



Solstice

*Celebrating the Light
Honouring the Wisdom of the Shadows*

Annual Report 2023-2024

A Reflection from the Board Chair and the Executive Director

In 2020, when Hospice Waterloo Region built our beautiful new home in Waterloo at the Gies Family Centre, we had the unique opportunity to select a name for the road that leads to our property to create a municipal address.

Selecting a street name that could be a meaningful representation of our work, and that would be used to provide the first directions to clients and families who were coming to us for service, became a challenge for a small working group of staff members.

Many words were proposed and many were discarded until finally we came to “solstice”.

Solstice is a word that is used for the transitions of the seasons. It has been used for centuries to describe the summer

day when there is the most sunlight and the winter day when there is the least amount of sunlight. Both of those days are the turning point for moving into a new season.

Solstice became the word that most clearly represented our work, supporting individuals and families as they transitioned through change. It represents a solemn time of reflection and a joyous time for remembering and celebration.

It is also a word that reminds us as an organization that change and transition are constants. It calls us to always be mindful of celebrating new directions while honouring our past. It is the one word that captures everything we do.

It allows us to welcome everyone to 100 Solstice Way.



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Hospice Waterloo Region

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
/ Engagement / Professionalism / Volunteerism
/ Client-Centredness



Staff List as of March 2024

EXECUTIVE DIRECTOR:

Judy Nairn

DIRECTOR, CULTURE AND CLIENT

EXPERIENCE:

Caitlin Kuntz-Agla ^{MSW, RSW}

COORDINATOR, VOLUNTEER PROGRAM

Diana Cooke

BEREAVEMENT CARE NAVIGATOR:

Alana Herner ^{BA(Hons), Spec. SW (leave)},

Jenna Buchak

PALLIATIVE CARE NAVIGATOR:

Emma Whitehouse ^{M.Sc. (mat leave)},

Monica Wood

COORDINATOR, SPIRITUALITY &

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Kayla Haas

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CLIENT SUPPORT PRGM ASSISTANT/

RECEPTIONIST:

Tracy Patterson

COUNSELLOR:

Ashley Tyrrell ^{MSW, RSW},

Lydia Penner ^{RP(Q), MTA}

PAIN & SYMPTOM MGMT NURSE

SPECIALIST:

Chris Bigelow ^{RN, BScN, CHPCN(C)}

MANAGER, HPC CONSULTATION SERVICES:

Kate Wiens ^{RN, MScN, CHPCN(C)}

PAIN & SYMPTOM MGMT CONSULTANTS:

Donna Lawrence ^{RN, MN, CHPCN(C)}

HPC PROGRAM ASSISTANT:

Denise Eppel

DIRECTOR, FUND DEVELOPMENT:

Tracy Helm

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Alex Allen ^{M.Sc.}

DIRECTOR OF CARE:

Ronda Manning ^{RN, CHPCN}

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Rachel Tellian ^{RN, BScN, CHPCN}

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Debora Almeida ^{RPN}, Helen Robson ^{PSW},

Jacqueline Thibert ^{RN}, Judi Wesley ^{PSW},

Kate Bribacher ^{RN}, Kelly Lama ^{RPN},

Leanne Hamilton ^{RPN},

Madeline Woods ^{RN}, Nicole Rogers ^{RN},

Samantha Rideout ^{RPN}, Tara Green ^{PSW},

Voyin Jaric ^{RPN}, Zenian Saini ^{RPN}

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Remembering and Celebrating



In the Cook Family Residence, we take every opportunity to create memories and celebrate lives well lived.

Creating celebrations with the daily volunteer refreshment cart, holiday dinners for residents and families, times of coming together for a special life moment such as a wedding – the staff and volunteers take every opportunity to create special moments for the families in our care.



A truly unique moment – We were so pleased to be able to create a wedding in our Family Ceremonial Space for Celeste and Justin, so that Celeste's mother could attend and be part of her daughter's special day.



Enjoying Day Program



When you arrive at Hospice Waterloo Region for Day Program, either in Waterloo or in Cambridge, you can be guaranteed to receive a warm greeting from staff and volunteers. You'll be invited to take a seat in a comfy chair and will be offered refreshments. During the morning, you'll have the option to take part in planned activities; crafts, trivia, sing-a-longs, or watching a movie. Or you might decide to enjoy one of the other services offered onsite on Tuesdays, like a haircut or Reiki session. You'll sit down with participants, staff, and volunteers for a hot lunch and dessert before trying your luck at a game of dice or cards. But be warned – the program's facilitator has gained a reputation for winning these games with her quiet façade. We hope that you will leave the group feeling welcomed, well-fed, and ready for next week!

