

Strong Foundations

New Beginnings

2018-2019 Annual Report



HOSPICE
WATERLOO
REGION

2019 Board President and Executive Director Message

Strong Foundations. New Beginnings.

This year's Annual Report theme, Strong Foundations and New Beginnings, is a fitting reflection for this moment in time at Hospice of Waterloo Region.

For over 25 years, Hospice of Waterloo Region has laid strong foundations of service to our community. We have provided compassion and care to hundreds of families experiencing an end of life journey. Through the work of our dedicated volunteers and committed staff, we have been a source of hope, strength and comfort during the most difficult times. This work has occurred throughout our Region in homes, in long term care, in hospital and in hospice residences.

And building on this strong foundation, Hospice of Waterloo Region now looks forward to new beginnings. During the past year the ground breaking was held for the new Gies Family Centre which will provide us with a new building to continue and expand our work. The new Centre will include the Cook Family Residence where we will provide a new service – on-site residence hospice care for up to 10 individuals at a time. It will also provide expanded spaces for our day program, counselling, support groups and hospice palliative care education programs for health care professionals and community members. From this Centre we will also continue our outreach to the community providing and growing services to meet the needs of clients and caregivers in their home.

Along with the new beginnings provided by a new building and new services, the Board of Hospice of Waterloo Region has also spent time this past year crafting a new Vision, Mission, and Values statement that will lead our future planning within a new strategic plan. Reflecting the input received from a wide variety of stakeholders, the new Vision, Mission, and Values strengthens our commitment to engaging the community, as volunteers, donors, and caregivers, in participating with us in the care of those at end of life or in bereavement.

New beginnings can sometimes be a time of uncertainty, but with a strong foundation and clear direction it can also be a time of excitement and opportunity. Thank you to the volunteers, staff and donors who have helped Hospice of Waterloo Region achieve this milestone and who continue to support us as we move forward with confidence.

Gary Leduc, President Judy Nairn, Executive Director



**The photo on the front cover and on this page are from the Ground Breaking Ceremony of the new Hospice of Waterloo Region, Gies Family Centre.*





Board of Directors

Board members (standing l to r):
 Pat Forte, Gayle Sadler, Bryan Stortz, Michael Lough, Dianne Moser, Sara McLennan, Anne Toner Fung, Michael Plauntz

(Seated):
 Gary Leduc, Brenda Hallman

Not present:
 Catherine Brohman

Honorary Board Member:
 Lucille Mitchell (founder)

Hospice Staff

- | | |
|--|-----------------------------------|
| Executive Director: | Judy Nairn |
| Director, Strategy and Client Services | Mark Godin |
| Coordinator, Volunteer Program: | Tom Connelly |
| | Alexandra Allen (maternity leave) |
| Coordinator, Client Services: | Leslie Duffy |
| | Alana Herner |
| | Nicole Dove-Lewis |
| | Yesenia Torres |
| Client Support Services Receptionist: | Amanda Lamme |
| Clinical Team Lead/Counsellor: | Barb Jones |
| Counsellor: | Cathy Middleton |
| Indigenous Counsellor: | Mary Anne Caibaiosai |
| | Jo-Anne Absolon |
| Director, HPC Consulation Services: | Chris Bigelow |
| Pain & Symptom Mgmt Consultants: | Erin McMahon Aguiar |
| | Heather Elliott |
| HPC Program Assistant: | Denise Eppel |
| Director, Fund Development: | Tracy Helm |
| Events Coordinator: | Melissa Parker |
| Director, Community Engagement: | Sheli O'Connor |
| Manager, Adminstrative Services: | Lori Helm |
| Coordinator, Accounting Services: | Eva Tucker |
| Accounting Support Services: | Lynda Kramers |
| Coordinator, Office Services: | Jo-Ann Gascon |



With thanks to our Board Advisory Committee:

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



During the 2018/2019 year, the Board of Directors engaged staff, volunteers, and community members in reflecting on the work of Hospice of Waterloo Region and the future directions we can pursue as we move into our new Gies Family Centre. From these reflections the board developed the Vision, Mission and Values statements that will set our direction and are the foundation for our new strategic plan.



VISION

The difference that we want to make in our community as a result of our existence as an organization.

A community where no one experiences an end of life journey alone.

