



# Hospice

## Waterloo Region

**New Home, New Look, New Normal**



**Annual Report 2019-2020**

## 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 inspire, nurture and comfort 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**





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**Board members (standing l to r):** Surekha Shenoy, Anne Toner Fung, Gary Leduc, Michael Lough, Bruce Rodrigues, Linda Brooks, Michael Plauntz, Catherine Brohman

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Director, HPC Consultation Services:	Chris Bigelow	Coordinator, Office Services:	Jo-Ann Gascon



# New Home, New Look, New Normal

Sharing the stories of Hospice of Waterloo Region each year in our Annual Report is usually a reflection of the year just finished and a celebration of our successes. This year though, while we have much to celebrate, we also look forward to our New Home, New Look, and New Normal.

2020 was going to be a special year for Hospice of Waterloo Region with our move to a new location and now, with the unexpected challenge of COVID-19, even more change is coming.

While there were initial concerns about the impact of the pandemic, construction of our new home has moved forward without interruption. With an expected opening in late November of this year, our vision for this one-of-a-kind facility is coming to life. The new Gies Family Centre is the result of a compelling vision, many years of hard work, and the incredible support of our community. With the creation of a home that will allow us to expand community supports and introduce the Cook Family Residence with 10 residence hospice beds, we will offer a full continuum of care to those living with an end of life illness and their caregivers.

Along with a new home, we are also launching a new look to our logo. This fresh look incorporates many of the elements and values of our organization. The four overlapping colours represent the four areas of the region we have served since our inception in 1993 – Kitchener, Waterloo, Cambridge and our surrounding rural townships. The colours chosen are vibrant and communicate a message of interconnected community, hope and optimism for the future.

And while the COVID-19 pandemic has had a significant impact on how Hospice of Waterloo Region delivers our programs and services, we have been able to adjust to a new normal very quickly. Since mid-March, regular programs and services have been suspended but clients are not without support. Working from home, staff immediately arranged for all Hospice clients to receive telephone support from volunteers instead of the usual face-to-face visits or groups. Counselling services were also shifted to telephone support. As staff stayed in constant communication with their clients, new needs were quickly identified. Issues of food security and social isolation were high for those at home dealing with serious illness. In response, staff have become directly involved in providing and arranging very practical supports including grocery and meal deliveries and lending technology devices to allow for remote supports.

We are so very impressed with how our staff and volunteers have been able to shift gears quickly and provide uninterrupted support to our clients and their families. Staff continue to reimagine the way we deliver our programs so that clients and families will feel both supported and safe when receiving service from us.

During this unprecedented time, Hospice of Waterloo Region has proven itself to be a strong, secure and stable organization that can withstand times of adversity and continue to envision a new future, always keeping the needs of our clients in the forefront.





# Our Client Promise

At Hospice of Waterloo Region we have always considered the needs of our clients when developing programs and planning for new services. This past year though, we decided that it was important to declare that commitment more publically. We engaged staff, clients, caregivers and community members to create a Client Promise. This promise represents our commitment to all clients who access our care and will be prominently displayed in our locations and on our website.

## The Client Promise states:

As a client of Hospice of Waterloo Region, I can expect that:

- I will be *valued*... for who I am and for what I bring as a whole person, including my life story and experiences
- I will be a *part of a community*... that is caring, safe, positive, inclusive, respectful, trusting and accepting of my needs and my choices
- I will be *kept informed*... with clear, relevant and timely communication throughout the course of my journey
- I will be *supported*... with hospice services personalized to my individual situation

This Client Promise has been our compass during the COVID-19 pandemic, guiding our responses in such extraordinary times. During this pandemic, some of our clients are experiencing additional stressors such as food and financial insecurity and increased social isolation. In response, we are sourcing and delivering food hampers for families; arranging taxi rides to critical medical appointments and providing electronic tablets to clients so they can stay in contact with family. We maintain weekly contact with clients to ensure that we are meeting their current and evolving needs. In all these ways, we are fulfilling our promise and demonstrating our commitment to our clients who rely on our expertise, support and compassion during their end-of-life journey.

*“You will never fully know what it meant to me to have the help and services that you provided for us, free [of charge] and from the goodness of your heart. From massages and haircuts to driving us to Toronto for [my husband’s] appointments, these things went far above and beyond the norm.” (E.M., Caregiver, Waterloo)*



# HWR Becomes a Positive Space

Since 2016, HWR has been working closely with two local 2SILGBTQ+ organizations, Spectrum and Aging with Pride, in understanding the unique end of life needs for this community. And we have worked to examine our own processes and practices to learn how to better support them. This is important work that will enable us to be identified as a “Positive Space”.

