

GROWING TOGETHER

Annual Report 2021-2022



Growing together – A Message from the Board Chair and the Executive Director

On March 21, 2021 Hospice Waterloo Region held the virtual Grand Opening for our new home at the Gies Family Centre. It had taken 5 years of planning and work to create this new space and opening in a global pandemic added additional challenges to the project. But with the hard work and dedication of our staff and volunteers, we were able to successfully move in and begin the next stage of our journey.

This first year has sometimes felt like the first steps of a toddler – a little uncertain and wobbly but always moving forward. It has been a time of exploring and learning about our new physical space; of forming new routines and then changing them in response to the pandemic situation around us; and a time of growing together with a new and expanded team of staff and volunteers. We opened our doors with a new service of hospice residence beds and, despite the challenges of Covid and the many restrictions it brought, we were able to serve over 125 families with support and care during their loved one's end of life experience. We slowly began to re-open services to our community clients with in-person volunteer visiting and a renewed on-site day program and complementary therapies. We also reintroduced community events such as our Film Fridays and Book Study groups. All of this done with the safety of our staff, volunteers and participants top of mind.

And in the past year we have introduced many new staff members to our team. Not only did we recruit a large team for the residence of more than 20 nurses, personal support workers and other support staff but we said goodbye to some retiring long serving staff and welcomed new members to the community services team. And four new babies were added to our extended staff family.

What we have discovered during this past year is that a new larger team has formed that is nimble and innovative, that can solve problems together, and that has learned the importance of always working together for the best interests of the clients we serve. We are growing together to create something new and exciting that will now move us forward to serve everyone who needs us in Waterloo Region.



Bryan Stortz
Board Chair



Judy Nairn
Executive Director

VISION

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

MISSION

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

VALUES

Compassion
Leadership
Learning
Inclusion
Professionalism
Volunteerism
Engagement
Client-Centred

Our Staff Team as of March 2022

Executive Director	Judy Nairn
Director, Community Client Services	Caitlin Kuntz-Agla <i>MSW, RSW</i>
Coordinator, Volunteer Program	Gabriel Geiger <i>MSW, RSW</i>
Coordinator, Client Services	Alana Herner <i>BA(Hons), Spec. SW</i> , Leslie Duffy, Nicole Dove-Lewis <i>BA Hon. TR</i> , Yesenia Torres
Care Coordinator	Sarah Beth Grasby <i>MSW</i>
Client Support Prgm Assistant/Receptionist	Diana Cooke
Counsellor	Ashley Tyrrell <i>MSW</i> (mat leave), Cathy Middleton <i>EXAT</i> , Lydia Penner <i>RP(Q), MTA</i>
Indigenous Counsellor	Jo-Anne Absolon <i>MSW</i>
Director, HPC Consultation Services	Chris Bigelow <i>RN, BScN, CHPCN</i>
Pain & Symptom Mgmt Consultants	Heather Elliott <i>RN, MSN, CHPCN</i> , Travis Amell <i>RN, MScN, CHPCN</i>
HPC Program Assistant	Denise Eppel
Director, Fund Development	Tracy Helm
Events Coordinator	Melissa Parker
Data Coordinator	Jo-Ann Gascon
Director of Care	Adrienne Barker <i>NP</i>
Clinical Resource Nurse	Laura Latyn <i>RN</i>
Caregiver Team	Alisha Barr <i>RPN</i> , Carol Rowden <i>PSW</i> , Debiann Brown <i>PSW</i> , Debora Almeida <i>RPN</i> , Jacqueline Thibert <i>RN</i> , Jessica Wilson <i>RN</i> , Kelly Lama <i>RPN</i> , Leslie Bowman <i>PSW</i> , Madeline Woods <i>RN</i> , Nicole Rogers <i>RN</i> , Pearl Manuel <i>RN</i> , Sara Karley <i>PSW</i> , Tara Green <i>PSW</i>
Kitchen Supervisor	Jiwoun Back
Director, Community Engagement	Sheli O'Connor <i>MSW</i>
Housekeeping Aide	Sarina Insalaco
Maintenance Specialist	Matt McCaffrey
Coordinator, Accounting Services	Eva Tucker
Accounting Services	Lynda Kramers