MISSION

The work we do to achieve our vision.

We engage our community to comfort, nurture and inspire the human spirit in life, death, and bereavement.

VALUES

The principles for how we do our work.

*Compassion
Leadership
Learning
Inclusion
Professionalism
Volunteerism
Engagement
Client-Centred*

Hospice Waterloo Region 2019-2021 Strategic Plan

With the new Vision, Mission and Values statements, the Board of Hospice of Waterloo Region developed a Strategic Plan to set the direction for the future. A Strategic Plan establishes priorities for our agency for the next three years. Each priority will direct specific work to achieve the Vision and Mission.

Strategic Priorities

We will demonstrate excellence in care of the clients, caregivers and volunteers we serve.

<p>Establish HWR as a Centre of Excellence</p>	<p>Grow and diversify revenue sources</p>
<p>We will develop and enhance partnerships across the continuum of palliative care to facilitate continuous quality improvement.</p>	<p>We will grow and diversify our revenue sources through strategic development, predictive modelling, and active fund raising.</p>
<p>Enhance and strengthen compassionate care</p>	<p>Strengthen internal capacity</p>
<p>We will deepen our client-centred approach by responding to the wide variety of end of life needs.</p>	<p>We will maximize human and technological resources to meet new and growing needs.</p>
<p>Re-imagine community connections</p>	<p>Demonstrate impact</p>
<p>We will improve community understanding and support for death, dying, and bereavement.</p>	<p>We will define, measure, and report on the difference we make to the end of life experience.</p>

Caregiver Support

When people hear the word “hospice”, they often think of services that supports people who are on their end-of-life journey. What people often don't realize is, hospice offers programs and services that support entire family units, including exhausted caregivers!

Hospice of Waterloo Region has many services that provide comfort, care, support and education to caregivers. We have a variety of support groups for caregivers who are living with someone who is terminally ill as well as groups for the bereaved. All of our complementary therapies are available to our caregivers as well as our clients, allowing them an hour to themselves to relax and rejuvenate.

We know through research and census data that more than 8 million Canadians provided informal care to family member or friend. More than 1 million of these caregivers are older than 65 and one-in-ten caregivers spend more than 30 hours per week providing care. The number of seniors requiring care is set to double over the next 15 years and currently 80% of all care given to seniors in the community and 30% of services to seniors in institutions are provided by informal caregivers.

Caregiver



Love

Sibling



Family



Friend



Neighbour



In recognition of the tremendous role caregivers play in caring for someone who is dying, HWR helps coordinate a Region-wide conference for informal unpaid caregivers in partnership with Community Support Connections Meals on Wheels and More (Breslau) and with the generous financial sponsorship of Erb and Good Funeral Home.

Our special day focused on caregiver wellness, their self-care and on the significant conversations and life choices these special people must engage in with very little formal training or direction from traditional institutions. Much of the work these individuals accomplish is through resiliency, compassion and deep commitment to the people they support. Informal caregivers are a largely undervalued population and we feel honoured to be able to gather and support them in the amazing work they do.

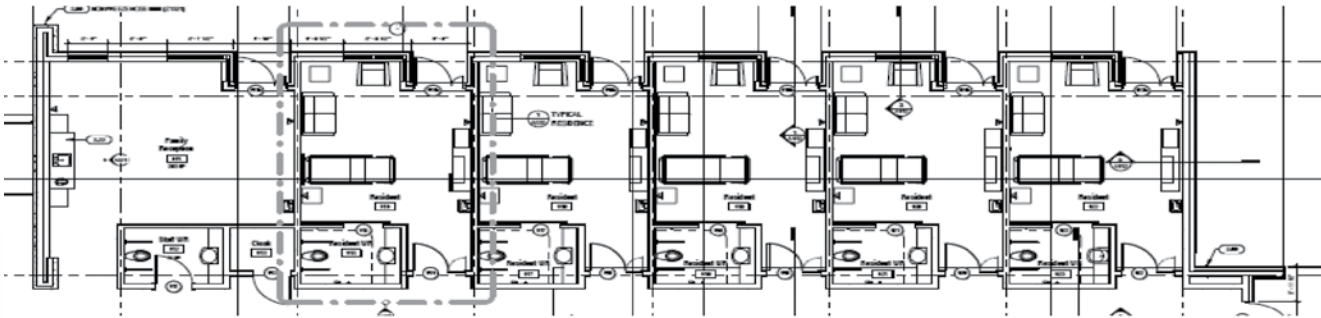
Community Engagement

The new Vision and Mission statements for Hospice of Waterloo Region have a strong focus on engaging community in our work. Our Community Engagement program is being designed to involve diverse groups such as workplaces, faith communities, service organizations, schools and neighbourhoods to:

