



2016 – 2017 Annual Report

*A smile, a handshake, a word of encouragement,
a phone call, a card, an embrace, a kind greeting,
a gesture of support, a moment of attention,
a helping hand, a visit ... all these are little steps toward love.*

*When we look back after many small steps of love, we will discover
that we have made a long and beautiful journey. – Henri Nouwen*

Stepping Into the Future



Our Vision:

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

2017 Board Chair and Executive Director Message



Gayle Sadler
Board President

Step by step, with each new family we serve, Hospice of Waterloo Region is moving into the future. With each volunteer we train, each community group we educate, and each partnership we create, we are building the pathway that will allow us to reach our vision of ensuring every person in our community will experience end of life with caring and knowledgeable support. During this past year more clients have been served and more volunteers have

been trained than ever in our history. We have introduced expanded services such as transportation, reiki and yoga and we have begun volunteer training in long term care homes so that their own volunteers can support their residents at end of life.

And as the need for palliative services continues to grow, Hospice of Waterloo Region is moving forward to ensure that we are prepared to be there for families. The biggest step we took this year was our purchase of 5 acres of property in North Waterloo where we will build our new palliative centre. It is where we will continue to support clients and families as well as providing much needed additional hospice residential beds for our region. The next step on this journey

is the design of the building, which is now underway. The culture, history and heritage of Waterloo Region will be reflected in the design and environment that we will be creating.

But we cannot step into the future without recognizing those who have contributed to building our path:

- The commitment of our funders
- The regular generosity of our donors
- The heartfelt and tireless work of our staff
- The strength of vision of our board
- And the highest of praise is reserved for the volunteers delivering our programs and services - night vigils and daily visiting in homes, hospices, hospitals and long term care facilities, transportation, gardening, office, adult bereavement and children's sessions, to name just a few.

These 240 volunteers serve the organization through their care and support to our most vulnerable clients and their families. We give our most sincere thanks to every volunteer, as they are the hands, the faces, the voices and indeed, the spirit of Hospice Waterloo Region.



Judy Nairn
Executive Director



Board members (standing l to r): Dianne Moser, Anne Toner Fung, Lois Peterson, Michael Plauntz, Bryan Stortz, Brenda Hallman, Catherine Brohman. **(seated)** Gary Leduc, Gayle Sadler
Not present: Pat Forte, Sara McLennan, Michael Lough
Lifetime Honorary Board Member: Lucille Mitchell (founder)

With thanks to our Board Advisory Committee:

- Geoff Bellew*
- Maureen Carli*
- John Haddock*
- Scott Kline*
- Donna Litt*
- Josephine McMurray*
- John Milloy*
- Dr. Andre Moolman*
- Joanne Renaud*
- Michael Schmitt*
- Mike Stork*
- Marion Thompson Howell*
- Dr. Donna Ward*
- Elizabeth Witmer*
- Carl Zehr*

Profiles of A Few of Our Notable Volunteers

Lynn Weimer – Advance Care Planning volunteer presenter

Lynn recently retired after working as a Registered Nurse for 39 years, mostly in Intensive Care Units. Lynn dealt first-hand with many patients and families going through a health crisis, often unprepared to make decisions. Lynn is pleased to be able to help people think ahead about their wishes, so they are more prepared when health crises occur.

Susan Martin - Advance Care Planning volunteer presenter

Susan has an MBA in organizational development with a focus in education and counselling. Susan has been a passionate Hospice Waterloo Region volunteer for 15 years! Her work with Hospice has included volunteering with the Cambridge Day Program as well as individual work with palliative clients.



Our ACP Volunteer Presenters – Lynn Weimer, Susan Martin, and Deborah Snider. During the past year they have conducted 35 presentations to over 785 people and distributed over 4,600 resources.



Deb Snider – Advance Care Planning volunteer presenter

Deb has lived and worked in the Kitchener area since 1980. Her career in nursing led her into a management role in the mid 80s but clinically she worked exclusively in obstetrics and paediatrics.