Board of Directors 2021-2022



BACK ROW (L-R) Bruce Rodrigues, Gary Leduc, Linda Brooks, Michael Lough, Paul Reitzel, Surekha Shenoy
FRONT ROW (L-R) Victor Zahmin, Anne Toner Fung, Bryan Stortz, Michael Plauntz, Brenda Hallman
NOT SHOWN Pat Forte, Sarah Chen, Sara McLennan, Fauzia Wafai

Growing with our volunteers

Hospice Waterloo Region has been serving the community for the past 29 years and, together with our dedicated staff, our team of skilled and compassionate volunteers play an integral role in ensuring that no one experiences an end-of-life journey alone.

Volunteers from diverse backgrounds, skills and experiences fill many important roles in supporting our clients ranging from direct client support to non-client roles that support Hospice's day-to-day logistics and operations. Some of the ways in which our dedicated and compassionate volunteers work with us include:

- In our Day Away Program, volunteers provide emotional support during group discussions and activities, while serving snacks and a warm meal.
- Our Visiting Volunteers provide emotional, practical and psycho-social support for individuals who are unable to leave their homes. This also provides some much needed respite for caregivers.
- Volunteers that are specially trained in reiki, therapeutic touch, reflexology and massage provide those therapies to enhance the well-being of clients in the community and in the Cook Family Residence.
- Licensed volunteer hairdressers provide haircuts and styling at the Gies Family Centre, giving clients the chance to look their best and feel like themselves again.
- Volunteer drivers support clients who have no other way to get to local or out-of-town medical appointments or to access services offered at our offices in Cambridge and Waterloo.
- Dedicated volunteers walk with those who have lost a loved one in our Bereavement Walking Group building a sense of community while providing many health benefits in the form of fresh air and light exercise.

There are many other volunteer roles at Hospice: office and administration support, gardening, fundraising, laundry, cooking, and so much more. The work of Hospice could not happen without the efforts of our many volunteers.



Volunteers are
love in motion.



The value and impact of volunteers has never been more evident than throughout the COVID-19 pandemic. Now more than ever, volunteers are vital in engaging with our community to inspire, nurture and comfort the human spirit in life, death and bereavement.

We are so grateful for the opportunity to work with a phenomenal team of volunteers serving our community together.

Whether you have an interest in working directly with clients, or in a non-client facing role, there is a role for you. For a full listing of all volunteer opportunities, please visit our website at www.hospicewaterloo.ca.

Recognizing some of our amazing volunteers

We have said it many times before and we will say it again! Our volunteers are such an important and amazing part of the Hospice team. This year, as we settled into our new home, we saw our teams grow together in new ways as they offered new and existing services under one roof. We are so proud of the contributions our volunteers make to the families we serve.

Lois Schmidt June Callwood Award for Outstanding Volunteer 2022



Each year Hospice Palliative Care Ontario recognizes outstanding hospice volunteers with the June Callwood Award, named in honour of the journalist and activist who founded Casey House - the first HIV/AIDS hospice. This year, we celebrate our own Lois Schmidt as a June Callwood winner.

Lois is known for her compassionate care, her “can do” attitude and her willingness to support clients and fellow volunteers alike.

Lois has been a Hospice Waterloo Region volunteer for nearly 27 years and has proven to be an exceptional volunteer and mentor. Lois’s sharp wit, and compassionate and calm demeanor puts anyone she supports at ease. She is a wonderful Team Leader providing a tremendous source of support and knowledge for her team members as well as being a willing mentor to new volunteers. Lois has volunteered countless hours as a 1:1 volunteer as well as supporting residents in a residential hospice setting and most recently as a cooking dynamo in our hospice residence kitchen. Congratulations Lois!



Robbie Mederios has been volunteering with HWR for 20 years now! Whether it be through a one-to-one match, providing Reiki treatments to clients or caregivers, or supporting Day Program clients, Robbie always brings her fun and upbeat personality to everything she does.

Robbie’s drive and passion for palliative care truly shines through in all her interactions. Her big heart and ability to innovate new ways to care for others helps her shine when supporting those at end-of-life. Robbie has impacted so many through her dedication and service over the years. No matter how big or small the interaction, she is someone you will always remember!



