

2017-2018
Annual Report



HOSPICE
WATERLOO
REGION

1993-2018

25 Years of Caring

...the journey continues.



1993 - 1997



1997 - 2001



2001 - 2006



2006 - 2010



2010 - Present

Our Vision:

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



2018 Board President and Executive Director Message

An Annual Report is the opportunity to reflect on the accomplishments of the past year and to look forward toward upcoming plans and goals. This year, for Hospice of Waterloo Region, it also offers us an opportunity to celebrate our 25 year history of service to the community.

When Hospice of Waterloo Region began in 1993, it was the vision of local community leader Lucille Mitchell and a dedicated group of volunteers that there should be an organization that could support individuals who wished to die at home. They began by incorporating as a charitable agency with a purpose "to coordinate the supply and provision of supportive care for terminally ill patients and to their families before and after death."

The newly formed agency found a location in Breslau to work from and started recruiting and training a small group of volunteers. Today, two of those volunteers, Anne Winge and Marlene Zister, are celebrating their 25 years of service with us. Over that time they have journeyed with many families and been present for many who were facing end of life. They have also helped to mentor new volunteers, sharing with them their commitment and compassion that have touched so many.

During our 25 year history, we have moved the agency offices several times and each move has provided a new opportunity to grow and increase the services we can offer to clients. But with each move and each new service our focus has stayed the same throughout; whole person care and developing the personal relationships that provide so much opportunity for quality of life as someone approaches end of life.

Now as we look forward to next year and to our next 25 years, we will begin with the creation of a new hospice palliative care centre in Waterloo. We will grow again with more physical space for our current programs and new services with the addition of residential beds for those who are unable to stay at home at end of life. As in the past this next stage of growth will be based on the foundation that has been built to date, the incredible work of the more than 200 volunteers who give of themselves every day to those who are ill and dying in our community.

Gary Leduc, President

Judy Nairn, Executive Director

*The photo on the front cover is the future sites of the new Hospice of Waterloo Region, Gies Family Centre.

Hospice Staff

Executive Director:	Judy Nairn
Director Strategy and Client Services:	Mark Godin
Coordinator, Volunteer Program: Coordinator, Client Services:	Alex Allan Leslie Duffy Alana Herner Nicole Dove-Lewis Yesenia Torres Amanda Lamme
Client Support Services Receptionist:	
Clinical Team Lead: Counsellor/Positive Space Coordinator: Counsellor: Indigenous Counsellor:	Barb Wilson, MSW Mandi Cowan, MSW Joyce Gingrich, MSW Mary Anne Caibaiosai, MSW
Director, Community Engagement:	Sheli O'Connor
Director, HPC Consultation Services:	Chris Bigelow
Pain & Symptom Mgmt Consultants:	Erin McMahon Aguiar Heather Elliott
HPC Program Assistant:	Denise Eppel
Director, Fund Development: Events Coordinator:	Tracy Helm Melissa Parker
Social Media/Marketing:	Mark Hallman
Manager, Administrative Service: Coordinator, Accounting Services: Accounting Support Services: Coordinator, Office Services:	Lori Helm Eva Tucker Lynda Kramers Jo-Ann Gascon



With thanks to our Board Advisory Committee:

Geoff Bellew
Maureen Carli
John Haddock
Scott Kline
Jerry Lawlor
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



Board of Directors

Board members (standing l to r):
Gayle Sadler, Pat Forte,
Catherine Brohman, Lois Peterson,
Michael Lough, Dianne Moser,
Anne Toner Fung, Michael
Plauntz

(Seated): Brenda Hallman,
Gary Leduc

Not present: Bryan Stortz,
Sara McLennan

Lifetime Honorary Board Member:
Lucille Mitchell (founder)

Did you know that Hospice of Waterloo Region offers Complementary Therapies to Clients, Caregivers and the Bereaved?