Deb retired three years ago and began volunteering at Hospice shortly after. Hospice offers an extraordinary variety of opportunities and she values the chance to give these public presentations on advance care planning to her community.

Joan Feth –Kitchener Senior of the Year nominee

Joan has provided 14 years of service and dedication to the clients of Hospice of Waterloo Region. She currently is a Client Support Volunteer and a Team Leader. Joan has been matched with over 20 clients in the community, providing emotional, social, and practical support as well as a listening ear to the whole family.

“Giving of your own time and self is something very different. To spend time and share herself with our mom was something that we, as a family, find hard to put into words. She brought joy to our mom’s life and made her feel like she was someone worth getting to know”. Hospice client family

Joan, with Mayor Berry Vrbanovic, MPP Daiene Vernile, and City Seniors Advisory Committee Chair Randy Farrell



Ilan receiving award in Toronto at HPCO conference.

Ilan McGee –June Callwood Award recipient, 2017

Ilan McGee has been a dedicated volunteer with Hospice of Waterloo Region for 20 years. He is an extremely compassionate, patient and caring individual who provides selfless service, with a smile. In addition to his regular volunteer services at Hospice, Ian regularly commits to vigiling at the bedside of persons at the very end-of-life, exemplifying Hospice’s Vision that no one should die alone. Ian is a trusted friend to those on their end-of-life journey, and we are proud to call him our Hospice Volunteer.



Staff reflections

“What we did well” this past year:

Counselling Services

In response to the feedback we received from focus groups, we launched the Rainbow Bereavement group for LGBTQ+ individuals in partnership with ACCKWA. This is currently the only one of its kind running in the Region. We also held focus circles for Indigenous bereavement.

– Barb

We ran a Bereavement Group for caregivers who had supported a difficult home death. The group addressed the trauma associated with an end of life experience that was long, demanding and isolating. We learned that the road back to health after this type of selfless service requires mindful reflection and relearning how to find balance as we focus on one’s own needs going forward.

– Irena

Provided counselling to 150 adults

1,113 hours of counselling

63 children participated in play therapy



13,647 palliative care education resources shared

Advance Care Planning

My work with community partners to develop and disseminate an Electronic Medical Record toolbar for primary care providers focused on Substitute Decision Makers. This tool enables them to document information in the EMR about a patient’s Substitute Decision Maker(s) in an efficient and easily accessible format. Because of this work, more primary care providers are starting Advance Care Planning conversations with their patients.

– Ashley

5,040 palliative care providers receiving education



179 group sessions

Volunteer Client Services

Connecting with the rural community, raising awareness of Woolwich/Wellesley Hospice services and taking part in planning a Volunteer Wellness Day that brought the Woolwich and HWR volunteers together. Sharing experiences and learning new concepts keeps everyone engaged and energized.

– Julie

Our transportation requests doubled from the prior year and due to strong coordination and continued support of our Transportation Volunteers, we did not need to use any taxis to serve client requests.

– Alana

Served 1,210 clients

HPC Consultation Services

This year we assisted two individuals with learning disabilities to complete the Fundamentals of Palliative Care course. With some encouragement, connecting them with peer graduates in their own organizations and by providing materials in an alternative format, we were able to facilitate their learning and enable them to graduate with dignity.

– Denise



838 ACP events held

Client and Caregiver Testimonials:

- The volunteer was a godsend. I wouldn’t have been able to manage without their help.
- Thank-you for providing caregivers and their loved ones in the Region, the support needed.
- The support I received from Hospice helped me get through my treatments. The weekly visits gave me something to look forward to.
- Your volunteers are amazing!

A Caregiver Story

Caring for and losing a loved one is often a very lonely and emotional journey. When both your parents die within two months of each other, the challenges of being a grieving caregiver can be overwhelming. This is Cathy's story.

Cathy was from a multi-generation farm family. Her parents were proud of their rural connections and enjoyed an independent lifestyle. Cathy lived several hours away with her own family, but visited often. Cathy's mom was diagnosed with cancer and was in and out of hospital, before dying at home in 2016. It was a difficult time for the family, but especially for her dad who, just before his wife died, was given 3 – 6 months to live.

