



# 2015 – 2016 Annual Report



**B**uilding **a** **C**ommunity of **C**aring



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

## President & Executive Director's Report



**Gayle Sadler**  
**Board President**

2015-2016 has been another year of growth and building at Hospice of Waterloo Region. It is a great time to pause and reflect on the year that has just past and the amazing contributions of staff, volunteers, funders and donors that has allowed us to serve more people and to reach out more broadly to the community. The stories and experiences from all of our program areas demonstrate

the significant impact that can be made when we come together to build a Community of Caring.

The year began with the finalization of our new three year strategic plan which sets the direction for how Hospice of Waterloo Region will continue to grow to meet the needs of the clients and families we serve. Each of the pillars in our plan provides a foundation for improved client and family hospice palliative services in Waterloo Region. In year one of implementation, several significant achievements have been accomplished toward achieving our goal of being a **HUB for palliative care**.

We are **Expanding our Services** with the introduction of new a complementary therapies program and the launch of a comprehensive Long Term Care engagement strategy. We are **Extending our Reach** by now providing

our services in the rural townships and at two additional locations in Kitchener and Cambridge. We are moving forward on **Residential Services** with the creation of a site selection committee who is identifying a preferred location for a new building to accommodate residential services along with expanded programming and administrative space. We are engaged in two research projects that will contribute to the **Study of Palliative Care**. And we continue to **Build Alliances** with other community and palliative care providers through new relationships with the Nurse Practitioner clinics and the Woolwich Community Health Centre.

Accomplishing this work has been the joint effort of many people – a dedicated board of directors, a committed and hardworking staff, and many generous donors and funders. But the heart of our work and the reason that we are successful is over 250 passionate and caring volunteers who give their time and effort to individuals and families needing support at the most vulnerable time.

Our thanks go to each and every one who is helping to ensure our vision that every person in our community will experience end of life with caring and knowledgeable support, is realized.



**Judy Nairn**  
**Executive Director**

**Waterloo Region will grow by 24% in the next 15 years and by 2036, there will be 157,199 people in the region aged 65+**



## Volunteer Services Program

Hospice volunteers provide many support services that assist those who are living with a life-threatening illness. Volunteer Visiting, Transportation, Hair Salon, and Day Program are most successful when the volunteer is able to establish a supportive relationship with the client and their family that promotes and enhances a meaningful quality of life.

This year the Volunteer Services program expanded its complementary therapies to include therapeutic touch, reiki, massage and yoga for the bereaved. Offered to individuals or caregivers, these therapies provide an opportunity for improved wellbeing and reduced stress or anxiety.

In January, a new partnership with the Woolwich Community Health Centre was formed to provide a Hospice of Waterloo Region staff member to be on site in St. Jacobs two days per week supporting volunteer services for end of life care in the rural communities.

Hospice continues to promote the unique role volunteers contribute within palliative care. Volunteers listen to stories, worries and hopes. Volunteers provide an open heart and supportive presence. Volunteers make a difference

And each volunteer contributes one more building block towards creating our community of caring.

### Jay's story

*Jay had a lifelong love of trains. He was always passionate about them and he developed his interest into a hobby that was his joy for years. When he was first married, his understanding wife allowed him to renovate the house to make space for his hobby. And when he ran out of space in the house, he started in the backyard on a labor of love that lasted for many years. When Jay developed cancer it became too difficult to keep up the maintenance of the backyard village and train set. That was when a referral came to Hospice.*

*Jay was matched with a Hospice volunteer with a love of landscaping. When the volunteer first met Jay and was introduced to the backyard, he was in awe. They talked about how they might work together in the backyard with the volunteer doing the bending when Jay couldn't. Jay appreciated the companionship and the work they were able to do together. He was also introduced to other Hospice services and joined the Day Program where he met new people and could share his train stories. Jay continues to stay connected to Hospice because, in his words, "the volunteers here are fantastic".*