Here's what participants have to say about their experience in Day Program:

"Everybody's excited to see me and I'm excited to see everybody. I'm truly happy I got the courage to go to Hospice. It feels like one big happy family where I can be myself without fear of judgement. I enjoy the good company, expressing myself freely, and lunch! On Tuesdays, I have the most amazing friends, and I feel blessed. I feel like I can be open about anything. I would attend Day Program every day if it was available. Try the group and see how it feels – you will keep coming back!"



2024 June Callwood Award

Carol Ann Fiorenzini

Carol Ann has been a dedicated volunteer with Hospice Waterloo Region for 23 years. A regular in the Day Away Program for more than a decade, Carol Ann provides warmth, friendship and always has an entertaining story to share! Carol Ann has also been a volunteer in residential hospice for many years, providing emotional and social support to residents and visitors. She always brings her caring and vitality to every shift, and we can always rely on her. We love her beautiful smile and caring spirit, and are so grateful to have her as a volunteer. Congratulations Carol Ann.



Recognizing 25 years of exceptional service

Shobana Rajan

Shobana Rajan has been a dedicated volunteer with Hospice Waterloo Region for 25 years, and she has helped in nearly every program during her time with us! She has helped with vigils, drives, special events, office projects and with hospice residence support. Her main program, however, has always been one on one matches in the community. By our count, she has journeyed with over two dozen palliative clients during her volunteer career. Shobana treats clients, caregivers and family members with caring, compassion and tenderness, and always with utmost respect.

Shobana is a true advocate and will always encourage us to look at issues from multiple perspectives and to try different approaches. We always value Shobana's feedback because we know how deeply she cares about our clients and the work of hospice. Shobana, we truly respect the caring and dedication that you bring to the clients, to this organization, and to our community. Thank you Shobana, for being an outstanding volunteer for Hospice Waterloo Region!



Celebrating Donna Lawrence

We are pleased to announce that Donna Lawrence, one of our Palliative Nurse consultants with the HPC Consultation Services program, has been awarded the 2024 HPCO Provincial Dr. Joan Lesmond Scholarship. This scholarship reflects her commitment to life-long learning, mentorship, and community-based hospice palliative care. Donna holds a Masters of Nursing degree and Hospice Palliative Care Nurse Certification with Canadian Nurses Association; is the Policy and Political Executive Network Officer of the RNAO Black Nurses Leading Change Interest Group; is a Board Member for the Home Hospice Association; and a member of the Hospice Waterloo Region Equity Diversity and Inclusion Committee. Donna has also just been awarded the JCAN Community Impact Award from the Jamaican Canadian Association of Nurses. Through excellent leadership and advocacy skills, commitment, and dedication, Donna has made a significant contribution to the health care community and helped in creating a more equitable health care system.



Community Caring Circle

We are grateful to the many groups and organizations in our community that hold events, donate their time and gifts in kind, or raise funds for Hospice Waterloo Region. We thank you for your support over the past year!



Benjamin Tree Farm & Swanson's Home Hardware – Donated trees and outdoor lighting for our Lights of Love Holiday event and displays outside of each resident room



Waterloo Knights of Columbus Council 5135 donated stuffed toys to our Legacy of Love projects



Waterloo Ravens Girls Hockey Association – donated time and supplies for the holiday gift baskets given to day program and community clients



City of Waterloo – Provided hanging flower baskets for each patio suite in the residence



Kitchener-Conestoga Rotary Club – supported refreshment cart service and fun food days in The Cook Family Residence



Homewood Suites by Hilton Waterloo/St. Jacobs – provided a monthly breakfast and hot lunch for the day program in Waterloo.





The Rotary Club of Kitchener-Westmount – purchased a new patient power lift for the residence



Waterloo Central Railway – provided a unique excursion for our Day Program participants



Waterloo Region Association of Realtors – Provided annual support through a generous grant



The Paradise Lake & District Lions Club – donated proceeds from their Tuesday night Bingo



Great Lakes Poultry donated Christmas turkeys for holiday celebrations in the residence



The Waterloo District Women's Institute, the Heart-to-Heart Concert, and Sandi McCrory – Mary Allen Studio Tour gave a generous contribution

THANK YOU ALL!