Cathy spent most of the summer on the farm, helping her brothers take care of their dad. Sometimes her oldest son came too, to spend time with his grandpa. Hospice of Waterloo Region (HWR) received a referral to provide hospice support for Cathy's dad. At first, our offer of support was declined, but eventually Cathy's dad agreed to a home visit. Cathy was present when a Hospice staff person visited to discuss available services for both her dad and the family. She was impressed with the variety of patient and caregiver services HWR offered, and decided to take the first step, and arranged for counselling sessions for her and her son.

Cathy's dad declined quickly and he died at home only 30 days after his wife. Even after her dad's death, Cathy continued to take advantage of Hospice services. Her next step was to arrange for a hair appointment in our in-house Hair Salon so she could look and feel her best. After the



funeral, she booked some therapeutic touch and massage therapy appointments to help relieve the stress she was feeling as she began her difficult grief journey. During her interactions with Hospice staff, she learned that caregivers who took care of themselves, fared better in the long run, and she could see why. Little by little, step by step, she began to feel supported and more able to cope.

For six weeks following her dad's death, Cathy and her son continued to come from out-of-town to attend counselling and receive complementary therapy services to help them manage their compounded grief. In her final thank you note, Cathy said:

"I have always been a believer that things happen for a reason. Although I can't even fathom a reason for losing both of my parents in such a short time, I do know that [Hospice's] visit to my parents' house was meant to be, with the purpose of bringing me here. Thank you."

Hospice Staff

Executive Director:	Judy Nairn	Social Media/Marketing:	Mark Hallman
Director Strategy and Client Services:	Mark Godin	Director, Fund Development:	Tracy Helm
Coordinator, Volunteer Program:	Katie O'Donovan (Alexandra Allen-mat leave)	Events Coordinator:	Melissa Parker
Coordinator, Programs:	Julie Schelter	Director, HPC Consultation Services:	Chris Bigelow
Coordinator, Programs:	Alana Herner	Pain & Symptom Mgmt Consultants:	Judie Coutts
Coordinator, Community Program:	Leslie Duffy		RoseMarie Baker
Coordinator, Day Program:	Nicole Dove-Lewis		Jennifer Hastings
Director Clinical Support Services:	Irena Razanas	HPC Program Assistant:	Denise Eppel
Counsellor:	Barb Wilson	Manager, Administration Services:	Lori Helm
Counsellor:	Joyce Gingrich	Administrative Assistant:	Lauren Harvey
Advance Care Planning Project Lead:	Sheli O'Connor	Coordinator, Accounting Services:	Lynda Kramers (Eva Tucker-mat leave)
ACP Community Engagement Lead:	Jessica Hutchison		
ACP Health Care Engagement Lead:	Ashley Tyrell		

Consolidated Balance Sheet

For the year ending March 31, 2017

	2017 (\$)	2016 (\$)
Assets		
Current	959,588	853,953
Property & Equipment	3,803,114	1,549,197
	4,762,702	2,337,213
Liabilities		
Current	2,915,371	257,783
	2,915,371	257,783
Net Assets		
Unrestricted	109,429	137,611
Internally Restricted	1,622,366	1,694,197
Externally Restricted	115,536	247,622
	1,847,331	2,079,430
	4,762,702	2,337,213

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.

