maria Willms
Sara & Douglas Brown	Neil & Leslie Duffy	Brenda Herner	Amy Liu	Susan Palmer	Susan Seibel	Denise Winger
Shirley Broxterman	John Dunham & Joan	Patricia Herzog	Lin Liu	Emily Parkinson	Sandi Sherk	Karen & Christopher
Lavern Brubacher	McCormick	Catherine Hibbard	Kyle Loveless	Carol Parsons	Jan Sherk	Winters
Mark Brubacher	Linda Dyet	Jane Hill	Michael Lutzmann	Duane & Sylvia Patfied	Kevin & Sandra Sherry	Susan Wismer
Anne Brubacher	Pat Eldridge	Val Hiller	Erika Lyon	Laurel Pedersen	Laura Shoemaker	Louise Woeller
Maria Burjoski	Rose Ellis	Tracy Hilpert	Don MacDonald	E. Roe Pfeifer	Kathy Shortt	Jennifer Wolle
Laurie Burjoski	Karin Eppich-Sawatzky	Eleanor Hinde	Norma MacFarlane	Margot Pick	Patricia Shultz	David & Eleanor Yach
Adam Burns	Ron Ertel	Andrea Hobson	Roula Machoun	Jeanne Piercey	Jacqueline Sieber	Bill Young
Rachel Burns	Christine Fast	Robert Hockney	Dawn MacKinnon	Shelagh Pigeon	Destiny Simpson	Penny Zanussi
Nicole Burns	Sandra Fickling	Jean Hoffmann	Ted McKechnie & Madlin	Donna & Ed Piwowarek	Peter Sims	
Ashley Burns	Christina Fiorenza	Joseph & Shirley Howard	Hopiavuori	Michael Plauntz	James & Nadica Sloan	
Lannie Butler	Christopher Fletcher	Marion & Gary Howell	Krista Mair	Bill & Barb Plauntz	Nancy & Robert Smith	
Marie Byrne	Noreen Flynn	Carol Huber	Martha MakKiewicz	Armand & Hilda Poitras	Linda Snider	
Holly Caetano	Sylvia Forgrave	Rob & Leslie Huber	Laurie Mann	Shirley Pollock	Shelley Spies	
Karen Cameron	Pat Forte	Henry & Jayne Huber	Florence Marino	Alessandra Pioreschi	Lori Spoltore	

### Corporations

Airboss Rubber Compound  
BDO Canada  
Buchanan Technologies  
Canaccord Genuity Corp.  
Wealth Management  
Canadian Cosmetic, Toiletry and  
Fragrance Association  
Canadian National Railway  
Channer's Men's Apparel  
Clair Hills Retirement Community  
Clintar Landscape Mangement  
Colour Paradise  
Consumer Health Products  
Cowan Insurance Group  
FoxNet  
Gina's Closet Bridal Store  
Heritage Interiors  
Hollis Wealth Advisory Services  
John Raepple Electric Ltd.  
Josslin Insurance Brokers Limited  
Linamar Corporation  
M&T Printing Group

Manulife Financial  
Matt Donau, RE/MAX Twin City  
Realty Inc.  
Oldfield, Greaves & D'Agostino  
Ontario Die International  
PricewaterhouseCoopers  
RBC Dominion Securities Inc.  
Reuter Benefits  
Schiedel Construction Inc.  
Scotia Private Banking  
Shaughnessy Howell  
Shaw Communications  
Six S Partners Inc.  
Steve's TV & Appliances Ltd.  
Swanson's Home Hardware  
Sun Life Financial  
TD Wealth Private Client Group  
The INCC Corp./The Boardwalk  
Olive Readers c/o Mark  
Norris-Hamilton  
The Robin Group  
The Toronto-Dominion Bank  
Tivoli Films Inc.

Union Gas  
Waterloo Mattress Ltd.  
Win-Leader Corporation  
William Knell And Company  
Young Financial Group Inc.

### Foundations

Independent Living Centre  
Mytribute Foundation  
The Benevity Community Impact  
Fund  
The Healing Cycle Foundation  
The Kitchener and Waterloo  
Community Foundation  
-David Clare & Susan Ferne  
Bender Family Fund  
-Landmann Family Fund  
The Ross & Doris Dixon Charitable  
Foundation  
The Spaenaur Philanthropy Fund  
Vancouver Foundation

### Government

Waterloo Wellington Local Health  
Integration Network (WWLHIN)

### Others

Estate of Michael Brick  
Estate of Nettie Baer  
Estate of Ruth Hawes  
Greater Kitchener Waterloo  
Chamber of Commerce  
Probus Women's Club Of  
Kitchener-Heritage  
Social Venture  
Partners Waterloo  
Region  
United Way of  
Greater Toronto  
University of  
Waterloo  
--Co-operative  
Education and  
Career Action  
Four Minne Scots

### With Special Thanks to

Spring Promenade Fashion Show  
Committee







## Quick Facts

- *Hospice of Waterloo Region has served Waterloo Region and surrounding communities since 1993*
- *Hospice of Waterloo Region is a community outreach hospice, providing professional and volunteer support to individuals and their families.*
- *Hospice of Waterloo Region provides palliative consultation and education to all levels of health care providers along with general information to the public on hospice services and the palliative approach to care.*

## In 2014/15 ...

**921** individuals and their families experiencing an end-of-life journey received service

**120** individuals and families participated in more than 500 hours of professional counselling

**60** new volunteers were recruited and trained

**245** active volunteers delivered

**10,016** volunteer hours

**5,504** professional palliative education sessions and pain and symptom consultations were provided to medical professionals (nurses, personal support workers, social workers)

**950** individuals in various community groups and settings received information on hospice care

**100%** of services and programs were provided at no charge

### What does your donation do?

#### **A Donation of \$25 provides...**

- A child's story book on grief or loss for our Hospice Library borrowing collection
- Dinner for two children at our evening Children's Bereavement Group program
- Lunch for two adults during Day Away program

#### **A Donation of \$50 provides...**

- Art supplies for one evening session of the Children's Bereavement program
- A Christmas hamper for a grieving family
- Transportation expenses for a patient to travel to and from Hamilton, London or Toronto for a medical appointment with the support of a volunteer driver

#### **A Donation of \$100 provides...**

- One child or teen's participation in an eight week Bereavement Group program
- Three months participation for one adult in our respite 'Day Away' program
- All materials and training expenses for a Hospice Volunteer to participate in our 33-hour training program

*Hospice of Waterloo Region provides services at no cost to clients and family members through funding from the Ministry of Health/ WWLHIN, various local foundations, and generous community donors*

Hospice of Waterloo Region • 298 Lawrence Avenue, Kitchener, Ontario N2M 1Y4

P: 519-743-4114 F: 519-743-7021 [www.hospicewaterloo.ca](http://www.hospicewaterloo.ca)