**1,030**

**individuals  
served**

**45** new  
**volunteers  
trained**

**11,560**  
**volunteer  
hours**

## Counselling Services

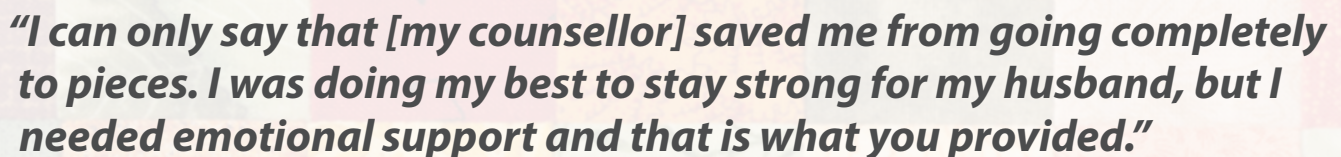
Hospice of Waterloo Region offers a range of counselling services and support groups for individuals and families who are affected by advanced illness and bereavement. Two full-time and several part time counsellors provide professional individual and family counseling for adults, teens and children. Support groups are provided for caregivers supporting an ill individual at home and for parents and children experiencing grief and loss. Our counsellors also offer specialized play therapy for children and dignity therapy for those approaching end of life.



**156**  
adults  
received  
counselling

In response to an increasing need for professional counseling support at end-of-life, new partnerships were formed with other community agencies that extended our reach into the community. Anticipatory grief and bereavement counseling services are offered at the Woolwich Community Health Centre in St. Jacob's, Langs Community Health Centre in Cambridge, and two nurse practitioner clinics in Kitchener and Cambridge.

At Hospice we know that not everyone will require counseling as a result of an end of life journey, but for those who need additional support, we are here to help them build the resiliency they will need for moving forward.



***"I can only say that [my counsellor] saved me from going completely to pieces. I was doing my best to stay strong for my husband, but I needed emotional support and that is what you provided."***

(Caregiver)

## **Last year, nearly 250 children in our Region experienced the loss of a significant person in their life.**

*Nicole was one of those children.*

*At age 13, Nicole's teacher noticed a change in her behavior. She was fighting with her friends, and seemed distracted and disengaged. After discussion with the other staff, she learned that Nicole's mom had died the previous school year. Right after the death, Nicole appeared to be adjusting well. She had returned to classes just a week after the funeral, and seemed to have good support from family. Now, however, she was experiencing difficulty and the school made a referral to Hospice of Waterloo Region.*



**Helped 48**  
children  
cope with  
loss

*A Hospice counsellor met with Nicole to talk about her loss. Through discussions and interactive art therapies, Nicole was finally able to talk about the hole she felt in her heart since her mom died. At first she had tried to ignore it, but it felt like it just kept getting bigger. She hadn't been able to put into words how she was feeling, so instead, she acted out, hurting others and herself.*

*Nicole attended counselling and then she and her dad joined the Child/Parent bereavement group. With every session they are now re-building their family together.*



***"I will make sure my husband and I have a REAL conversation on our wishes"***

(Session Participant)

## Advance Care Planning Services

Advance care planning is a conversation worth having. It is about deciding who will make health care decisions for you if you are unable to, and having conversation with them about your wishes, values and beliefs to help them understand how you would like to be cared for. In Ontario there are very specific rules about how health care decisions are made and who makes them. This program is working to bring an understanding of these rules to our community.

During the past year the Advance Care Planning team has been conducting an environmental scan in both the community and health care sectors to determine what people understand about Advance Care Planning, Powers of Attorney, and Substitute Decision Makers. Not surprisingly, there are different levels of understanding and even some confusion. During the next year, a focused strategy will engage lawyers, financial planners, and older adults, as well as physicians and other health care providers in understanding how Substitute Decision Makers are determined and what their role is in making health care decisions for a loved one.