Positive Space refers to an agency that is open and welcoming, as well as equitable and accessible, respecting the dignity of individuals regardless of their gender identity, gender expression and sexual preference, whether clients, volunteers or employees of the agency.

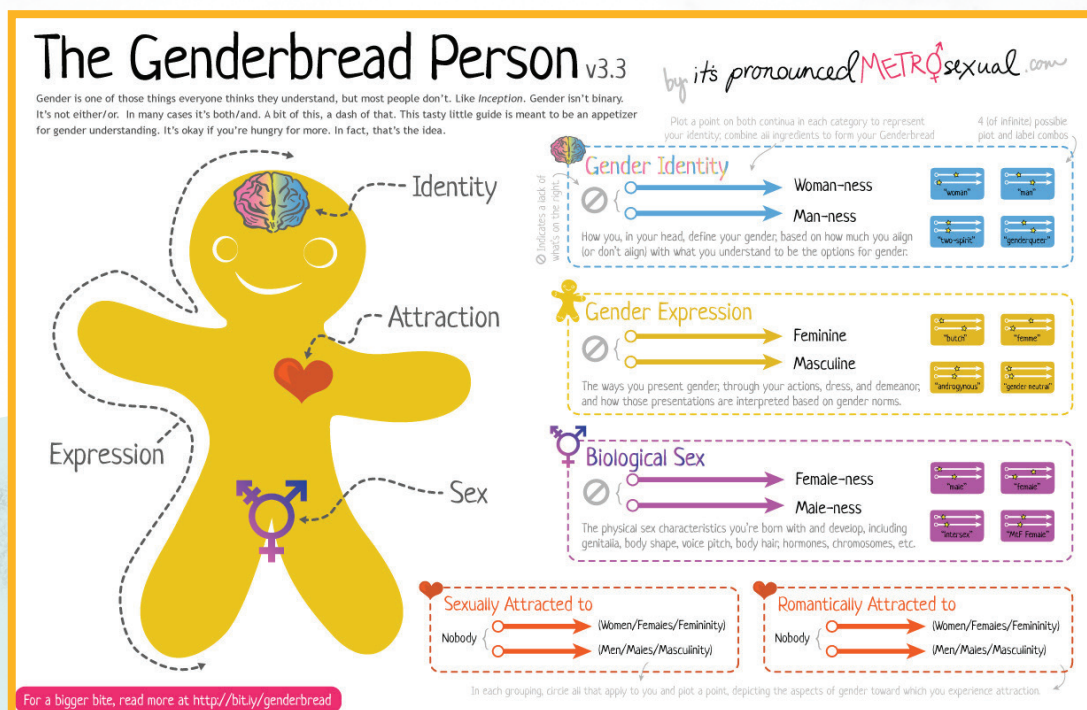
Twenty staff and 230 volunteers and Board Members have participated in three hours of Positive Space Awareness training to understand the issues around sexual and gender diversity as they apply to the Rainbow Community. A Positive Space training module is now an integrated and mandatory component of our palliative care training program for all new staff and volunteers.

Spectrum and Aging with Pride are excited to continue working with Hospice in creating a welcoming and inclusive environment for 2SILGBTQ+ people and to share with their community that we are a Positive Space.



## 2SILGBTQ+

- 2S - Two Spirit
- I - Intersex
- L - Lesbian
- G - Gay
- B - Bisexual
- T - Transgender
- Q - Queer or Questioning
- + - Other gender and sexual identities



One of the key learning tools we use in the Positive Space training is the Genderbread model. It does an excellent job of illustrating the different spectrums on which gender and sexuality exist. It is a great discussion tool and visual aid to our learners. We encourage everyone to take time to study the Genderbread diagram and consider what it means. For more information, visit [genderbread.org](http://genderbread.org)



# HWR Cambridge Office

From our inception in 1993, Hospice of Waterloo Region has always served the whole Region – Kitchener, Waterloo, Cambridge and surrounding townships. Our Volunteer Visiting program recruited and trained volunteers from throughout the Region who were matched to clients wherever they lived. As our programs have expanded however it became more difficult to offer the full range of services to those who could not access our main office.

Several years ago, we began a partnership with Langs Community Health Centre to use space in their facility for some of our Cambridge training and meetings. Last summer, we were able to extend that partnership and secure permanent office and program space at their Community HUB on Concession Street in the Preston area of Cambridge.