Complementary Therapies are used together with conventional medicine to optimize health and well-being, which includes treating the body, mind and spirit. Complementary Therapies can boost the immune system, help eliminate toxins, help relieve pain, improve circulation, improve sleep patterns, increase energy levels, induce deep relaxation, reduce stress and tension, and restore balance to body systems.

Hospice of Waterloo Region offers **yoga, massage, therapeutic touch** and **reiki**, free of charge to individuals living with life-threatening illness, their caregivers and those living with loss.

Therapies are delivered by a wonderful group of volunteers who either hold professional designations in their specific area of interest or are supervised by registered therapists. Complementary Therapy Volunteers donated **323 hours** of their time to support this program last year!

Here are some testimonials from some of our clients who have received the benefits of our Complimentary Therapies.

"The massages make me feel like I'm special. The massage therapists make me feel comfortable, even with my insecurities about my prosthesis, and make me feel like they will cater to all my needs."
– N.P.

"I always leave feeling like a weight has been lifted. I feel relaxed, renewed, and ready to take on a new week. And for that I am so grateful." – C.S.

"Therapeutic Touch has helped teach me how to relax at home. It's hard to put into words. It feels very self-indulgent when receiving it, and I love that I always learn something from the experience."
– S.W.

"Therapeutic touch is really relaxing and calming, which I find very beneficial." – P.L.

"The complimentary therapies allow me to access services that I can't access or afford anywhere else." – C.S.

Yoga

Yoga is a physical, mental and spiritual practice which originated in India. It is a combination of physical postures, breathing techniques, and meditation to promote physical and emotional well-being. Yoga helps to increase relaxation, reduce stress, lower blood pressure, improve flexibility, strength and range of motion, while energizing our bodies and calming our minds.

Last year, **41 gentle yoga sessions** were offered at our Hospice Family Centre.



Massage

Hospice's massage therapy program consists primarily of hands-on manipulation of the soft tissues of the body for the purpose of optimizing a sense of well-being. For clients living with serious illness, massage can help to reduce pain, anxiety, muscle tension, fatigue, nausea and depression. For caregivers, massage therapy can significantly decrease emotional and physical stress, relieve pain and assist with insomnia.

Massage treatments are offered by the senior students from the Canadian College of Massage & Hydrotherapy (CCMH), and supervised by a CCMH instructor who is a Registered Massage Therapist.

Last year, Hospice gave **277 massages** to Clients, Caregivers and the Bereaved!



Therapeutic Touch

Therapeutic Touch (TT) is a holistic, evidence-based therapy that incorporates the intentional and compassionate use of universal energy to promote balance and well-being. It is a consciously-directed process during which the practitioner uses their hands as a focus to facilitate a relaxed state.

In a typical session, the recipient remains fully clothed and may be seated or lying down. The practitioner gently moves his/her hands over the energy fields of the individual's body, and with permission, may gently rest their hands on their head, arms, legs or feet. A rest period following the session is encouraged as most people experience a sense of deep relaxation and sense of well-being.

Last year, Therapeutic Touch Volunteers provided **62 TT sessions!**



Reiki

Reiki (pronounced 'ray-key') is an ancient healing Japanese technique. It is a complementary approach to wellness that is based on the idea that energy exists in everything and affects how our body functions. By placing their hands in positions that correlate to the body's energy centres or "chakras", Reiki practitioners channel energy to bring the body back into balance promoting stress reduction, a healthier life, relaxation and healing.

Reiki sessions can be provided in someone's home, in hospital, or at our Hospice Family Centre.

Last year, Reiki Volunteers provided **44 sessions.**



Celebrating 2 Exceptional Volunteers!

Marlene Zister is a retired nurse educator who has been a priceless resource to us, teaching all our new volunteers about practical assistance, turns and transfers. She also provides peer support in her role as a Volunteer Team Leader. During her years at Hospice she has also supported clients directly through the Volunteer Visiting program.