 Advance Care Planning  
 Conversations Worth Having

**3,500**  
individual  
contacts

**330**  
engagement  
activities

**12,683**  
resources  
distributed

**1,774**  
individuals  
received  
palliative  
education

**3,141**  
palliative  
consultations  
delivered

**1,251**  
palliative  
consultation  
group sessions

## HPC Consultation Services

The HPC Consultation Services program has four Palliative Pain & Symptom Management Nurse Consultants who work to build capacity and support health service providers in both Waterloo Region and Guelph/Wellington to deliver best practice hospice palliative care. These specialist nurses offer case based consultation, provide mentoring and facilitate palliative education in the community, in long term care, in hospitals and in residential hospices.

The HPC Consultation team is leading a new WW Quality Palliative Care in Long Term Care Initiative. Engaging individuals and families in Advance Care Planning conversations, training and supporting long term care home volunteers in hospice palliative care practices, and enhancing health care staff ability to deliver best practice approaches to palliative pain and symptom management will help ensure that residents who live "at home" in long term care experience an excellent quality of life right up until the end of life.



**HPC Consultation Services**  
Waterloo Wellington

## Hospice Staff

Executive Director:	Judy Nairn
Director Clinical Support Services:	Irena Razanas
Counsellor:	Barb Wilson
Counsellor:	Kimberley Blackmore
Director Strategy and Client Services:	Mark Godin
Coordinator, Volunteer Program:	Alexandra Allen
Coordinator, Outreach Program:	Julie Schelter
Coordinator, Community Programs:	Leslie Duffy
Coordinator, Day Program:	Katie O'Donovan
Coordinator, Day Program:	Anita Kerwin
Manager, Administration Services:	Lori Helm
Administrative Assistant:	Alana Herner
Administrative Assistant:	Carolyn Joy
Coordinator, Accounting Services:	Eva Tucker
Social Media/Marketing:	Mark Hallman
HPC Consultation Services:	Chris Bigelow
(Pain & Symptom Mgmt consultants)	Judie Coutts
HPC Program Assistant:	RoseMarie Baker
Advance Care Planning Project Lead:	Denise Eppel
ACP Community Engagement Lead:	Sheli O'Connor
ACP Health Care Engagement Lead:	Jessica Hutchison
	Ashley Tyrell

## Board of Directors

President:	Gayle Sadler
Vice President:	Gary Leduc
Treasurer:	Michael Plauntz
Secretary:	Catherine Brohman
Directors:	Pat Forte
	Lois Peterson
	Anne Toner Fung
	Brenda Hallman
	Brian Stortz
	Dianne Moser
	Sara McLennan
Retired Director:	Dawn MacKinnon



## Consolidated Balance Sheet      Consolidated Statement of Operations

For the year ending March 31, 2016

	2016 (\$)	2015 (\$)
<b>Assets</b>		
Current	788,016	853,953
Property & Equipment	1,549,197	1,596,557
	<b>2,337,213</b>	<b>2,450,510</b>
<b>Liabilities</b>		
Current	257,783	410,015
	<b>257,783</b>	<b>410,015</b>
<b>Net Assets</b>		
Unrestricted	137,611	184,601
Internally Restricted	1,694,197	1,596,557
Externally Restricted	247,622	259,337
	<b>2,079,430</b>	<b>2,040,495</b>
	<b>2,337,213</b>	<b>2,450,510</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.

For the year ending March 31, 2016

Revenues	Operating Fund	Capital Fund	2016 (\$)	2015 (\$)
Government	1,978,726		1,978,726	970,755
Grants	65,162		65,162	35,000
Donations & Fundraising	278,970	145,000	423,970	35,000
Workshops, Interest & other	43,711	32,389	76,100	94,705
	2,366,569	177,389	2,543,958	1,311,730
<b>Expenses</b>				
Program/Service	2,164,506		2,164,506	1,103,762
Delivery Expenses				
Overhead/Occupancy & Support Expenses	236,777	13,413	250,190	170,725
Amortization of Property & Equipment		90,327	90,327	86,987
	2,401,283	103,740	2,505,023	1,361,474
<b>Net Income for the Year</b>	<b>(34,714)</b>	<b>73,649</b>	<b>38,935</b>	<b>(49,744)</b>
One Time Funding repayable to WWLHIN				(40,871)
<b>Final</b>	<b>(34,714)</b>	<b>73,649</b>	<b>38,935</b>	<b>(90,615)</b>