Consolidated Statement of Operations

For the year ending March 31, 2017

Revenues	Operating Fund	Capital Fund	2017 (\$)	2016 (\$)
Government	1,778,063		1,778,063	1,978,726
Grants	87,849		87,849	65,162
Donations & Fundraising	199,370	15,500	214,870	423,970
Workshops, Interest & other	45,245	2,067	47,312	76,100
	2,110,527	17,567	2,128,094	2,543,958
Expenses				
Program/Service	1,892,277	136,261	2,028,538	2,164,506
Delivery Expenses				
Overhead/Occupancy & Support Expenses	246,432	3,499	249,931	250,190
Amortization of Property & Equipment		81,724	81,724	90,327
	2,138,709	221,484	2,360,193	2,505,023
Net Income for the Year	(28,182)	(203,917)	(232,099)	38,935
Final	(28,182)	(203,917)	(232,099)	38,935

Donors April 2016 – March 2017**Sustaining Level Donors (donations \$100 or more)**

Alan Anderson	Angela Davis	Annette Gibson	Travis Kayler	Benita O'Beirn	Nancy & Robert Smith
Patti Annable	& Bryan Stortz	Mike & Sue Gillespie	Stephen Keleher	Sheli, Brian & Keegan O'Connor	Jeffrey Stacey
Jackee Arlein-Roth	David Davis	Pat Gilmour	Catherine Kelly	Susan Ouellette	Joseph Steffler
Atefen Asad	Claudio De Lorenzi	Vern Gingrich	Wendy Kelly	Holly Palladino	Ken Steven
Jan Ashton	Father Joseph de Viveiros	Tony Giovinazzo	Colleen Kim	Steven Parker	Jane Stevens
Paul Atkinson	Patrick Deckert	Mark Godin	Victoria Kish	Terry Parsons	Mary Stevens
Beverly Bald	Maria Del Pozo	& Sherry McKinnon	Brian Kneller	Betty Pereira	Anne Straga
Thelma Barnes	Corey Delaney	Brian Goodyear	Alysia Kolentsis	Zach Petcoff	Russ Stuebing
Carol Barnett	Sandra & Eric Dewey	Mary Karen	Hermann & Gertrude Kreutzer	John Peters	& Julie Thompson
Mary Barrett	& Family	& Robert Gosselink	Wendy Kriech	John Peters	Bernie Sullivan
Elliot Bender	Abby Donovan	Maree Graham	Miyen Kwer	Lois Peterson	Barbara Sutherland
Kathryn Bender	Paul Dowhaniuk	David Graham	Peggy Laflamme	Philip Pfeifer	Paul Sweeny
Peter Benninger	Leslie & Neil Duffy	Jennifer Graham	Brock Lasso	Maria Tarka	Moira and Roger Taylor
Greg Bentz	Josie Duffy	Fern Greb	Dawn Lawrence	Michael Plauntz	The Harvey Family
Lawrence Bingeman	Jonathan Dunloo	Patricia Greganti	Gary & Carmen Leduc	Jose Prudencio	Elmer Thiessen
Todd Bissett	Dick Duplessie	Cathy Gregory	Cesar Leon	Terry Pulling	Josh Thiessen
James & Lorna Blair	Joanne Durnford	Kristine Guenther	Bethan Lipinski	Shobana Rajan	Anne Toner Fung
Brock Boehler	Tony Duscio	Mary Guy	Monica & Angelo Loberto	Ian Rawlings	Julie Trip
David Bogdon	Rod Escert	Mark & Beverley Hallman	Jamie Lockington	Kevin Read	Mike Turner