Susan Martin has been an exceptional volunteer with HWR for 20 years. Her common sense and her joie de vivre are always present in all of her interactions. Most recently Susan has been an ACP Ambassador, presenting to many different audiences on the importance of Advance Care Planning and how to have difficult conversations. She is described as a dynamic, knowledgeable, intelligent and personable presenter.

Anyone watching Susan in action will see her determination in meeting every challenge that comes her way. Her team reports that “Susan shows up, ready with ideas, ready to work and ready to encourage! She is a talented leader but also content to follow, offering her humour, insights and her absolute commitment to the work of Hospice!”

Growing palliative capacity for Health Care Professionals



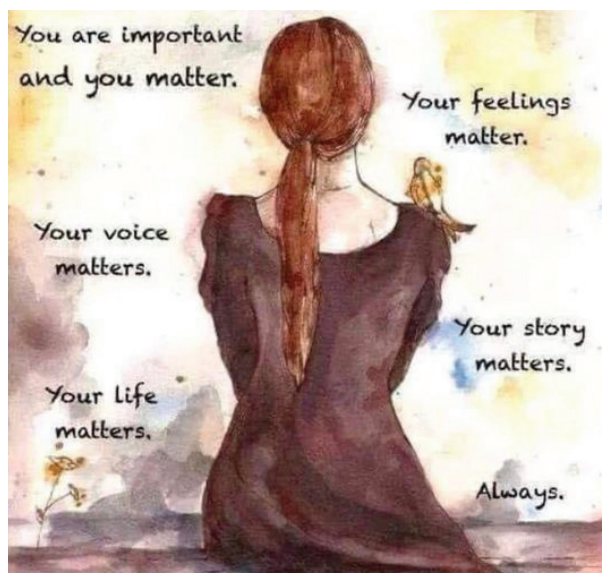
HPC Consultation Services Waterloo Wellington

The HPC Consultation Services program has a mandate to build the capacity of front line health care providers to deliver excellent palliative care grounded in evidence-informed practices. This team of specialty nurses, with expertise in palliative care and pain and symptom management, provides support and education to those working on the front lines of all sectors across healthcare.

Enhancing palliative care knowledge, skills and abilities is accomplished through the development and delivery of foundational education courses and 'just in time' sessions, including new virtual programs such as Fundamentals of Palliative Care or Essential Pain Management; through patient consultations; by extending email and website resources widely and by supporting our palliative care teams as needed.

During the 2021/22 year more than **5,541** individuals participated in over **1,478** group sessions learning new concepts and strategies for delivery of palliative care. And in total more than **12,644** people were reached with information, resources, and support.

Designing a Legacy



Creating a legacy is the intentional act of passing along memories and important messages to those left behind. At Hospice Waterloo Region, our Legacy Program is an opportunity for individuals and families to build and share moments of special meaning and create tangible keepsakes that will carry forward memories.

Legacy can take many forms. It can be letter writing. Or photo albums and cookbooks. It can be handprints or hug scarves or one of many other meaningful projects. It becomes a special time for clients and families to work with volunteers on creating the memories that are special to them.

Trained volunteers are available to help in the Cook Family Residence or in a client's home in community. But if a family is interested in just beginning a project, our website contains many interesting and easy projects that can be done together. Look under Ways We Help, Legacy Activities.

Growing knowledge through Community Engagement

A compassionate community is one where everyone is knowledgeable and prepared to support the friends, family and neighbours they connect with who may be facing an end of life journey. Too often people who are not prepared or who have never had a conversation about end of life, withdraw from those they know are going through the experience because they are unsure about what to say or do.

At Hospice Waterloo Region, we are committed to partnering with the community to open the difficult conversations about death and dying. By removing stigma and fear, rich conversations are possible and new possibilities for deeper relationships are created.

Even during the challenging times of COVID, some amazing work has been done in the community both virtually and in person.

Advance Care Planning (ACP)

Public workshop sessions, focused on providing information that helps individuals plan ahead for their health care needs and helps them to establish their own voice in how they want to live until they die.

ACP Coaches

Our expert Ambassador team provides in-person or virtual 1:1 coaching sessions to help individuals understand the role of Substitute Decision Makers and how to open difficult conversations about values and wishes at end of life.