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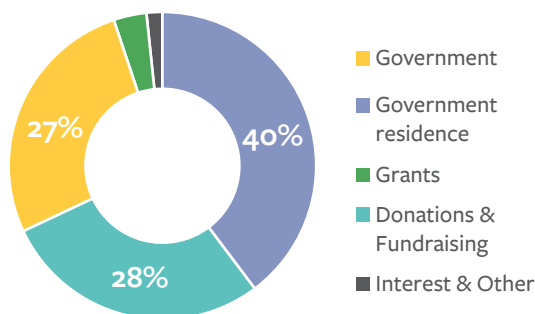
**WATERLOO REGION
 Community
 Foundation**

Financials

Consolidated Statement of Operations

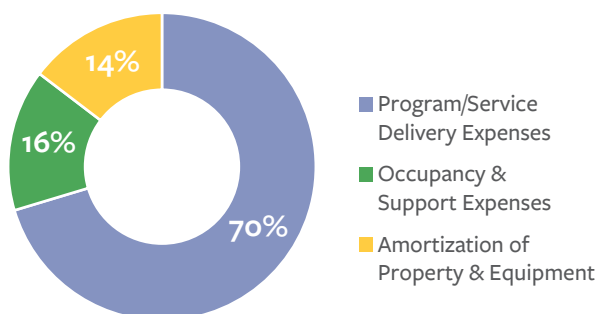
For the year ending March 31, 2024

REVENUES



Revenues	Operating Fund	Capital Fund	2023/24 (\$)
Government	1,157,813	-	1,157,813
Government-residence	1,711,332	-	1,711,332
Grants	112,748	36,215	148,963
Donations and Fundraising	1,105,725	112,400	1,218,125
Interest & other	71,838	43	71,881
	4,159,456	148,658	4,308,114

EXPENSES



Expenses

Program/Service Delivery Expenses	3,413,368	-	3,413,368
Occupancy & Support Expenses	759,955	1,226	761,181
Amortization of Property & Equipment	-	691,997	691,997
	4,173,323	693,223	4,866,546

Net Income for the Year ending March 31, 2024	-13,867	-544,565	-558,432
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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.

Engaging with our Community



Talking about death and dying, even just talking about planning for death and dying, is a difficult conversation for many people. And yet, being prepared and understanding what the journey could look like has been proven to make the process easier for the individual and their caregivers. Because of this, a large part of our work is engaging with the community to share knowledge and spark conversation.

In the past year we have reached over 3600 community members with Book Studies; Film Friday's; Death Café discussion groups; workshop presentations; and special events such as our partnership with St. Andrews Presbyterian church to host a two day Dying to Know conference.



We also hosted three presentations by Dr. Samantha Winemaker and Dr. Hsien Seow introducing their new book *Hope for the Best, Plan for the Rest* with partner community organizations such as Waterloo North Mennonite Church.

Additionally, we are reaching out to multicultural communities doing presentations for the Red Maple Chinese Seniors Association of Waterloo Region and the Muslim Women of Cambridge.

Feedback from all of these sessions include:

- “lively, informative, helpful practical information”
- “was informative and educational and belief system shifting -powerful”
- “thank you for spreading awareness and giving people the opportunity to navigate and steer their illness to a more positive end of life journey”
- “It’s nice to know that there is education and support for those advocating and sharing care for ourselves and/or a loved one ...support and information can make all the difference in someone’s journey”
- “The event was fabulous and inspirational... Questions to ask health care providers are excellent and I expect should open conversations. Thank you, thank you, thank you.”



Together we are engaged in a journey of education and support for those experiencing end of life, building Waterloo Region into a Compassionate Community.



Honouring Our Loved Ones

Join us for our upcoming
memorial events. A
beautiful way to honour
your loved one and to lend
your support to Hospice
Waterloo Region.

**Thank you
for your support!**

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.

www.hospicewaterloo.ca/donate

100 Solstice Way
Waterloo, ON N2K 0G3

T 519-743-4114

F 519-743-7021

hospice@hospicewaterloo.ca



Join us Sunday, September 22nd, 2024

This is an annual family and dog friendly walk. It
is a unique opportunity for those families and
friends who have lost a loved one to create a
legacy of on-going support by hiking in their
memory.

*Lights
of
Love*



Join us Sunday, December 1st, 2024

This evening is a wonderful way to become part
of our compassionate community. Families can
participate in a candlelit walk, an outdoor
memorial and lighting ceremony.