Anne Winge is a retired nurse who has supported more than two dozen palliative clients in their homes through our Volunteer Visiting program. Anne is caring, supportive and connects quickly with her clients, and is a bright star in the organization.



Marlene & Anne have journeyed with us, and with many families in our Region, for our entire 25 year history.



Strategic Planning: The Journey Continues

2018 marks the end of Hospice of Waterloo Region's most recent Strategic Plan and the start of the renewal phase.

The 2015 – 2018 strategic plan was broad and ambitious. It included plans to move into residence hospice services, expanding our volunteer services, extending our reach into rural and multicultural communities, participating in research projects, developing new models of care and building alliances with community partners.

And we are seeing the amazing results of this plan with the build of our new facility that will include 10 residence beds, the increase in the number of clients being served in the community, the diversity of our volunteers and the range of programs being delivered.

Now, we begin the work of creating a new plan for the next steps on our journey. Along the way during this planning process staff, volunteers, clients, community partners, and donors will have the opportunity to influence the direction we should take in meeting the present and future needs for hospice palliative care in our community.

Here are a just few of the many hard questions that need to be considered:

- How do we better inform the community of the important work that HWR does?
- How do we improve and expand our community education programs?
- How do we engage community partners to improve and expand services from diagnosis to death and into bereavement?
- How do we maintain existing vital programs and services and fund the new in demand ones?
- How do we create a new understanding in our community that hospice palliative care is really 'More about Living well to the end of life than about Dying'?

As we look to the future and the transition to our new Centre, we do so on the foundation of the strengths and accomplishments of the people who are the face of Hospice of Waterloo Region.

The quality, dedication and passion of our volunteers and staff, who not only bring life to strategic plans but exemplify the values of our organization as they serve the residents of our region, is nothing short of exemplary!

Together with the generosity of our many donors and funders, they will bring life to the new strategic plan and help the Board Directors set course for the continuing journey into the future.

Statement of Operations

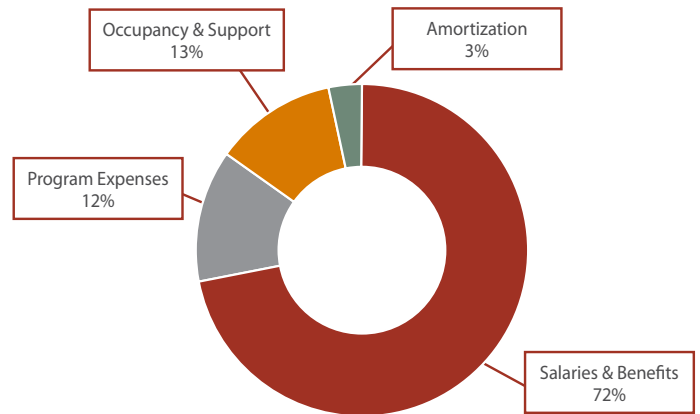
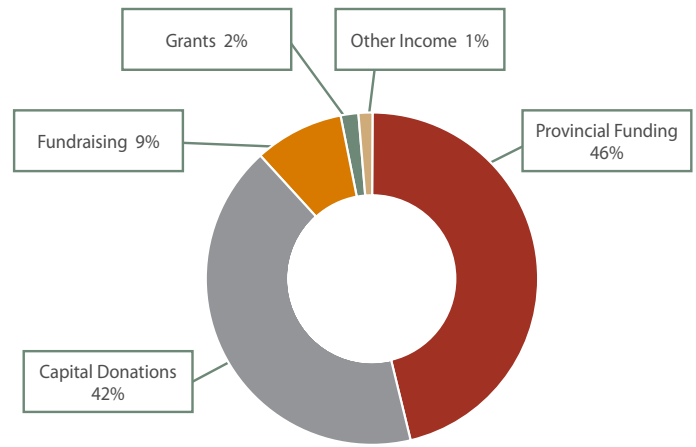
For the year ending March 31, 2018

Revenue

Provincial Govt Funding	1,618,706
Fundraising	304,495
Capital Donations	1,470,909
Grants	54,773
Other income	47,824
Total Revenues	3,496,706

Expenses

Salaries & Benefits	1,639,127
Program Expenses	273,755
Occupancy & Support	292,299
Amortization	71,359
Total Expenditures	2,276,540



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.