- Increase the awareness of HWR and our services
- Increase the awareness and understanding of hospice palliative care
- Increase community partnerships and broader community efforts in support of those at end of life and those that care for them

We have been building the foundations of this work through the development of a Volunteer Presenter team who are delivering a variety of presentations and workshops throughout Waterloo Region; through the creation of new caregiver education efforts including a one-day Caregiver conference and a Specialized Geriatrics Knowledge Exchange day; and through building new partnerships with a variety of organizations in our community that help us to extend our reach and our impact.

As we move forward with the expansion of this work, our aim is to reduce misconceptions, myths and negative attitudes towards end of life care, death, dying and grief while empowering more people to have informed conversations and be better prepared to create networks of support for family, friends and neighbours.



Residence Services – Heidi’s Story

For almost 20 years, Hospice of Waterloo Region has been providing visiting volunteers to the local residential hospices.

Heidi Schlegel is one of those volunteers. During her weekly three-hour shift, Heidi provides emotional support to those who are in their last weeks or days of life, and their family members who are preparing for the loss.

Reflecting on her time spent at the residence, Heidi says that volunteering there “helps you focus on what is really important and a lot of unnecessary burdens peel away and you enjoy life more freely and intensely!”

Heidi sees herself as a bridge between the resident, their family, the staff and the community. Listening and allowing residents to tell their story provides them with dignity and gives them a sense of closure. She feels the role of staff and volunteers alike is to “provide a healing touch, a smile and reassurance that they are in a safe place surrounded by love and compassion.”

We look forward now to also providing this service in our own residence facility, allowing us to deliver a full continuum of care throughout the end of life journey.



Celebrating our Wonderful Milestone Years of Service Recipients

25 Years of Service

Lynda Hammond – 25 years of Service

Lynda has been with Hospice of Waterloo Region from the very beginning. As a one-to-one Client Support Volunteer, Lynda has supported dozens of clients as they faced their end-of-life journey. Lynda shows compassion and understanding when supporting clients and makes them feel comfortable to express their feelings. Lynda



is a wonderful communicator, always keeping staff up-to-date on her volunteer-client relationship and demonstrates strong boundaries, which is essential for a successful match. Congratulations Lynda on reaching this amazing milestone!

20 Years of Service

Shobana Rajan – 20 Years of Service

Shobana has been a dedicated and caring Hospice Volunteer for 20 years. She has helped with many of our programs over the years, but most recently has dedicated her time supporting our 1:1 Volunteer Visiting Program and has taken a weekly shift at Innisfree/Lisaard since 2001. In her many years supporting the residential hospices, she has provided over 2,000 hours of compassionate care to the residents and families! We appreciate Shobana's steadfast commitment to the clients and families we serve and we know that when she is called to serve, our clients are receiving the very best of care. Congratulations Shobana!

15 Years of Service

Jan Ashton
Pat Dobbie
Pat Fryer
Carol Shantz

10 Years of Service

Ada Craniford
Katherine Dick
Carolyn McIntyre
Dorrette Roache
Jan Sherk
Colleen Sinclair

5 Years of Service

Jeff Bellinger
Brenda Brennan
Ruth Burns
Pat Cassidy
Dana Currie
Jennifer Davis
Ardith Frey
Anne Toner Fung
Brenda Hallman
Joanne Harrow
Sherry Kean
Jerri-Lynne Keenan
Colleen Maxwell
Karen McCarthy
Joan Montague
Lisa Schneider
Jeremy Smith
Deb Snider
Judy Stewart
Bryan Stortz
Ed Voison
Lindsay Weir

June Callwood Award

Fred Johnson



The Gies Family Centre – Hospice Waterloo Region

On a beautiful, warm sunny day last September, over 200 people joined us at our ceremonial ground breaking across from RIM Park in North Waterloo. Campaign Chair Merv Redman thanked Bill and Gert Gies and their family for their Cornerstone Gift of \$2.5 million. He also announced the naming of the residential wing, in recognition of Ian and Bettina Cook's \$1 million donation. Greetings and acknowledgments from all levels of government included confirmation of the \$2 million capital contribution from the Ministry of Health and cheque presentations from the Region of Waterloo and the City of Waterloo.