# Donors

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

Lisa Akey	Linda Chamberlain	Pat Forte	Marion & Gary Howell	Michelle Massel	Dan Quinn	Nancy Silcox
Mary Ann Allen	Carol Channer	David Frey	Carol Huber	Dorothy McCabe	Shirley Raetsen	Destiny Simpson
Alan Anderson	Rita Ciulei	Heather Froome	Jayne & Henry Huber	Allison McCarthy	Rosemary Ratkaj	Nancy & Robert Smith
Laurie Arkell	David Clerk	Joseph Fung	Leslie Huber	Mary-Eileen McClear	Ian Rawlings	Paul Smith
Jackee Arlein-Roth	Erin Coccimiglio	Don & Gayle Fysh	Cheryl Huehn	Alex McCulloch	Jessica Ray	Joyce Stankiewicz
Leanne Arnold	Carolyn Coffey	Esther Gascho	Thomas Hunter	Mary McDougall	Karen Redman	Marlene Steinacker
Fay Ashcroft	Alvin & Mary Collins	Barry Gascon	Jessica Hutchison	Ian McGee	Susan Reid	Mary Stevens
Jan Ashton	Jennifer Cooper	Leta Gastle	Emily Huxley	Kris McGee	Joanne Renaud	Anne Straga
Joanne Atkins	Jeannette Cressman	Terri-Lynn Geisel	Emily Jantzi	Robbie Medeiros	Lesley Rintche	Wendy Strub
Paul Atkinson	Susan Cressman	Dale Gellatly	Colleen Johnston	Amberlea Melloul	Kathryn Ritz	Barbara Sutherland
RoseMarie Baker	Betty Lou Cull	Pat Gilmour	Agnes Jones	Winston Meyer	Michele Roach	Susan Sutherland
Jill Barber	Carrie Curtis	Scott Gleeson	Judy Kaufman	Pat Mighton	Sharon Roberson	Sharon Sweeney
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Kim Barrett	D. Dakin	McKinnon	Stephen Keleher	Ryan Miller	Patricia Robinson	Maira & Roger Taylor
Mary Barrett	Deb Dalton	Brian Goodyear	Wendy Kelly	Marlene Millward	Alison Rodger	Nicolas Tensen
Carolyn Bean	Brad Davidson	Michelle Gray	Krista Kemp	William Milne	Annemarie Rodgers	Elmer Thiessen
Debbi Bearinger	Judy Dawe	Fern Greb	Adriaan & Barbara	Wendy Miske	Janet Ruetz	Brian Tomka
Susan Beaton	Claudio De Lorenzi	Patricia Greganti	Kempe	Loiey Moir	Christine Runstedtler	Anne Toner Fung
Ingrid Bell	Patrick Deckert	Cathy Gregory	Colleen Kim	Patti Monteith	Gayle Sadler	Judith Toogood
Greg Bentz	Linda Dietrich	Janet Greidanus	Jennifer King	Ellen Moore	Jeff Sage	Julie Trip
Maria Berroya	Paul Dietrich	Mary Guy	Michael Kirby	Catherine Morris	Frances Sandrock	Steven Tucker
Ellen Berwick	Kim Dolman	Cindy Habel	Victoria Kish	Dianne Moser	Marilyn Sararus	Karen Valeriotte
Lawrence Bingeman	Joyce Douwes	Brenda Hallman	Brian Kneller	Karen Murray	Julie Schelter	Deanna Van Bargaen
Lori Bordessa	Mark Dowhaniuk	Mark Hallman	Nancy Knowles	Lorraine Murray	Annette Schiedel	Myra Van Katwyk