Community Champions Supporting Hospice of Waterloo Region

We are grateful to have so many individuals and groups who organized and successfully ran their own community events or fundraising projects this year. Their enthusiasm and compassion in supporting our organization was truly amazing!

All the money that was raised through these initiatives went directly to supporting our programs and services. The benefactors of those services include clients, their families and caregivers.

We want to say, "THANK YOU", to our Community Champions!

Community Champions

- Hockey for Hospice – 3-day Hockey Showcase
- Hugs for Hospice – Austrian Dinner and Silent Auction
- Gina’s Closet
- Jeans & Scrubs Dinner & Dance
- Jen Cameron Solo Art Show
- KW Quarter Auction – July Auction
- Northfield Business Area Family Fun Day
- Resurrection High School – Youth Philanthropy Initiative
- St. John Paul II School – Staff dress down days
- St. Peter’s Church – A Community Christmas Concert
- Pat Whiteside – Healing Cycle Ride



Hugs for Hospice



KW Quarter Auction



Gina's Closet



Resurrection High School



Sentry Group



Jen Cameron



Hockey for Hospice

A COMMUNITY

Donors April 2017 – March 2018

Operations/Programs Sustaining Level (donations \$100 or more)

Neil Aitchison	Bardish Chagger	Kathy Friesen	Mikki Hillyer	Gary & Carmen Leduc
Michael & Cathleen Allen	Kanwardeep & Christie	Dan Fronchak	Jean Hoffmann	Tim Leis
Kenda Allen	Chhatwal	Yvette Fulton	Steve Horchik	Christine Lewis
Alan & Karen Anderson	Brendan Clancy	Gary Gaiser	Craig F Howey	Bethan Lipinski
Len & Kathy Andres	Ron Clarke	Roberta Garcia	Darwin Huber	James Litwiller
Nolan Andres	Debra Collins	Linda Gardnar	Nazmudin Hudda	David Lobe
Paula Anstett	David Collison	Esther Gascho	Richard Hughson	Sheila Lobrutto
Jennifer Armitage	Teri Cook	Jo-Ann Gascon	Bob Hunke	Vic Longo
Jan Ashton	Hugh Craigen	Linda Gelata	Emily Hunsberger	Suzanne Luke
Maaik Asselberg	Lesley Cruickshank	Dale Gellatly	Ivan & Carol Hurlbut	Patrick Lynch
Paul Atkinson	Tony Cuzzi	Carol & Gerry Gerber	Dennis Huss	Leandra MacCannell
Sandra Avery	Tammy Dahms	Anne Germann	Heather Huston	Joanne MacKinnon
Doruk Babaoglu	Deb Dalton	Silva Ghanban	Tanya Huston	Nipun & Semma Madan
Roger Baer	Joan Dankert	Jean Gignac	Deborah Ingraham	Frank & Denise Maher
Gary & Elizabeth Baker	Josie d'Avernas	Vern & Joyce Gingrich	Linda & James Ironside	Heather Main
Beverly Bald	Kim Davidson	Marilyn Glasser-Lang	Dave & Jan Jaworsky	Hamid Mamdani
Terry Ballantyne	Judy Dawe	Mark Godin &	Anil Jindani	Terry Manske
Jeanette Balzer	Patrick & Theresa Deckert	Sherry McKinnon	David & Susan Johnson	Jacqueline Martin
Murray Bauman	Paula Delorenzi	Stella & John Goertzen	Bob & Patricia Johnson	Steve Maxwell
Karima Bawa	Paul DeMarco	Randy Gondosch	Rose Johnson	Deborah May
Andrea Bazler	Sara Detweiler	Paul Good	Brian Johnston	Karen McCauley
Sharon Beltman	Ken Dick & Fran Mandin	Brian Goodyear	Barb Jones &	Barb & John McCrory