Looking back on the tremendous success of the past year, we would like to thank all our campaign donors for their overwhelming support for our new build. As a result of such generosity from individuals, corporations, foundations and service

clubs in our region, we exceeded our minimum private sector capital campaign goal of \$10 million in just 15 months. To date, over \$11 million has been raised, in addition to public sector support. We will continue our fund raising efforts to bring the total for private sector contributions to \$12 million.

Excavation of the site began late last fall, just before the snow arrived. As construction begins with local partner Melloul Blamey as our contractor, we are looking forward to the opening of the 28,000 sq.ft. state-of-the-art palliative care facility and 10-bed hospice residence in 2020. The centre will also include space for hospice community outreach programs, a palliative care medical clinic, volunteer services, and hospice education. Please visit our website to follow the progress of the new build over the coming months.



THE GIES FAMILY CENTRE

HOSPICE WATERLOO REGION

there is a season...



Donors April 2018 – March 2019

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

Simon Adler	Kira Chandler	Esther Gascho	Barb & Moira Johnston	Jeff Mayburry
Harpreet Ahuja	Gloria Chisholm	Terry Gascho	Gavin Kagan	Steve Mayburry
Harold Albrecht	Ron Clarke	Jo-Ann & Barry Gascon	Nancy Kalenderian	Jennifer McClelland
Catherine Elizabeth Allan	Lewis Clock	J Gascon	Salim Kanani	Barb & John McCrory
Robert Allen	Dawn Cohen	Daniel Gaspar	Stephen Keleher	Tim McElroy
Alan Anderson	Douglas Conick	Ronald & Margaret Gaus	Dale & Brenda Keller	Ian & Dawna McGee
Nolan Andres	Karen Connon	Marie Gear	Betty Ann Keller	Malcolm McLaren
Chris & Julia Arvanitis	Ian & Bettina Cook	Michael Gentile	Adriaan & Barbara Kempe	Lois McLaughlin
Jan Ashton	Bart Cools	Patrick & Christine George	Ross Kennel	Doris McLean
Andreas Auch	Tim & Michele Costin	Anne Germann	Ian Kent	Sara McLennan
Georgette & Leo L Baker	Richard D'Alessandro	Bradley Gifford	Sandra Keys	Sharon McMorran
Amanda Baker	Richard Daugherty	Sandra Gifford-Steffen	Agnieszka Kiciak	Mansur Mehdi
Beverly Bald	Patrick & Theresa Deckert	Mary Lou Gingerich	John Kirby	Winston & Karen Meyer
Kimberly Ball	Anita & Mark Dekker	Pauline Gingrich	Michael Kirby	Beverly Middlemass
Brice Balmer	Mark & Jennifer Dinello	Marilyn Glasser-Lang	Victoria Kish	Cathy Middleton
Dan Bauer	Cathy Doerbecker	Mark Godin	John Klassen	Gerald Mighton
Cynthia Bauman	Bob & Mary Donnelle	Stella & John Goertzen	Barbara Klaver	Pat & Dennis Mighton
Carolyn Baumann	Ron Donovan	Rodney Goetz	Brian Kneller	Lawrence Miller
Jim & Sandy Beingessner	Adrienne Doucette	Joanne Goodreau	Dennis Koebel	Mary Ann Mooney
Anthony Bender	Olga Dove	Paula Goossen	Barry & Cindy Kolb	Christopher Moser
Peter Benninger	William Dove	Blair Gordon	Werner & Martha Kolb	Dianne Moser
Max Bentz	Leslie & Neil Duffy	Darin Graham	Ruth Konrad	Jacek Moszynski