“It’s amazing to me to think how many people we’ve been able to connect with and possibly help through a tough time, all while “distanced”. We never know how many seeds were planted and may have grown into critical conversations.”

Grand River Film Festival and open important conversations to a whole new audience on the role of death and dying in our world.

“What an extraordinary presentation. I felt such passion and commitment. Congratulations to an amazing team.”

Death Café

Providing opportunities for people to connect with others in candid conversation on living life more fully. These informal gatherings provide a supportive space once a month to share thoughts, ideas, concerns, questions and experiences about end of life, loss, death and dying.

Film Fridays

Letting the Arts be a catalyst for conversation! Monthly gatherings to watch and discuss both old and new films that bring unique perspectives on death, dying, and bereavement. There is humour and healthy debate along with moments that pull at the heartstrings.

Book Studies

Isn’t it true that we learn best through stories? Passionate facilitators bring forward great books and stories that spark lively and thought-provoking discussion about life and death.

#YODO Film Contest

The 2nd Annual You Only Die Once or “YODO” contest called on filmmakers and storytellers to create short films with a focus on death as a part of living. The short films are shared as part of the



Growing Our Success in the Residence

It was a year of firsts in the Cook Family Residence- first admission, first death of a resident, first COVID outbreak, first birthday celebration with a family, and most importantly, first experiences of the wonderful team care provided by our staff, volunteers, and palliative physicians.

Since late March of 2021, we have welcomed and journeyed with over 125 families in the Cook Residence. Some of them were here for just a short time, some for longer, but all of them were able to share special moments that will provide a lifetime of memories. We celebrated Oktoberfest, Christmas, and other special days together. We welcomed family members from near and far. And in a few cases, we became family for someone who didn't have anyone to be by their side.



Angels work here,
watching over all and
caring for everyone

- JM

COVID challenged us in many different ways. PPE and higher infection control standards were implemented. Visitors had to be screened and tested. There were even periods of time when we had to restrict visitors for everyone's safety. But through it all our focus on providing families with the best possible end of life experience stayed front and centre. We scheduled outdoor visits, provided tablets for zoom calls with families, and rotated visiting schedules to expand visitors. While we still need to be cautious as we move forward with COVID, we are looking forward to a more relaxed and typical hospice experience for everyone.

This was the year that we came together as a team and began to expand our support services for families in many different ways. Our residence volunteers have stepped up and taken on many duties in the residence including greeting families at reception, working tirelessly in the laundry, and baking in the kitchen. Volunteers also provide a daily refreshment cart, complementary therapies and companionship when requested. Each of these activities provide the extra layer of support that allows the staff to focus on the delivery of exceptional clinical care.

This space and this
staff have been such
a blessing. Thank you

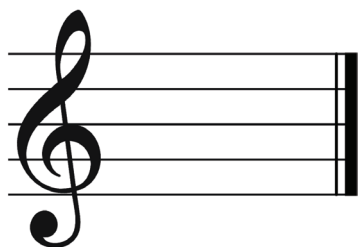
- CC

We have also had great success with the physicians who work with us. For many families who have one of the community palliative physicians working with them at home, the transition to hospice becomes seamless as those palliative physicians admit and follow them into the residence. Families have expressed relief knowing someone who cared for them at home, would continue to provide care in their new home. Together our physicians and caregiving staff have provided excellent medical support to residents, allowing them to participate in meaningful moments with their loved ones.



It has been a year of learning and growing together but also a year of great rewards and satisfaction in knowing that we have made a difference to so many.

Growing our counselling program with music



Hospice Waterloo Region was excited to expand our counselling program this past year with the addition of music therapy being offered by Lydia Penner, MA, RP(Q), MTA. Music therapy involves the intentional use of music to accomplish therapeutic goals for the individual and is a diverse field involving many different methods and approaches.

A large part of counselling in palliative care and grief work, is providing a container for someone's experience. Professionals in verbal and non-verbal therapies accompany people as they ask questions, review their lives, and perhaps voice regrets, disappointments and unfulfilled expectations. Music therapists offer a vehicle to express some of these feelings without the use of words, which can help a resident to express their grief and discover or create meaning.