Vaughn Bender	Kim Digenis	Carla Gorman	Moira Johnston	Jacquelynne McFarlane
Peter Benninger	Bob & Mary Donnelle	Barry Gorman	Monica Jutzi	Kim McFarlane
Dorothy & Mike Benson	Olga Dove	Bill Gosse	Salim Kanani	Frank McFarlane
Marg Bernett	William Dove	Lynette Gossen	Jon & Judy Kaufman	Ian McGee
Keri Beu	Carol A. Dubeau	Graf Family	Rosemary Kavanagh	Doug McIntosh
Steve Bienkowski	Leslie & Neil Duffy	Maree Graham	Etmanski	Malcom McLaren
Lawrence & Jane Bingeman	Paul & Janet Dullaert	David & Pat Graham	Norm Kay	Linda McLean
Rick Black	John & Thelma Dundon	Fern Greb	Dieter Kays	Jim McLean
Marianne Blasman	Joanne Durnford	Linda Greer	Stephen Keleher	Ian McLean
Mary Josee Boily	Glen Dyrda	Patricia Greganti	Adriaan & Barbara Kempe	Sara McLennan
Leanne Borho	Arthur Eby	Cathy Gregory	Chris Kempel	Bill McMichael
John Bouda	Carolyn Eckert	JoAnn Grespan	Margaret Kerr-Lawson	Don McMurty
Liz Bourns	Rod Eckert	Janine Grespan-Sharp	Anita Kerwin &	Robbie Medeiros
Barb & Douglas Boyes	Douglas Edwards	Marvin Gretzinger	Kevin Skilliter	Lisa Metzger
Stephen & Connie Brattan	Margot Egan	Arlene Groh	Jaroslav Kiciak	Beverley Middlemass
Nancy & David Bristow	Mark & Karen Ehlebracht	Elizabeth Hachborn	Agnieszka Kiciak	Gerald Mighton
Myra Britton	Frank Eisenhuth	Ainslee Hackett	Marty & Mary Kings	Grant Millard
Jeanne Bronkhorst	Pat Eldridge	Bill Hadley	Michael Kirby	Tricia Miller
Cathy & John Brothers	Shirley Elliott	Nicole Hallman	Paul Kirkpatrick	Yusuf Mnyusiwalla
Beth & Steve Brown	Anne-Marie Ellis	Peggy Hallman	Victoria Kish	Mahesh Modi
Russ Brown	Rose Ellis	Brenda Hallman	Terry Kittel	Mary Ann Mooney
Nona Browne	Denise Eppel	Mark & Beverley Hallman	Colleen Klaassen	Lisa Moore
Aileen Brownlees	Jim & Marianne Erb	Sue Hallman	Linda Knight	Karen Moore
Laverne Brubacher	Ron Ertel	Lynda Hammond	Dennis Koebel	Joe & Barb Moroney
Dale Brubacher-Cressman	Mahmood Esmail	Jo Ann Hammond	Shelda Kornacker	Dianne Moser
Rob Buchenauer	Estate of Margaret Hockney	Richard Hammond	Hermann & Gertrude	Liz Motz
Neil Burnett	Mark Evans	WJ Brad Hanna	Kreutzer	Fraser Moull
Douglas Burns	D'Arcy Farlow	Dave Hare	Jane Kuepfer	Gary Mousseau
Sharon Caldarelli	Margret Farr	Benafsha Hassanzada-Sajoo	Dave Kuntz	Dev Mukerji
Karen Cameron	Joan Feth	David Haukenfrers	Elizabeth Kuntz	Larry Murray
Jennifer Cameron	Frank Finch	Wendy & Gordon Haywood	Cathy Kuntz	Yolanda Myskiw
Lynn Cameron	Susanna Fiorellil	Amy Hazelwood	Mary Kuntz	Angie Nehrenheim
Doug Campbell	Christopher Fletcher	Tracy Helm & Paul Mack	Karin Kuntz	George Nickerson
Alan Campbell	Sarah Forler	Edna Helm	James Lalonde	Sheli & Brian O'Connor
Marian Campbell	Pat Forte	Patricia Herzog	Barbara Lassenba	Aisling O'Doherty
Paula Campsall	Robert D Frank	Brenda Hesch	Paul Latimer	Michelle O'Donovan
Daniel Cardy	Diane Freeman	Nathan Heyer	Karen Lauer	Anne Marie O'Donovan
Maureen & Enzo Carli	David Frey	Henry & Grace Hildebrand	Dawn Lawrance	T. O'Donovan
Robert G Cassidy	Yvonne Fried	John Hill	Ewart & Clara Leask	Maria O'Drowsky