Monika Bothwell	Pat Eldridge	Jack Hallman	Michael Lough	Jeffrey Reitzel	Ashley Tyrrell
Anne Bourne	Brynn Enros	Brenda Hallman	Joseph & Emily Mack	Marvin Rempel	& Luke Girard
Barb Boyes	Denise Eppel	Marie Hamilton	David MacLellan	Karen Rennie	Mary Ann Vanden Elzen
Tim Bradich	Ron Ertel	Lynda Hammond	Sandra Mader	Marion Richardson	Arlene Vandepas
Stephen & Connie Brattan	Estate of Ruth Hawes	David Haukenfrers & Aida	Tina Mah	Don Riley	Loretta VandeSande
Catherine Brohman	Rosemary Etmanski	Barbosa-Haukenfrers	Karin Manley	Don Riley	Barbara Vann
Laverne Brubacher	Justin Fabian	Cecil Hayes	Nicole Marchand	Don Riley	Edward Verby
J. Burns	Cara Fabian	Simon Hazelwood	Charles Mayer	Don Riley	Rafael Verdecchia
Bob Buszchak	Margaret Fannon	Elizabeth Heald	Terry McBride	Don Riley	Greg Visentin
Lurdes Cabral	Jennifer Faulds	Sean Hebel	Michelle McCorkell	Don Riley	Steve & Angela Voisin
Karen Cameron	Franco Ferrari	Tracy Helm & Paul Mack	Nancy, Alexandra, Curtis & Doug McDonald	Don Riley	Karin Voisin
Marian Campbell	Gail Fisher	James Helm	Cathy McDonald-Reis	Don Riley	Michael & Michelle Voisin
Maureen Carli	Mildred Fisher	Lena Herold	Tim McElroy	Laird Robertson	Randall Walden
William Carter	Christopher Fletcher	John & Denise McKenna	Jacquelynn McFarlane	Trudy Roth	Mark Walters
Mike Casey	Sarah Forler	Don McKinnon	Ian McGee	Gayle Sadler	Brenda Weber
Ron Caudle	Pat Forte	Robert Huber	John & Denise McKenna	Mike Sandrock	Lynn Weimer
Laurellyn & Moon Chow	Ed Fortin	Jessica Hutchison	Don McKinnon	Frances Sandrock	Silvia Weismann
David Clerk	Mike & Chris Fortuna	Nancy Hyde	Sara McLennan	Janice Saunders	Graeme White
David Cornies	Oonagh & Elizabeth Fowls	Nicole Irvine	Geoffrey McMurdo	Julie Schelter	Dean Wick
Judith Coutts	Gail Freiburger	Kelly Johnson	Patrice McSulla	Jeanette Schmidt	Timothy Wideman
Donna Crabtree	Danielle French	Brian James Johnston	Winston Meyer	Michael Schmitt & Deborah Zettel-Schmitt	Tara Willemsen
Patti Creed	David Frey	Colleen Johnston	Grant Millard	Jane Schneider	Elliot Williamson
Richard Crowley	Jacob Friedman	Barb Jones	Dianne Moser	Karen Scian	Betty Wisnowski
Deb Dalton	Alida Frisenna	Seth Jutzi	Dev Mukerji	Harold & Violet Seegmiller	John Wynen
Kelly Daniels	Dean Froome	Judy Kaufman	Jacques Nadeau	Carol Shantz	Stephen Young
Paul Davidson	Donna Fung		Judy Nairn	Chris Shantz	Linda Zimmermann-Rempel
& Iris Engerer	& Michael Litt			Jan Sherk	Kim Zinger
Brent & Jacqueline Davies	Esther Gascho			Laura Shoemaker	