This bright new space has allowed us to offer Day Program, individual and family counselling, caregiver support groups, complementary therapies, volunteer recruitment and training and education for health care workers. It has improved our reach to clients in Cambridge and made us much more accessible to them. Our space has large windows looking out onto a courtyard, and is steps away from Langs Medical Clinic. Being part of the HUB allows us to connect with and access the many other services that are being delivered within the building, enhancing our ability to support all of the needs of our clients.

We are excited about this expanded program space at Langs and know it will be of great benefit to individuals and families who are seeking support.

*“This group gives me more confidence in myself than I have ever had in my entire life. I am so thankful for that.”*

*(K.B., Cambridge Day Program Client)*





# Vigiling Program

This past year, Hospice of Waterloo Region dedicated significant time and effort enhancing our Vigiling Program. The Vigiling Program consists of a team of over 50 hospice volunteers who sit at the bedside of people who are in their last 24 – 48 hours of life. Hospice receives vigiling requests from our Region's Long Term Care Homes, hospitals, local residential hospices, and LHIN case managers who are supporting people who are dying at home.

Because vigiling support is only required for a fairly short period of time, and we have such a robust list of volunteers who support this program, HWR is able provide 24-hour volunteer support for a 2 – 3 day period. Volunteers sign up for 3-hour shifts and provide a compassionate presence at the bedside of someone who is dying. They are also a wonderful support for family members who may require some relief from sitting with their loved one, or who want the company of our volunteers as they sit vigil.

Vigiling requires hospice volunteers to “hold space” with the dying and their family members. This means they sit without judgement, donating their ears and heart without wanting anything in return. They quietly practice empathy and compassion in those final moments of life.

The Vigiling Program would not be possible without the efforts of the dedicated staff who are responsible for receiving referrals, scheduling volunteers, and providing on-going support during and after the vigil assignment. **Nicole Dove-Lewis** and **Yesenia Torres** are the coordinators responsible for this amazing program. Their tireless efforts to ensure that volunteers are scheduled and deployed quickly and supported throughout the duration of the vigil, contribute to the program's success. **Monika Wiesner**, Hospice's spiritual care provider, also offers group or individual support to vigiling volunteers after a death.

Last year, Hospice of Waterloo Region completed 41 vigils throughout the Region, and volunteers donated 750 hours of volunteer service through this program.

Unfortunately, in efforts to protect the health of our volunteers, this program that has been paused during of the COVID-19 outbreak. We look forward to serving again in the near future and send our heartfelt thanks to all the volunteers and staff involved with the Vigiling Program.

*“We want to thank the wonderful, kind, supportive and encouraging volunteers who spent time with [our loved one] and with us as a family. Your gracious presence as we watched and waited (and worried) over [his] last days was just the calming and reassuring touch we needed.” (Family Member of a LTC Resident, Kitchener)*



## Accreditation Success

In December 2019, Hospice of Waterloo Region achieved a **3-year Accreditation** certification from Hospice Palliative Care Ontario (HPCO). Accreditation is a rigorous process of review and evaluation to assure the delivery of consistent, high quality hospice palliative care among accredited programs and services. The review examines overall organization operations including board governance, HR practices, fundraising procedures and program standards. It requires a thorough documentation of policies that guide our work and is peer reviewed by experienced hospice leaders in the province. Accreditation certification signifies to health professionals, the public and funders that an organization is in compliance with industry standards and has been recognized for meeting these standard by provincial review.

Achieving a 3-year Accreditation seal requires a group effort. Many thanks to the Leadership team, Board of Directors and staff leads who contributed to our success!

## Building Our Social Media Presence

Social media, including programs like Facebook, Twitter, and Instagram, has become an effective way to connect online and improve how the community finds and interacts with organizations. Waterloo Region has a strong technology presence among the social good sector and Hospice of Waterloo Region wanted to be able to better participate in this exciting method of communication.

Recently, with the help of a social media specialist, we have undertaken a concerted effort to strengthen our social media presence. The social media strategy has created a focus for each platform on key different stakeholder groups, including our community of clients, caregivers, volunteers, donors, and others in the local community.

A new Facebook Group for Volunteers was added to our existing Facebook page and is being well used for communication and sharing. Our Twitter and Instagram pages were amalgamated under one handle (@hospicewaterloo) to provide a more consistent access and to promote many of our community workshops and events. A new weekly meeting allows a team of content creators and managers to discuss key updates, issues and other related posts for the social media channels.