During this past year, Lydia has integrated music therapy into the counselling program in the residence, assessing whether verbal or non-verbal expression would be most beneficial for residents and families. When a resident is experiencing anxiety, depression, restlessness, or agitation, Lydia recognizes that this may also be linked to spiritual and/or emotional pain. In these moments, Lydia often utilizes improvisation to provide an anchor and promote feelings of safety and security. Utilizing the method of vocal psychotherapy (Austin, 2008), Lydia may utilize the piano and create a repetitive and rocking chord structure, and then she may add in her voice to create a melody reminiscent of lullaby. For some, this improvised music can allow emotion to be released and held within the music. For others, music may produce image, sensation, memory, which can be further explored with words.

Lydia has also worked with families whose loved one is imminently dying and is no longer able to communicate with them verbally. Lydia uses music to create ritual at the bedside, using either pre-composed or improvised music. Music can create a bridge of connection between the resident, and their families. Lydia may ask family/friends present in the room if there are any significant songs or artists which were meaningful to the client and facilitates these songs live if she knows them. When Lydia facilitates this music, she pays close attention to the rhythm/tempo of the residents breathing and attempts to match the tempo/rhythm to the music. With this music, stories are often shared, and family and friends notice non-verbal responses from the resident, such as a tear or movement of a finger, or a decrease in the appearance of muscle tension.

All these approaches help to keep the lines of communication open while soothing and bringing comfort to our residents and their families. This work is very personal and deeply meaningful. It brings a further dimension of connection among everyone participating and is one more element of supportive care that we can provide.



Growing our on-line presence

During COVID, communicating with clients, families and the community was vital for maintaining contact and encouraging individuals to reach out for support. As we have learned more about the reach of various social media channels, this year we were able to grow our virtual connections to the community.

The hospicewaterloo.ca website has become our hub for information about Hospice Waterloo Region and the work we do. All of our social media efforts direct people to the website for further detail and action. In the past year:

Total website users: 20,546 (+55%)

Total website pageviews: 65,207 (+65%)

Total number of website sessions: 30,058 (+60%)

Facebook is the platform that is most used to share information about who we are and what we do. It provides background and initial information that connects back to the website.

Total likes: 925 (+17%)

Total followers: 1,123 (+27%)

Instagram is where we get the opportunity to tell the behind the scene stories about who we are and what we do using pictures and video.

Total followers: 776 (+48%)

Total engagement: 3,897 (+72%)

Total reach: 26,856 (+06%)

LinkedIn is used to share our successes and milestones with the professional and social services community.

Total followers: 138 (+94%)

Total number of clicks and reactions: 432 (+53%)

Total number of impressions: 5,563 (+26%)

Twitter is where we share quick bits of current information, promote events, and connect with local community partners.

Total followers: 1,581 (+10%)

Engagement: 2,666 (+77%)

Profile visits: 12,796 (+1,242%!!!)

Overall, the Hospice presence on Social Media continues to share important information to more and more people in the community.

Total number of social media followers: 4,125 (+23%)

Total number of social media engagements: 15,782 (+15%)



Facebook Group

CONNECTION
AND SUPPORT



Facebook Page

EVENT AND
ENGAGEMENT
HUB



INFO AND
CONNECTION
HUB



INSPIRATION

Growing our Community Support

Looking back on the first year in our new facility, it is with tremendous gratitude that we recognize the support we have received from members of our community. It is because of our donors and their investment in Hospice Waterloo Region that we are in this wonderful new building where we can provide essential compassionate care to families and caregivers, both those who come to the residence and those we support in the community.

Regular annual donations and in memory donations are vital to our organization. They ensure that we continue to provide excellent and exceptional hospice palliative service, free of charge, so that families don't have to worry. The impact of these gifts has been significant over the past year and helped us cover the following costs:

- medical equipment and supplies and personal care products for our residents
- nutritious meals for residents and their families, along with kitchen supplies and equipment
- essential comforts of home in the residence like television, telephone, and internet
- counselling programs, complementary therapies, and grief and bereavement group programs for families in the residence and in the community
- ongoing training and development for our hospice staff and education workshops to the general community

This past year we are also grateful for the generous fundraising support we received from our signature event and annual appeals that raised over \$150,000.