Barb Boyes	Ron Dowhaniuk	Peggy Hallman	Shirley Koehle	Judy Nairn	Fred Schiedel	Grace & Robert Veitch
Stephen & Connie	Kevin & Sherry Duffy	Anita Hanson	Ryan Kovarik	Linda Newton	Tyson Schlegel	John Vetter
Brattan	Leslie Duffy	Alex Hardy	Christina Kropf	Patricia & Stephen	Jennifer	Angela Voisin
Liwana Bringelson	Patricia Dunker	Joanne Harrow	Christine Kufske	Nutt	Schoenmakers-	Anne Voisin
Linda Brodrecht	Marie Durrer-Voisin	Dorothy Hartleib	Rosemary Kuntz	Melodie Jane	Nordoff	Rose Wagler
Bob Brooks	Marilyn Dusky	Elizabeth Heald	Peggy Laflamme	O'Connell	Christine Schout	Nadia Walch
Cathy & John Brothers	Rod Eckert	Laura Heffner	Helen Lammers	Sheli O'Connor	Karen	Robin Walpole
Beth & Steve Brown	Pat Eldridge	Nadine Heimpel	Kathryn Lantz	Ted Oldfield	Schumacher-Smith	Irene Walsh
Sara Brown	Rose Ellis	Sharon Heipel	Wendy Lantz	Katherine Ono	Anthony Scian	Donna Ward
Anne Brubacher	Brad Enns	Sarah Heiser-Foleanu	Jennifer Laurie	Sandra Palmer	Karen Scian	Joan Weber
Laverne Brubacher	Denise Eppel	Kevin Helm	Dawn Lawrance	Carol Parsons	Julie Scott	Lynn Weimer
Wendy Brum	Rhonda Erb	Peter & Marlene	Tillie Lichty	Terry Parsons	Harold & Violet	Jennifer Westfall
Laurie Burjoski	Ron Ertel	Hemingway	Bethan Lipinski	Laurel Pedersen	Seegmiller	Gerald & Joanne White
Ashley Burns	Barbara Estabrooks	Kelly Henderson	Amy Liu	E. Roe Pfeifer	Susan Seibel	Pamela Whiteside
J. Burns	Diane Everett	Colleen Herner	Lin Liu	Domenica Picard	Susan J. Seyler	Louise Woeller
Nicole Burns	D'Arcy Farlow	Michelle Herrle	Lori Loft	Jeanne Piercey	Carol Shantz	David & Eleanor Yach
Rachel Burns	Christine Fast	Patricia Herzog	Maureen Long	Cecilia Piller-Berschl	Dianne Shantz	Lisa Yantzi
Lannie Butler	Rebecca Fay	Catherine Hibbard	Heather Lotz	Donna & Ed	Alex Sharpe	Penny Zanussi
Holly Caetano	Carmen Ferber	Jane Hill	Kyle Loveless	Piwowarek	Frank Sharpe	Julie Zehr
Wanda Cakebread	Christina Fiorenza	Keith Hillier	Michael Lutzmann	Bill & Barbara Plauntz	Jan Sherk	Carol Ann Zettel
Karen Cameron	Ruthann Fisher	Stephen & Betty	Dawn Malo	Michael Plauntz	Sandra Sherry	Janet Zettel
Caroline Campbell	Christopher Fletcher	Hooper	Laurie Mann	Elizabeth Poth	Laura Shoemaker	Shannan Zister
Donna Carter	Ingeborg Ford	Joseph & Shirley	Bessy Markou	Alessandra Pioreschi	Jacqueline Sieber	Yvonne Zyma
Mike Casey	Sarah Forler	Howard	Carolyn Massel	Jennifer Psutka	Lucy Sigurdson	