Gregory & Julie H Berendt	Paul & Janet Dullaert	Fern Greb	Maria Kotsopoulos	Gary Mousseau
Marilyn Berry	Joanne Durnford	Linda Greer	Gary Kramer	M. A Moutray
Jakob Berschl	Antonio & Kathryn Dutra	Patricia Greganti	Lynda Kramers	Dev Mukerji
Douglas Biehler	Benjamin & Sheri Eby	Cathy Gregory	Hermann	William Mustard
Christine & Rick Bigelow	Ellen Edwards	Marvin Gretzinger	& Gertrude Kreutzer	Yolanda Myskiw
Gary Bird	Pat Eldridge	Erika Griffin	Wayne Kroeker	Jennifer Nagy
Gwen & Dave Bishop	Irene English	Mohsen Hadianfard	Cathy & Al Kroetsch	Joanna Nairn
Gerry & Donna Blake	Dorothy Erb	Barbara Hadley	Robert Kula	Judy Nairn
Thomas Boettger	Wendy Erb	Susan Hahnelt	Elizabeth Kuntz	Raj Nakra
Stephen Bolton	Catherina Erdman	Susan Hall	Mary Kuntz	Kate Neff
Leanne Borho	Estate of Ruth Hawes	Brenda Hallman	Carl Kuntz	Ralph Neumann
Elaine Bossi	Estate of Jean Owens	Peggy Hallman	Nancy Kwan	Ross Nichol
Mary & Bruce Boucher	Estate of	Mark & Beverley Hallman	Lisa Laflamme	Marina Nunes
Shirley Bouck	Mrs. Margaret E Leith	Lynnette Hammer	Jim & Mary-Jane Lanteigne	Sheli & Brian O'Connor
John Bouda	Jackie Fackoury	Lynda Hammond	Gary & Carmen Leduc	Brian Ogilvie
Barb & Douglas Boyes	Margaret Fannon	Brigitta Hane	Christine Lewis	Ronald Ojanpera
Sheryl Bradley	Rory Farnan	WJ Brad Hanna	Dawn Liota	Marlene Olender
Stephen & Connie Brattan	Stephanie Ferguson	Margaret Harrigan	Betty Little	Nadira Parsan
Sarah Brenneman	Naomi Feth	Sue Havitz	Tom Litwiller	Dale Pettit
Brian Broadway	Lew Figol	Norma Hayman	& Dianne Beresford	Randall Piller
Cathy & John Brothers	Brenda Finch	William Heffner	Robert Livingston	Michael Plauntz
Alex & Patricia Brown	Barbara & Lloyd Fitzgerald	Tracy Helm & Paul Mack	Sheila Lobrutto	Bill & Barb Plauntz
Beth & Steve Brown	Christopher Fletcher	Marilyn Henderson	John Logozny	Gerald & Lucy Pousho
Sarah Browne	Sarah Forler	John Henhoeffter	John Loughheed	Joseph Preiditsch
Alyssa Brownlee	Lina Forner	Christy Hiemstra	Patrick & Dalila Lynch	Dwayne Priestman
Laverne & Ella Brubacher	Pat Forte	Beth Higgins	Diane MacAlpine	Doug Proctor
Dan Burnham	Ed Fowler	Jennifer Hill	Kuldip Malhotra	Paul S & Anne Proudfoot
Trudy Buss	Robert D Frank	Faye Hillis	Hamid Mamdani	Lisa Quin
Jim Caldwell	Sarah Freiburger	Theresa Horan	Karin Manley	John & Mary Raepple
Jennifer Cameron	David Frey	Steve Horchik	Donna Mann	Shirley Raetsen
Marian Campbell	& Cheryl Cassidy-Frey	Nazmudin Hudda	David G. Mansell	Shobana Rajan
Alan Campbell	Greg Friday	Timothy Hui	& Kathy Dick	Ian Rawlings
Robert Carli	Bill Frier	Linda & James Ironside	Lois Martin	Merv Redman
Maureen & Enzo Carli	Kathy Friesen	Johanna Jamnik	Tony Maruna	Don & Deb Redman
Larry & Paula Carrigan	Penny Frim	Bob & Patricia Johnson	David & Virginia Mathies	Pauline Redman
Elizabeth Carse	Dan Fronchak	Laura Johnson	* Chef Patrick Mathieu	Karen Redman
Mike & Mary Casey	Fred & Bev Galloway	David & Susan Johnson	Evelyn Matlow	Tim Reimer
Maryanne Chan	Roberta & John Garcia	Colleen & Brian Johnston	Susan Mawhiney	Susan Remers