OF CARING

Sherri Ojamae
Betty & Joe Pagett
Paul Paleczny
David Paleczny &
Mary Reynolds
Richard Pascoe
Irene Pauls
Ruth Anne Peller
John Peters
Paul Pickett
Jagoda Pike
Randall Piller
Cecilia Piller-Bersch
Ken Pittman
Frances Pitz
Michael Plauntz
Bill & Barb Plauntz
Gary Pooley
James Priebe
Paul S Proudfoot
Chris Pudifin
William Pudifin
Shirley Raetsen
Shobana Rajan
Merv Redman
Karen & Warren Redman
Nancy Regehr
Kimberly Reid
Sandra Ann Reid
Ron & Kaye Rempel

Joanne Renaud &
Dr. Terry Polevny
James Reynolds
David Rich
Marion Richardson
Lance Roberts
Laird Robertson
Lucia Robertson
Craig Robson
Kathleen & Derek Rodgers
Peter Roe
Leanne Ropp
Steve Ross
Richard Roth
Howard Rowley
Erin Rudland
Gayle Sadler & Bill Milne
Renee Sauder
Erlma Schaus
Sandy & Paul Schellenberg
Allen Schiedel
Tyson Schlegel
James Schlegel
Ronald & Barbara Schlegel
Merry Schmidt
Michael Schmitt &
Deborah Zettel Schmitt
Jane Schneider
Gail Schnurr
David Schultz

Ron Schwark
Jim Schwindt
Alison Scott
John Scott
Randy Shantz
Jeffrey Shantz
Amy Shantz
Anne Shantz
Marcia Shantz
Robert Shantz
Erma Shantz
Jan Sherk
Sandra Sherry
Cindy Shobbrook
Rick Shortt
John Sibley
Ed Simon
Alison Sims
Mary Anne Smyth
Carolyn Snider
Esther Snyder
Heather Snyder
Gail Snyder
Amanda Sproston
Elizabeth Sproule
Joseph Steffler
Vicki Stevanus
Christine Stevanus
Mary Stevens
Joan & Bryan Stewart

Otto Stimakovits
Chris Stockie
Tom Stockie
Bryan Stortz
Anne Straga
Lisa & Raymond Strayer
Bernie Sullivan
Lise Szabo
Jim & Vikki Tait
Joan Talbot
Moira & Roger Taylor
Elmer Thiessen
Keith Thompson
John Thompson
Dave Thomson
Marion Thomson Howell
Kaylie Tiessen
Susan Tighe
Lindsey Tomlin
Helen Tompa
Anne Toner Fung
Ruth & Art Traugott
Julie Trip
Stefan Tutu
Suzanne Tyas & Joe Petrik
John Tyrrell
Janet E. Uffelman
Jeanne Van Bronkhorst
Greg Van Horn
Myra & Peter Van Katwyk