Our first ever “Let Love Bloom” Spring Appeal in 2021 raised funds to create welcoming, peaceful gardens and outdoor spaces for our residents and families.

Our first outdoor memorial gathering called “Lights of Love” was held in late November to pay tribute to those families we have served and to thank our many donors and volunteers. It became the theme of our Holiday Appeal, which raised funds to support our caregiver programs, counselling, music and art therapy, and legacy activities.

And we were excited for Hike for Hospice to return as an in-person event in September, with an option to participate virtually. We gathered at the new Gies Family Centre where participants walked the public trails around our site, discovering the diversity of housing, forested areas, sports fields, and meadows that surround us.

Thank you to all our supporters for your continued generosity and commitment to our organization. Together we make a difference in caring for families and their loved ones when they are most in need.



Donors April 2021 – March 2022

Donors Listing (donations to operations of \$100 or more. Note: does not reflect capital donations)

Horizon Circle

\$25000+

WM. J. Gies
Construction Limited
Hardwood Cabinetry
and Millwork Inc.
Henry & Grace
Hildebrand
David and Lynn Nigh
Ken & Norah Rae
Monty & Iris Ward

Family Circle

\$5000+

Alan Anderson
Heinz Boehnke
The Pamela Dillon &
Family Gift Fund
Michael &
Patricia Ennis
Erb & Good Family
Funeral Home
Limited*
Gina's Closet Cancer
Support Services
Brian & Andrea Gray
Patrick Harrigan
Henry Walser
Funeral Home *
Kindred Foundation
The Kitchener
Waterloo
Community Foundation
Brenda and Peter
Hallman Family Fund
Jim and Sue Hallman
Family Fund
Klondike Homes Ltd
David Kuntz
Robert & Erica Kuntz
Mabel and Gordon
McMillen Foundation
Sandra Meskis
Bonnie Pickering
Robert Publicover
Merv Redman &
Mary Kuntz
Paul & Coleen Reitzel
The Rotary Club
of Waterloo
Gwen Sears
Dianne & David Varga

Caring Circle

\$1000 +

Nolan Andres
Jan Ashton
Angela Assuras
Professional Co
Audi Kitchener-
Waterloo
Cecilia Piller-Berschl

Boojen Holdings Inc
Linda & Greg Brooks
Margaret Bruce
Graham Brydges
Cambridge & North
Dumfries Community
Foundation - Adams
Family Fund
Canadian Tire West
-Erb Street*
Jack Chumley
Sara Lynn Cleave
CMA Realty Ltd
Glenda & Martin Crisp
Eleanor Davidson
Tracey DeLaFranier
Justin & Gilda Dell
The Ross & Doris
Dixon Charitable
Foundation
Gerard & Lisa Douglas
Eldorado Plywood
Specialties Inc.
Pat Eldridge
Evergreen
Crematorium
Margaret Anne Forwell
Marvin & Mindy
Gertzinger
Jan & Linda Gray
The Mark & Jenny
Guibert Foundation
Mary & Jim Guy
Brenda Hallman
Mary Jane & Robert
Hare
David Heath
Betty Hooper
David & Judy Horman
Intact Insurance
Bob & Patricia Johnson
Colleen & Brian
Johnston
Betty Kester
Colin Kirby
The Kitchener
Waterloo
Community Foundation
Erb & Good Family
Funeral Home
Community Fund
Sharon & Paul Good
Fund
Rosalind & Dieter
Kays Family Fund
Landmann
Family Fund
John A. McLennan
Family Fund
Gary & Carmen Leduc
Diane Leith
Shirley & Ronald
Levene
The Gordon Linkletter
Family Fund

Michael Lough
Kathleen Martin
Jim & Dianne Mather
Ken Millard-Martin
Doug & Jenny
McIntosh
Meerstra & Co.
Mersynery Charitable
Foundation
Sheila Minsk
Ernst Mohring
Yolanda Myskiw
Pauline Nash
Judy Nairn
Margaret Oliver
Paul Olsen
Michael Plauntz
Bill & Barb Plauntz
Pro Resp Air*
Susanna Renon
Rubinoff Family
Charitable
Foundation
Gayle Sadler &
Bill Milne
Frances Sandrock
Stoffeline Schout
Ralph Schroth
Alison Scott
Bill Seegmiller
Carol Sherban
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Canada Inc.*
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Suzanne Urban
Brian Watts
Brenda Weber
Gerald & Joanne White
Ana White
Rose & Lorne Wilson
Gail Wittich
Marlene & Cyril Zister