Joanne Renaud
& Dr. Terry Polevoy
Gary Renouf
Jim Reynolds
Donna Rich-Bradie
Vivian Rickert
Lance Roberts
Craig Robson
Leanne Ropp
John Rush
Edward & George Russell
Gayle Sadler & Bill Milne
Frances Sandrock
Nick Savva
Erlma Schaus
Sandy & Paul Schellenberg
Ria Schofield
Chris & Joan Schooley
David Schultz
John Scott

Susan Seibel
Minaz Shamji
Mary Shanahan
Dianne & Larry Shantz
Carol & Leroy Shantz
Christine & Paul Shantz
Randy Shantz
Darren Shaw
Ellen Shields
John Sibley
Ed Simon
Larry Simpson
Matthew Singer
Charles Smith
Larry Smith
Heather Snyder
Esther Snyder
Dennis Souder
Fred Speckeen
Chris Springer

Tom Stamp
Karin Starck
Joseph Steffler
Sabine Stemmler
Joan & Bryan Stewart
Bryan Stortz
Anne Straga
Stephen Sweett
Len Sweett
Jim & Vikki Tait
Joan Talbot
Lana Tan
Maira & Roger Taylor
Marion Thomson Howell
Diane Tofflemire
Helen Tompa
Anne Toner Fung
Yesenia Torres
Julie Trip
Tony & Valerie Trucello

Eva & Steve Tucker
John Vickery
Karin Voisin
Sonia Wagler
Jim Wagler
& Keelee DiManno
Brian Wagler
Donald & Rose Wagler
James Walker
Tracey Warner
Alison & John Wasielewski
John Watson
Paul Weber
Kelly Weber
Richard Wehrle
Robert & Brenda Weisman
Robert Wellstood
Gerald & Joanne White
Kate Wick
Dona Wiegand

Bob & Judy Wiens
Brian Wilkinson
Louise & Steve Woeller
Judy & Peter Wyshynski
Wilma Young
Carl Zehr
& Sandra-Lee Chris
Carolyn Zenger
Deborah Zettel-Schmitt
Aileen & Patrick Zister
Brent Zоргdrager
Alan Zоргdrager
Dale & Libby Zоргdrager
Nancy Zоргdrager

Corporations

2446171 Ontario Inc.
Activa Holdings Inc.
AirBoss Rubber Compounding
* Artals Promotion
Aucoin Inc.
Audi Kitchener-Waterloo
BDO Dunwoody LLP
* Boston Pizza
* Brentwood Livery
Buchanan Associates Computer
Consulting LTD
* Café 22
* Campus Eyes
* Cineplex Odeon
* Cobbs Bakery
Collaborative Structures Limited
Colour Paradise
Core Group Hospitality Ltd.
Corrigan Succession
Management Inc.
* David's Tea - Waterloo
* Delta Waterloo
Education Credit Union Limited
Edward M Simon CA
Professional Corporation
Employee Wellness
Solutions Network
* Esta Chocolate
Evergreen Digital Marketing Inc.
Freedom46 Corp.
Giffen LLP
Golden Windows Limited
GSP Group Inc.
Henry Walser Funeral Home
* Hustl & Flow

Izzio Financial Solutions Inc.
Josslin Insurance
Kindred Credit Union
* La Crème St. Jacobs
* Lorraine Simpson Wine
Concierge Travel
Manulife Financial
* Martin's Apples
Mattamy Homes Limited
McCarter Grespan Beynon Weir
Professional Corporation
* Meadow Acres Garden Centre
Megawire Inc.
Melloul-Blamey Construction Inc
Miller Thomson LLP
NEO Architecture
Paquette Travers
* Paul Puncher Men's Clothier
Plannet Ltd.
Primoris Group, Inc.
* Relish Cooking Studio
S.G. Cunningham Ltd
Schiedel Construction Incorporated
* Scram and Dram Pub - New
Hamburg
Shoppers Drug Mart
/ Pharmaprix Lifefoundation
* Sole Restaurant
* Spanner
* Starbucks - Uptown Waterloo
TD Bank Group
- Community Relations
* The Marilyn Denis Show
* The Water's Spa
Tool Box Rentals Inc.
TRH Services

* Twin City Dwyer Printing
Unity Kitchener
* Waterloo Fire Department
Waterloo North Condominium
* Westmount Golf & Country Club
Your Neighbourhood Credit Union
Zero Environmental