Carol & Robert Vickers
Dave & Teri Vincent
Greg Voisin
Karin Voisin
Donald & Rose Wagler
Margaret Walker
Marty Weaven
Bob Weber
Nicky Wedge
Mary Ann Weiler
Ana Weiler
Mary Helen Welsman
Charlotte Whaley
Gerald & Joanne White
Doug Winger
Lisa Wink
Steve Woeller
Meredith Wollny
Ken Woodhouse
Nancy Worthington
Natasha Yepes
Jackie Young
Cassandra Zehr
Carol Ann Zettel
Duncan Ziegler
Aileen & Patrick Zister
John Zizzo
Nancy Zоргdrager
Brent Zоргdrager

Corporations

AirBoss Rubber Compounding
* BDO Dunwoody LLP
* Buchanan Associates Computer
Consulting LTD
* Cardy, Winter, Simon Accountants
Cobb Bakery
Collaborative Structures Limited
Colour Paradise
Document Imaging Partners Inc.
Drains R US Plumbing Inc.
Edward M Simon CA Professional
Corporation
* Evergreen Digital Marketing Inc.
* Frank's Jewelers
Green Ventures Landscape Care
Limited
GSP Group Inc.
* Henry Walser Funeral Home
Josslin Insurance Brokers Limited
Just For You
Kaysar Investments Inc
Kindred Credit Union
Libro Credit Union
* Lisa Strayer, Davidson-Strayer
Wealth Management,
RBC Wealth Management
Martin Christopher Investment
Services

* Mattamy Homes Limited
- Waterloo
Melloul-Blamey Construction Inc
Morty's Pub
* MTE Consultants Inc.
Ogilvie Daugherty Financial
ReAlign Health
Redman Distributing Inc
* Roger's Radio Group
S. G. Cunningham Ltd.
Schiedel Construction
Incorporated
* Shaughnessy Howell
* Shoppers Drug Mart
* St. Jacobs Furnishing
TD Bank Group
* Team Redman
The Auto Spot
* Tivoli Films Inc.
Tool Box Rentals Inc.
TRH Services
TW Properties
Uniglobe Travel
* Westmount Memorial Celebration
Centre
Winners Merchants International
Wisecracks - 2362173 Ontario Inc.

* Donor & Corporate Sponsor of
Signature Fundraising Events

Foundations

Cambridge & North Dumfries
Community Foundation
- J. D. Walden Family Fund
Cowan Foundation
KW Quarter Auction
Ross and Doris Dixon Charitable
Foundation
Rubinoff Family Charitable
Foundation
The Gord Linkletter Family Fund
The Healing Cycle Foundation
- Pat Whiteside
The Kitchener and Waterloo
Community Foundation
- Community Fund
The Mark & Jenny Guibert
Foundation

Government

City of Waterloo
Waterloo Wellington Local Health
Integration Newtork (WWLHIN)

Others

Canadian Martyrs C.E.S
Congregation of the Resurrection
Gina's Closet Cancer Support
Services
Mannheim Mennonite Church
New Hamburg Lionness Club
Ontario Teachers Insurance Plan
Petersburg Morning Coffee Group
PROBUS Women's Club of
Kitchener-Heritage
Saint John Paul School
Sun Life Financial
The Catholic Women's League of
St. Francis
Unity Kitchener
Waterloo Regional Sales Club
Waterloo Wellington Advisors Club
Youth and Philanthropy Initiative
Canada
St. Joseph's Parish
Holy Family Catholic Women's
League

Did you know?



For the past three and a half years, Hospice of Waterloo Region has been leading the conversation about Advance Care Planning throughout Waterloo Region and Guelph/Wellington. The Conversations Worth Having project's aim was to engage both health care professionals and the general public in understanding the Ontario specific process for choosing a substitute decision maker and on how to have the difficult conversations about health care decisions, especially at end of life.

Thanks to the incredible work of the ACP team staff members (Sheli, Ashley, Jessica and Dale), and some amazing ACP hospice volunteer "presenters", over **12,000 people participated** in more than **1600 events/workshops** and **111,750 resources** were distributed over the three years.