Working with our social media consultant, we've learned so much about the different platforms, and now have a specific focus for each. We invite you to join our online community on Facebook, Instagram and Twitter! Follow us at @hospicewaterloo



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\* GHD  
Golden Windows Ltd  
Grant Thornton LLP  
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Heffner Motors Limited  
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## Government

Waterloo Wellington Local  
Health Integration  
Network (WWLHIN)

## Other

Concordia Club  
Ladies Group  
Congregation of the  
Resurrection  
Elmira District  
Ministerial Association  
United Church Women First  
United Church  
Gina's Closet Cancer  
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Highland Baptist Church  
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Elementary School  
St. Mary's Parish  
The Catholic Women's  
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St. Francis of Assisi  
The Probus Women's Club  
of Kitchener-Westmount  
WCDSB - Pastoral Team  
Western University





# Years of Service

Our volunteers are such an important part of the Hospice team. We are proud of all that they give to the families we serve. These are a few of these very special people we are celebrating this year.

## **Lorna Fenton – 25 years of service**

Lorna has been a valued Hospice volunteer since 1995. She is a warm, welcoming and compassionate person who has supported countless clients on their end of life journey. When you speak with Lorna, you know you've got her undivided attention as she listens intently and with interest. This quality serves her well not only for her role as a Client Support Volunteer but also as a respected Team Leader. Congratulations Lorna, on reaching this incredible volunteer service milestone!



(L-R)  
*Lorna Fenton  
and Lois Schmidt*

## **Lois Schmidt – 25 years of service**

Lois has served as a Client Support Volunteer with Hospice for the past 25 years and as a Team Leader for nearly 10! Lois always takes things in stride and seems unflappable – probably due to her career as a registered nurse. Lois has a keen understanding of the needs of clients and their families as they navigate the end-of-life journey and always seems to know just what type of support is in order. Lois's sense of humour and approachable nature is appreciated by clients, volunteers and staff alike. Congratulations Lois!



## **Tricia Wands – 25 years of service**

Tricia has been a wonderful hospice volunteer with us for the last 25 years. In the beginning, she served as a Client Support Volunteer, supporting clients in the community who were facing their end of life journey. More recently, Tricia has been a Special Event Volunteer and an Office Volunteer. Her administrative expertise and calm demeanor are a valued asset during the hectic days leading up to and including a fund raising

event, and on busy days in the office. Tricia is a soft-spoken Scottish lass, whose smile (and sense of style) brightens our day. Congratulations, Tricia!



## **June Callwood Award Recipient – Mary Ann Voisin**

Mary Ann has been a Client Support Volunteer with Hospice of Waterloo Region since 1998. During this time she has been a dedicated volunteer in a local residential hospice, providing support and companionship to residents and their loved ones. Mary Ann has also supported many community clients on their end-of-life journey, by providing friendly caring, emotional support and respite for caregivers. Mary Ann is reliable, warm and has this ability to make people feel safe, welcome and comfortable. Congratulations Mary Ann!

## **Twenty Years of Service**

- Mary Jo Lyons
- Cathy Kroetsch
- Glenn Jantzi

## **Fifteen Years of Service**

- Sue Frid
- Sandra Sherry

## **Ten Years of Service**

- Cindy Baronette
- Pat Forte
- Bill Robson
- Frank Sharpe
- Melissa Malleck
- Fern Greb

## **Five Years of Service**

- Heidi Schlegel
- Carol Godbout
- Lynne Donohue
- Allison Fowler
- Martha Wenn
- Belinda Talarico
- Sara McLennan
- Dianne Moser

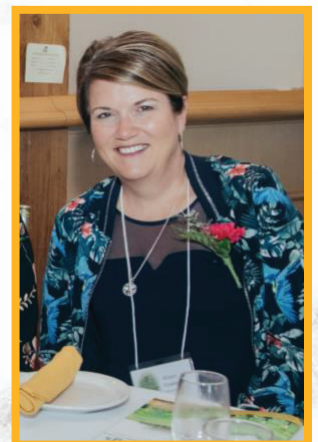
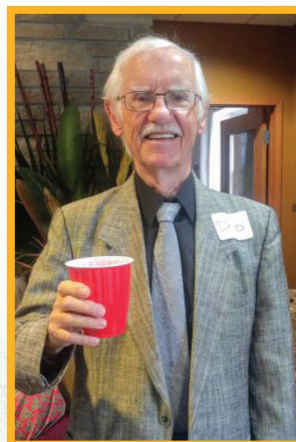
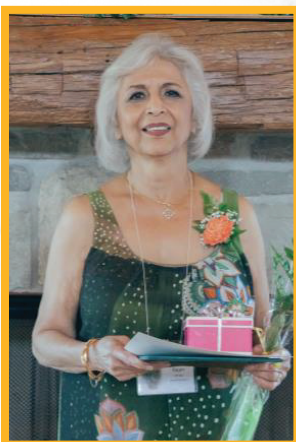
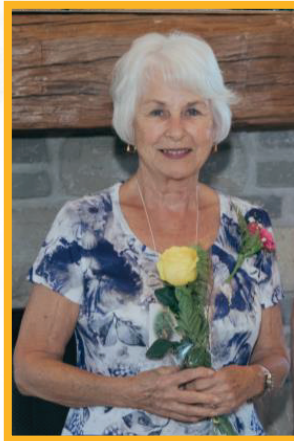