** Donor & Corporate Sponsor of
Signature Fundraising Events*

Foundations

Benefaction - Larry & Debra
Murray Fund
Cowan Foundation
Ross and Doris Dixon
Charitable Foundation
Rubinoff Family
Charitable Foundation
The Kitchener and Waterloo
Community Foundation
- Community Fund
The Kitchener and Waterloo
Community Foundation
- Landmann Family Fund

Government

Waterloo Wellington Local Health
Integration Newtork (WWLHIN)

Others

Canadian Association of
International Development
Professionals
Congregation of the Resurrection
East Indian Ladies Club
Gina's Closet Cancer
Support Services
Kitchener-Waterloo Civitan Club
K-W Life Members Club
New Hamburg Lioness Club
Saint John Paul II Catholic
Elementary School
St. Andrew's Presbyterian Church
St. Brigid Catholic
Elementary School
St. Francis of Assisi Parish
St. Gabriel Catholic
Elementary School
St. Jerome's University,
Campus Ministry
St. Teresa Catholic
Elementary School
The Catholic Women's League of
Canada St. Francis of Assisi
The Probus Club of Kitchener
- Conestoga, Club 51
Transylvania Choir
Waterloo Catholic District School
Board Canadian Martyrs C.E.S
Waterloo County Steam-Threshers'
Reunion Inc.



Community Champions Supporting Hospice of Waterloo Region

We are grateful to the many groups who organized their own community events or fundraising projects this year to support Hospice of Waterloo Region. Their enthusiasm and compassion in supporting either our capital campaign or general operations is truly amazing!



St. John Paul 2 Catholic School
– Staff dress down days



Valumart Waterloo's
Summer BBQ - Capital

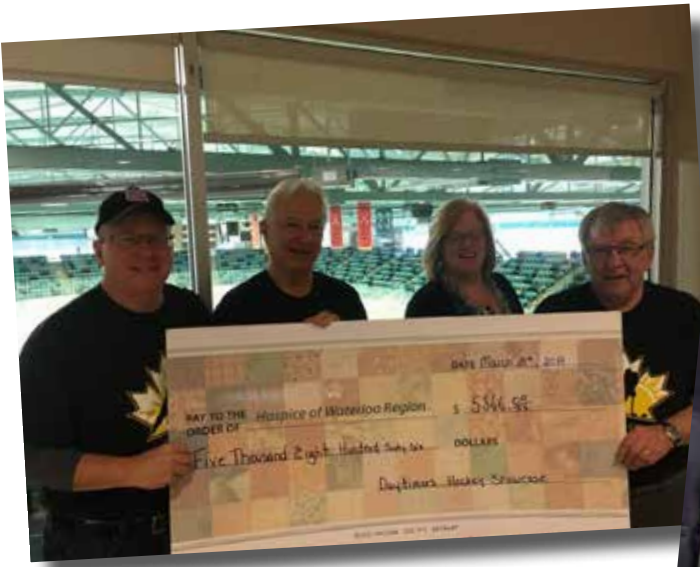


Waterloo County Steam Threshers



Northfield Family Day

THAN



KW Daytimers Hockey Showcase



Ken Seiling Retirement Party - Capital



Knights of Columbus Trivia Night



MAYBURRY Walk - Capital

KYOU





1281 Clients Served



207 Volunteers Trained



14,654
Volunteer Hours
Delivered



235
Active
Volunteers



345
Vigiling
Volunteer
Hours



501
Gardening
Volunteer Hours



3205 Resources Distributed



3360
Providers
Received
Palliative Care
Education



496 Transportation Volunteer Hours



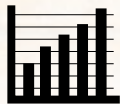
990 Participated in Community Engagement Workshops