Corporations

1084095 Ontario Inc
 2212559 Ontario Inc.
 2328944 Ontario Inc.
 AirBoss Rubber Compounding
 Bast Tire and Auto Service
 BDO
 Beechwood Cooperative Homes Inc.
 Bell Media--United Way Campaign
 BMO Nesbitt Burns
 Buchanan Associates Computer
 Bulk Barn
 Consulting LTD
 Cambridge Aggregates Inc.
 Cardy, Winter, Simon Accountants
 ChefDtv
 Collaborative Structures Limited
 Colour Paradise
 Communitech
 Definition Financial
 DMAK Buisness Services Inc.
 Drains R US Plumbing Inc.
 Enerliv
 Evergreen Digital Marketing Inc.

Golligers Travel
 H.E.A.R. Incorporated
 Josslin Insurance Brokers Limited
 Kitchener-Wilmot Hydro Inc.
 M.Y. Fitness Repair Services Inc.
 Manulife Financial
 Manulife Financial - United Way Admin.
 Mattamy Homes
 McCarter, Grespan, Beynon, Weir
 Media Music Corporation
 My Next Promo
 Parkway Auto Recyclers
 Pinnacle Consultants Inc.
 Quality Car Sales Inc.
 RBC Financial Group
 Robin in the Hood Festival
 Rockway Mennonite Church
 Schiedel Construction Incorporated
 Shaughnessy Howell
 Shanti Enterprises Limited
 - Royal Terrace
 Sinclair Construction
 Snapedge Canada Ltd.
 Sun Life Financial

Twin City Dwyer Printing
 United Way of Greater Toronto
 Unity Kitchener
 Walser Funeral Home
 Walter Fedy
 Waterloo Region Sales Network
 Westmount Funeral Home

Foundations

The Gordon Linkletter Family Fund
 The Kitchener and Waterloo
 Community Foundation
 - Community Fund
 - Brenda and Peter Hallman
 Family Fund
 - Woolwich Community Fund
 - Ormston Family Fund
 Ross and Doris Dixon Charitable
 Foundation
 Rubinoff Family Charitable Foundation

Government

Waterloo Wellington Local Health
 Integration Network (WWLHIN)

Others

Congregation of the Resurrection
 Gina's Closet Cancer Support Services
 K.W.T.T. Practice Group
 Probus Women's Club of
 Kitchener-Sandhills
 Probus Women's Club of Waterloo
 Social Venture Partners Waterloo
 Region
 St. Francis Catholic Women's League
 St. Michael's Catholic Women's League
 St. Nicholas School
 St. Stephen's Lutheran Church
 The Catholic Women's League
 of St. Francis
 Tool Box Rentals Inc.
 Waterloo Regional Police Male Chorus
 Zonta Club of Kitchener - Waterloo

With Special Thanks to

Jeans & Scrubs Committee 2016

“Front-seat Support” – Hospice’s Transportation Program

When you’re diagnosed with a life-threatening illness, or caring for someone who is, being driven to an appointment by a hospice volunteer is more than being transported from point A to point B. It’s an opportunity to receive “front-seat” support. Our Transportation program is more than a taxi ride. When you call a taxi, you typically sit in the back seat, and look out the window or engage in small-talk with the driver. When clients receive a ride from a Hospice of Waterloo Region (HWR) Transportation Volunteer, they sit up front with the driver and the volunteer engages the client in conversation. Having someone to talk to, even during a 15-minute car ride, can be the very support that someone needs to help them make it through the day.

Hospice’s Transportation Volunteers receive a full 33 -hours of hospice training so they are fully equipped to handle these difficult and often emotionally-charged conversations. On average, HWR provides approximately 40 drives a month to clients and their family members who have no other means of getting to their medical/hospice-related appointments. It’s during these rides, from pick-up to drop-off, where some extraordinary support can happen. Here are two of those stories...

- A Transportation Volunteer not only drove a client to their out-of-town medical appointment, but also, on the request of the client, sat in on the client’s doctor’s appointment and took notes. The client confessed that she was so overwhelmed during her appointment, she didn’t remember all that the doctor was saying. The volunteer took notes during the

appointment and gave them to the client to read when she returned home.

- A client received rides to her medical appointments from the same Transportation Volunteer over the course of several months. They built such a connection during those rides that when the client’s health declined and she was house-bound, she requested that her volunteer driver support her on a one-to-one basis in her home. Because the volunteer had taken our full 33-hour hospice training program, she was able to continue to support her through our in-home volunteer visiting program.



These are but two examples of how Hospice helps, and makes a difference in the lives of our clients. It was only two years ago when HWR was providing only 10 drives a month. Step by step, the referrals to this program have grown as our reputation amongst our community partners for providing last-minute rides, and exceptional and caring support to the clients we drive, has grown as well.

Why do you give to Hospice of Waterloo Region?

“I give because it’s just the right thing to do on so many levels. It’s the right charity, the right cause and my gift won’t be wasted.”

“Hospice is near and dear to my heart. I see it as a longer standing legacy in the community.”

“We believe in the importance of Hospice of Waterloo Region.”

“Everyone in our community deserves something like this.”

What does your donation do?

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
- 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

A Donation of \$100 provides...

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

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