# Thank You to Our Volunteers Who Served at Lisaard/Innisfree!

For over 26 years, Hospice of Waterloo Region has been providing specialty palliative care training to volunteers, who are then placed in the community to support those at end-of-life. For 20 of those years, we have placed our HWR volunteers at Lisaard Hospice, and more recently at Innisfree Hospice. These two residential hospices care for people at the very end of life and our HWR volunteers provided emotional and psycho-social supports to those residents and their families. A recent decision by Lisaard and Innisfree Hospices to recruit and train their own volunteers, means that this collaboration is ending. During our time of service, **70 volunteers** have provided **over 50,000 volunteer hours** to thousands of families.

Our heartfelt thanks to those who have served over the years. Your compassion for the dying, your empathetic support of their families and your dedication to service has been inspiring! We know you will continue to provide outstanding support to those in our community and in our own residence.

Pictured, are just a few of the volunteers who served at Lisaard and Innisfree Hospices.



# Thank You



## Statistics



**1,850**  
Individuals Served



**15,031**  
Volunteer Hours



**3,345**  
Palliative Care Education  
Participants



**237**  
Active HWR Volunteers



**1,940**  
Community Engagement/  
Education Participants



**279**  
Bereavement Walking  
Group Volunteer  
Support Hours

*“The Bereavement Walking Group has helped me immensely with my grief journey. Since the program has been paused, I really miss the walks and the great volunteers and staff. I am hoping we can resume soon.” (W.F., Client, Ayr)*

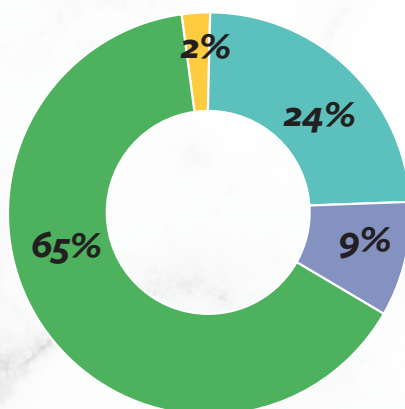


# Statement of Operations For the year ending March 2020

<b>Revenues</b>	Operating Fund	Capital Fund	2019/2020 (\$)
Government	1,176,745,0	0	1,176,745
Grants	30,770	0	30,770
Donations and Fundraising	455,834	3,166,290	3,622,124
Interest & Other	55,920	5,206	61,126
	<b>1,719,269</b>	<b>3,171,496</b>	<b>4,890,765</b>
<b>Expenses</b>			
Program / Service Delivery Expenses	1,359,890	270,199	1,630,089
Overhead / Occupancy & Support Expenses	346,631	98,783	445,114
Amortization of Property & Equipment	-	60,139	60,139
	<b>1,706,521</b>	<b>428,821</b>	<b>2,135,342</b>
<b>Net Income for the Year</b>	<b>12,748</b>	<b>2,742,675</b>	<b>2,755,423</b>

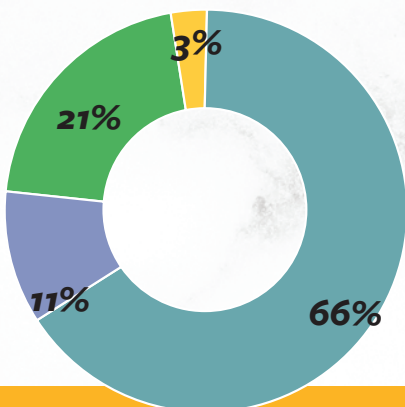
The financial materials presented are extracted from the Audited Financial Statements. The report of the auditor and the complete statements are available at the Annual General Meeting and thereafter, at the offices of the Executive Director.

## Revenues



- Provincial Govt Funding
- Fundraising
- Capital Donations
- Other Income

## Expenses



- Salaries & Benefits
- Program Expenses
- Operating Expenses
- Amortization
- Other





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*During these challenging times, your financial support is more important than ever.*

*Because of donors like you, HWR is able to provide services at no cost to clients and family members. Please give generously.*

*[www.hospicewaterloo.ca/donate](http://www.hospicewaterloo.ca/donate)*