Companion Circle

\$500+

Marina Barnstijn
Conestoga Meats*
Baxter I.C.I.
Corporation
Barbara & Edward
Bianchin
Deb Bodiam
Barb Boyes
Cathy & John Brothers

Olga Cady
Flora Campbell
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Cruikshank
Deb Dalton
Sean & Janice Daly
Karen Dekker
Peter & Gisele
Denomme
Steve Dosman
Ersman Const. Inc
Anne Fischer
Christopher Fletcher
Dianne Frombach
Tom Galloway
Pamela & Phil Garbutt
German Speaking
Ladies Group of
St. Mary's Parish
Daniel Girard
Peggy Hallman
Rudy & Brigitta Hane
Jane G. Hill
Jean Hoffmann
Kitchener Waterloo
Gymnastics
The Kitchener
Waterloo
Community Fund
Barb and Bill Hall
Charitable Fund
Rosa & Barry Lehmann
Gary Long
Melissa MacGregor
Kyle Martin
MCAP
Joanne Mckinley
Beverly Middlemass
Pinchin Ltd -
Atlantic Region
Preston Medical
Pharmacy*
Warren & Karen
Redman
Deborah & Don
Redman
David Reinhart
Gary Renouf
Paradise & District
Lion's Club
RLB Management
Partnership*
John & Dawn-Marie
Runstedler
Scott & Elizabeth
Ruppert
Erma Schaus
Derrick & Denise
Shantz
Ronald Shaver
Schiedel Construction
Incorporated
K. Smart
Associates Ltd.
Charles Smith

Angela Smith
Solid General
Contractors/Apt
Chris Springer
Jennifer Stahle
Erma Stutzman
Summit Aggregates
KW Inc.
Waterloo Catholic
District School
Board Canadian
Martyrs C.E.S
G Maurice & Anne
Marie Webster
David Wellstood
Kristine Wielgosz
David & Wendy Winger
Dave Wylie
Robert Young
Pearl Zarnke

Friendship Circle

\$100+

Jane Adcoe
Simon & Ruth Adler
AirBoss Rubber
Compounding
Neil & Helen Aitchison
Kristina Albion
Alexandra & Matt Allen
John Amos
Gail Anderson
Holly Anderson
Andy Andriotis
The Apostolic Church
Kitchener-Waterloo
Aquatech Sales &
Marketing Inc
Jennifer Armitage
Maaik Asselbergs
Mike & Dina Assuras
Andy Auch
Sandra Avery
Stephen Babstock
Baden Chamber
Of Commerce
Rosemarie Baker
Belinda Baker
Beverly Bald
Elizabeth & Bob
Bareham
Adrienne Barker
Sheila A Barker
Thelma Barnes
Murray & Ingrid
Bauman
Paul & Doris Bean
Ron & Barb Beaston
Kim L. Beaucage
Dentistry Prof
Johanne Beaudoin
Warren & Bernice
Bechthold
Stewart Bechthold

Christine Beck
Beverly Bell
Christine Bender
Garrett & Nicole
Bender
Rosslyn Bentley
Carmen Benyair
Margaret Bermingham
Christine & Rick
Bigelow
Jeremy Binkle
Richard & Carolyn
Black
Lynne Blake-Dickson
Linda & Brian Blamire
Theresa Blaskavitch
Brian & Cathy Blaxall
John Blom
Bob & Judi Blowes
Elaine Bock
Laurie Bondy
Leanne Borho
David Borsook
Brenda Bourgeois
Leslie & Paul Bowman
Ben Bowman
Ida Brass
Stephen & Connie
Brattan
Kathy Braungart
Kelly Breadner
Valerie & Doug
Brenneman
Adolf & Irene Bretz
Mary & Ted Brough
Brown Haven Homes
Alex & Patricia Brown
Susan Brown
Lisa Brown
William Brown
Laverne & Ella
Brubacher
Ralph & Anne
Brubacher
David Bruce
Doug Bryan
Edna Bryce
Heather & Mike
Brydges
Linda Buchanan
Robert Buck
Darlene Burgetz
Kathleen & Wayne
Burgetz
Richard & Karen
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Bernie Burnett
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Maria Cabral
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Ian & Dawna McGee
Jim McIntyre
Ruth McKenna
Bessie McKinnon
Harry & Elanor
McLaughlin
Lydia McLaughlin
Darlene McLean
Sara McLennan
Gail McLeod
Josephine & David
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Metzger
Winston &
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Cathy Middleton
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John Milloy
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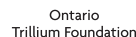
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Consolidated Statement of Operations