386
Complementary
Therapy Hours



60%
Demand Increase
for Transportation
Services



40% Demand Increase for Complementary Therapies

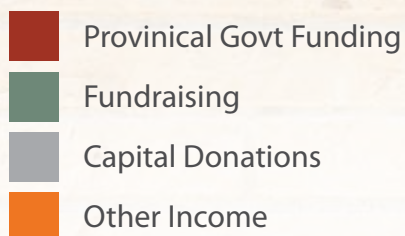
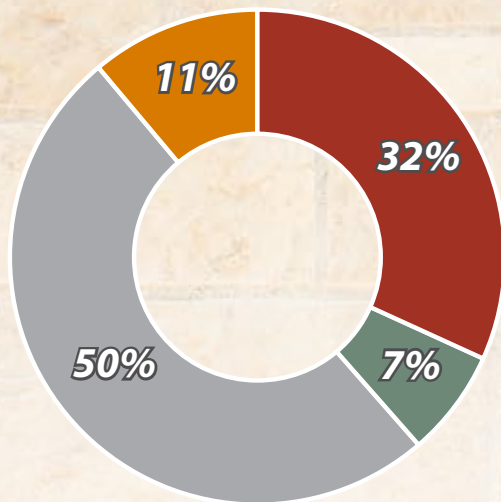
Statement of Operations

For the year ending March 31, 2019

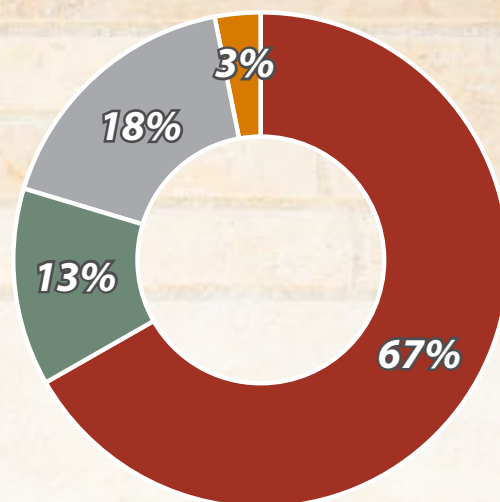
Revenue	Operating Fund	Capital Fund	2018/19 (\$)
Government	1,223,889	1,100,000	2,323,889
Grants	51,033	682,500	733,533
Donations and Fundraising	520,401	3,693,810	4,214,211
Interest & other	67,407	615	68,022
	\$1,862,730	\$5,476,925	\$7,339,655
Expenses			
Program/Service Delivery Expenses	1,499,318	265,050	1,764,368
Overhead/Occupancy & Support Expenses	321,128	68,281	389,409
Amortization of Property & Equipment	-	62,216	62,216
	\$1,820,446	\$395,547	\$2,215,993
Net Income for the Year	\$42,284	\$5,081,378	\$5,123,662

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.

Revenues



Expenses



Hospice of Waterloo Region's Signature Fundraising Events

Hospice of Waterloo Region hosts three key signature fundraising events annually. Once the new building is complete, government funding will cover 55% of operation costs. Our signature events will be one way to continue to support and stay connected with Hospice of Waterloo Region.

KINDRED Credit Union

HIKE FOR Hospice *of Waterloo Region*

Our 6th Annual Hike for Hospice was held on September 24th, 2018. Over 300 hikers along with some furry friends hiked on a beautiful crisp morning to help raise funds for hospice. The event highlights included a memorial service, a BBQ lunch and entertainment. Thank you to all that participated in the hike.

Next year's date: Sunday, September 22, 2019.



SCOTCH TASTING HOSPICE WATERLOO REGION



An Intimate Scotch Tasting Experience

A highlight on everyone's new year calendar is our annual Scotch Tasting event. Over 85 scotch enthusiasts joined together to taste rare, limited edition whiskeys from the Scotch Malt Whiskey Society of Scotland. Each tasting is paired with appetizers to compliment the scotch and bring out their unique flavours. This event continues to sell out each year.

Next year's date: Friday, January 24, 2020.



HANDBAGS *for* HOSPICE

HOSPICE WATERLOO REGION



Handbags For Hospice

This event grew to over 500 guests and was sold out 6 weeks ahead of the event. Highlights from the evening included guests bidding on over 200 Handbags in the silent auction and designer handbags and experiences in the live auction. On site fundraising activities - wine wall, paper pursers and golden ticket - all sold out in the first hour of the event. It was tremendously successful evening!

Next year's date: Thursday, May 14, 2020.

Why give to Hospice of Waterloo Region?

Because of our donors, Hospice of Waterloo Region is able to provide services at not cost to clients and family members. Please give generously.

www.hospicewaterloo.ca/donate

Hospice of Waterloo Region

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