Advance Care Planning has now become a focus of work in many regions around the province, and the Conversations Worth Having project has been recognized as a leader in its unique approach of engaging both health care and the broader community equally. Our results have consistently shown a continuing growth of awareness of the issues around "end of life" and ACP, along with a greater willingness to engage in ACP conversations.

Although the formal project ended in March of 2018, Hospice will continue the important work of engaging the community in knowing how to have difficult conversations about individual wishes at end of life.

By the Numbers



14,539 volunteer hours delivered



60%

increase in volunteer hours delivered in last three years



382

gardening volunteer hours



4749

individuals received Advance Care Planning education



1367 clients served

46.8%

increase in clients served in last three years



98%

of clients report hospice services made a positive impact for them



131

new volunteers
trained

304 transportation volunteer hours

441

vigiling volunteer hours



3820

providers received
palliative care education

Did you know?

Since August of 2017, Hospice of Waterloo Region has been engaged in a Positive Space initiative.

Positive Space refers to an agency that is open and welcoming, as well as equitable and accessible to persons of all sexual and gender diversities, both to clients and employees of the agency. The term also refers to an agency in which all staff has been trained to understand the issues around sexual and gender diversity and are familiar with human rights, diversity and resources.

Through the work of staff member Mandi Cowan and a dedicated advisory committee, HWR staff and volunteers are engaged in learning and understanding the unique issues faced by the LGBTQ+ community at end of life and in bereavement. This is resulting in new services such as our Rainbow Bereavement group to meet the very specific needs of this community.

The Positive Space project is reviewing all elements of our services and operations to ensure we are meeting our commitment to an inclusive, supportive environment for **all** community members, regardless of sexual orientation, gender, race, religion, ethnic background, ability or identity.

What does your donation do?

You can support Hospice of Waterloo Region at www.hospicewaterloo.ca/donate

A Donation of \$50 provides...

- Art supplies for one Day Away program session
- A new children's bereavement book for the resource library
- Transportation expenses for a client 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 hour of bereavement counselling
- Participation materials for one community outreach workshop
- 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's Signature Fundraising Events

Each year our signature events provide an opportunity for our community to participate and give back. Through participation, sponsorship and donations, these events enable us to provide compassionate care to our clients and their families

Thank you for your tremendous support.



The Kindred Credit Union Hike for Hospice

The 5th Annual Kindred Credit Union Hike for Hospice took place on September 24th. The unseasonably hot weather did not melt the spirit of the 205 Hikers who came together and hiked a warm 5km route.

This was a significant year of growth for this annual hike with a significant increase in hiker participation, and community awareness. Thank you to Kindred Credit Union and Henry Walser Funeral Home for their support.



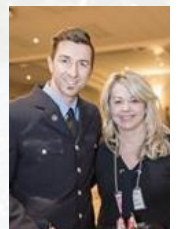
Intimate Scotch Tasting Experience presented by Josslin Insurance

Our 6th Annual Intimate Scotch Tasting evening was held on January 26th, 2018 and welcomed 70 Scotch enthusiasts to a night of good cheer and company. Thank you to Josslin Insurance for their continued support.



Handbags for Hospice

Our 2nd Annual Handbags for Hospice was held on April 12th at Bingemans. What a wonderful evening, full of friendship, shared stories and philanthropy. With the support of 340 enthusiastic participants we raised much needed program funds, including a very successful "Fund A Need" in support of our Day Away program.



Join us in 2018-2109 to support our exciting Signature Fundraising Events

Kindred Credit Union Hike for Hospice – September 23, 2018
Scotch Tasting presented by Josslin Insurance – January 25, 2019
Handbags for Hospice – May 16, 2019

25 Years of Caring
...the journey continues.

Hospice of Waterloo Region
298 Lawrence Avenue, Kitchener, Ontario N2M 1Y4
P: 519-743-4114 F: 519-743-7021 www.hospicewaterloo.ca