For the year ending March 31, 2022

Revenues	Operating Fund	Capital Fund	2021/22 (\$)
Government	1,141,499		1,141,499
Government-residence	1,457,112		1,457,112
Grants	9,897		9,897
Donations and Fundraising	698,477	1,683,088	2,381,565
Interest & other	91,354	41,041	132,395
	3,398,339	1,724,129	5,122,468

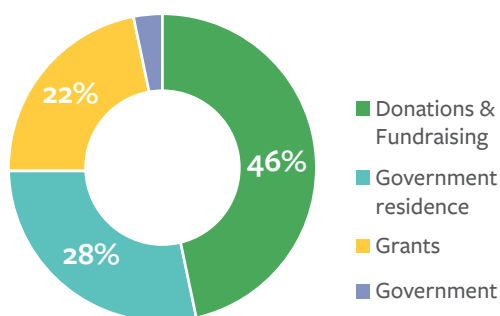
Expenses

Program/Service Delivery Expenses	2,971,343	70,000	3,041,343
Occupancy & Support Expenses	452,364	70,508	522,872
Amortization of Property & Equipment	-	757,900	757,900
	3,423,707	898,408	4,322,115

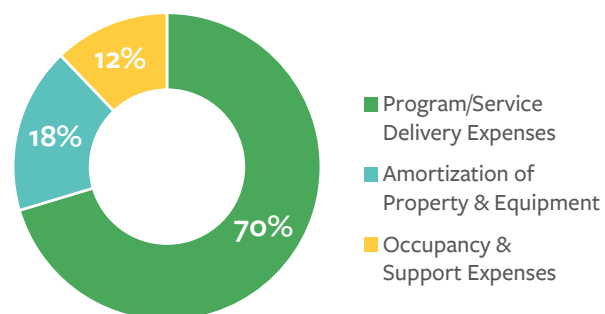
Net Income for the Year ending March 31, 2021	-25,368	825,721	800,353
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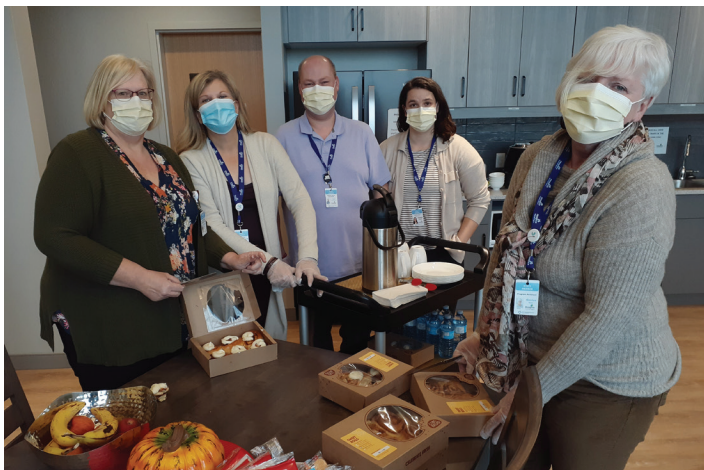
The financial materials presented are extracted from the Audited Financial Statements. The report of the auditor and the complete statements are available at the Annual General Meeting and thereafter, at the offices of the Executive Director.

REVENUES



EXPENSES





Cinnamon Bun Day



Hawaiian Pizza Day



Film Fridays



Lights of Love



Father's Day



Remembrance Day 2021 Quilters Guild Cambridge donations

During these challenging times, your financial support is more important than ever. Because of donors like you, Hospice Waterloo Region is able to provide services at no cost to clients and family members.

Thank you for your support.

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Hospice
Waterloo Region

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