## Corporations

1084095 Ontario Inc  
AirBoss Rubber Compounding  
Apollo Exports International  
BDO Dunwoody LLP  
Bell Media--United Way  
Campaign  
Canaccord Genuity Corp.  
Canaccord Genuity Wealth  
Management  
Channer's Men's Apparel  
Clair Hills Retirement  
Community  
Clintar Landscape  
Mangement  
Cloverleaf Farm Food Outlet  
Collaborative Structures  
Colour Paradise  
Cowan Insurance Group  
Evergreen Digital Marketing  
Giffen LLP

GolfNorth Properties Inc.  
Health Food Store  
Heritage Interiors  
Hollis Wealth Advisory  
Services Inc. & Young  
Financial Group  
Imagine Travel Incorporated  
John Raepple Electric Ltd.  
Josslin Insurance Brokers  
Kheriba Dentistry Professional  
Corporation  
Linamar Corporation  
M&T Printing Group  
Madorin, Snyder LLP  
Manulife Financial  
Mattamy Homes Limited  
Oldfield, Greaves & D'Agostino  
Ontario Die International  
PriceWaterhouseCoopers  
RBC Dominion Securities Inc.  
Reuter Benefits  
Scotia Private Banking

Six S Partners Inc.  
St. Jacobs Place Retirement  
Residence  
Studio Locale  
Sun Life Financial  
Swanson's Home Hardware  
TD Wealth Private Client Group  
The INCC Corp.  
Victoria Star Motors Inc.  
Walter Fedy  
Waterloo Mattress Ltd.  
Waterloo RR GP Inc.  
Young Financial Group Inc.  
Youth in Philanthropy (YIP)  
-St John's Kilmarnock

## Foundations

Canadian National Christian  
Foundation  
J.P. Bickell Foundation  
La Capitale Financial Group  
Foundation

The Benevity Community  
Impact Fund  
The Kitchener and Waterloo  
Community Foundation  
- Brenda and Peter Hallman  
Family Fund  
- Landmann Family Fund  
- Motz Family Endowment  
The Ross & Doris Dixon  
Charitable Foundation  
The Toskan Casale  
Foundation  
Vancouver Foundation  
- Union Gas

## Government

Waterloo Wellington Local  
Health Integration Network  
(WWLHIN)

## Others

Barrett's and Buddies  
Canadian Martyrs School  
Council  
Central Ontario Funeral  
Directors Association  
Concordia Club Ladies Group  
Gina's Closet Bridal Store  
Social Venture Partners  
St. Peter's Evangelical  
Lutheran Church Kitchener  
Tool Box Rentals Inc.  
Trivoli Films Inc.  
Zion United Church,  
Kitchener

## With Special Thanks to

Spring Promenade Fashion  
Show Committee



## Jean's Sanctuary



Jean W. was a long-time participant of our Day Away Program – a weekly opportunity for individuals living with life-threatening illness to spend the day at Hospice, participating in discussions and group activities that promote fun, laughter and well-being. Jean joined our Day Program and soon became a strong

ambassador for the program she loved so much.

Jean died recently. Hospice received a lovely letter from her daughter, telling us how much the Day Program meant to her mom. Here's a bit of what she wrote.

"My mom was not much of a social person, but knew she would need the support of others to help her through [her end-of-life] journey. This is when she found the Hospice Day Program. Half-heartedly she attended the program, but quickly began to feel like 'she belonged'. Each week she looked forward to attending...even on the days she felt very unwell due to the cancer and chemotherapy treatments.

Jean wanted to share how the Day Program added quality of life during her final years. In Jean's own words –

*"it was more than just a day away with lunch and leisure, it was a sanctuary where we could come and feel safe. No one judged or criticized. It was a refuge. We could breathe like a breath of fresh air."*

Jean's final wish was that the program would continue to grow and expand and reach more people who needed it and we will work hard to engage more people who are on their own end-of-life journey and could benefit from the love, acceptance and sense of belonging that the Day Program has to offer.



***"Doctors and chemotherapy are there to cure the body. Hospice is there to cure the spirit!"***

(Hospice Client)

### 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)