Hospice Peterborough
Annual Report 2013/2014

Every Moment Matters. That statement is the foundation of Hospice Peterborough’s campaign to build a Hospice Care Centre for our community and the rationale for all of the programming we offer.

Whether you have just been diagnosed with a life threatening illness, are struggling with the role of being a caregiver or are trying to find a way through grief, we know that every person who walks through our door is looking for direction to help make the most of life’s moments. Our Every Moment Matters Campaign is the biggest project we have ever undertaken and it will be our focus for the next 2 years, but it will not distract us from continuing to provide excellent care to everyone in our community who needs our support.

This report will review the highlights of our year at Hospice. It gives us the opportunity to recognize the profound contributions of our superlative staff and volunteers, say thank you to our generous supporters and keep our community informed about the direction of hospice care.

Bill Graham, President
Linda Sunderland, Executive Director

OUR PEOPLE
Our superlative staff, working alongside committed and caring volunteers, has created a welcoming, homelike atmosphere to deliver our programming. This caring team is also responsible for ensuring we have enough resources to meet the growing needs of our community and that we are governed with integrity and an innovative spirit.

Our Hospice staff care team includes Marg Rose, David Kennedy, Ann Wannamaker and Paula Greenwood, as well as a skilled group of contract staff who are exceptionally flexible and accommodating. These individuals sustain each other through the challenges of the work they do and continually provide outstanding care and compassion to support all our clients, as well as health care professionals in our community. They also provide education and support to our community. Patti Stanton and Elaine Jeannes work tirelessly to deliver Palliative Pain and Symptom Management Consultation Services and Education to health care professionals across Peterborough, Northumberland, City of Kawartha Lakes and Haliburton counties.

“A sincere and heartfelt thank you for being an advocate for our family when we needed it. Thank you also for your care, concern and kindness at a time when we could find none. Because of you and Hospice we were able to get the best care available for our situation. We don’t know where we would have been without your help.”

— a thank you note from a grateful family
Our Hospice administrative team of Angela VanDenBroek and Sue Stinson keep the organization running smoothly and ensure we are compliant with all funder reporting requirements. Alison Casey and new staff member Meaghan Blodgett lead our fundraising and development team. Their role is to connect with our community and our supporters which is especially crucial as we move into such a large campaign. We are extremely fortunate that their warmth and personal commitment to the work we do has resulted in another positive year.

“I hope by supporting Hospice Peterborough I can help families who are dealing with a terminally ill loved one. The worst time in my life was when my Mom died at age 54 – I wish I had known about Hospice then. While we can’t change the outcome we do make the road a lot easier.”

- Alison Casey

More than 200 volunteers work directly with our clients or support us through board, committee or event participation. They are the heart of Hospice Peterborough and the face of hospice care in our community. Paula Greenwood does an outstanding job welcoming and training new volunteers and supporting and debriefing existing volunteers. As volunteer expertise grows, so does our ability to provide excellent care and expand our organization.

**OUR VOLUNTEERS - THE HEART OF HOSPICE - 2013/2014**

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**OUR COMMUNITY**

Building community and forging strong partnerships are critical for the care of our clients and for the success of our Every Moment Matters Campaign. Whether it is the Dignity Drivers from Comstock ensuring our clients make it safely to our Day Program or the ability to connect with Peterborough Regional Health Centre staff or Community Care Access Centre Care Coordinators Marie Copson and Darlene Johnson, partnerships help things run smoothly. Our community connections have been heightened this year through hosting monthly Palliative Care Community Rounds. These rounds have an educational focus and also give us the opportunity to meet other care providers face to face.
We participate in national, provincial, LHIN wide and local committees and working groups. They offer important opportunities for us to gain and share knowledge and also make important connections, which ultimately help our clients experience smooth transitions across the continuum of care.

Another highlight every year is our Fall Education Event. This year we focused on grief and over 200 people participated in the 2 sessions organized by our Community Relations and Education Committee.

The Central East Local Health Integration Network (Central East LHIN) directed us to participate in a facilitated integration process which started August 2013. This involved weekly, half day meetings with 5 other organizations who receive Community Support Sector funding in the Peterborough area. Our integration partners are: Community Care Peterborough, Community Counselling and Resource Centre, Lovesick Lake Native Women's Association, St. John's Retirement Homes Inc. and Victorian Order of Nurses for Canada, Ontario Branch. This group was tasked to design and implement a cluster-based service delivery model through integration of front-line services, back office functions, leadership and/or governance to: improve client access to high-quality services, create readiness for future health system transformation, and make the best use of the public’s investment.

We have developed an Integration Plan that confirms the six organizations participating in the integration will continue to exist and that current services will continue to be provided to existing clients in existing communities and facilities. A Leadership Council will provide the structure for ongoing collaboration and co-ordination and will develop the plan for March 2015 integration implementation.

We also participated in the Central East LHIN Hospice Palliative Care Network. This year the Network produced a Palliative Plan for our region that made 5 priority recommendations:

- Establish dedicated interdisciplinary palliative outreach teams
- Enhance hospice palliative care education and training
- Create integrated hospice palliative care hospital programs
- Create integrated hospice palliative care programs in long term care homes
- Promote community hospices as central hubs

The development work we have done for our Care Centre positions us well as we work with our hospice partners to operationalize these recommendations.

**OUR PROGRAMS and SERVICES**

Our programming focuses on three areas: support for people and families living with serious illness, support for those who are bereaved, and education and consultation for health care professionals.

**Activity Highlights**

- 1,526 individuals received support
- 887 new referrals
- 564 group sessions offered
- 34 sessions for children and teens
- 5,973 participated in groups
- 21,500 interactions with our staff and volunteers
- 35 community education sessions attended by 1,128 individuals
- 307 sessions for healthcare professionals attended by 1,775 individuals

This year we continued to provide programming on a broad scale. We offered more than 20 different support activities geared to our clients and families. Our staff and volunteers always connect with our clients individually, addressing their unique needs, connecting them to the support they require and finding ways to work around gaps in care. Our Wellness Programs, Day Hospice Groups, Visiting Volunteers and Caregiver Group support people on a practical, emotional and spiritual level.

Our Bereavement Program, offers an outstanding 3 Level Adult Grief Recovery program that was developed by our very own Lyle Horn over the past 20 years. Groups for bereaved parents and the newly bereaved and individual and family support sessions round out our adult programming.

Our Teen and Children’s Bereavement Groups, monthly sessions and one to one support were offered
throughout the year. We also ran a pilot session of our Teen Online Grief Group (TOGG) in the summer, to get feedback from participants and to ensure everything functioned well. Then we offered 2 TOGG sessions in the Fall and Winter. Anne Leavens, our TOGG group facilitator, presented information about this innovative program at the Hospice Palliative Care Ontario Conference. TOGG development continues as we find the best method to incorporate an online support component with face to face encounters.

Working with the other hospice programs in our LHIN, we developed an After Care Survey that was distributed to the caregivers of our palliative clients 3 months after their loved ones death. Feedback from this survey will help us evaluate the effectiveness of our programs and determine ways we can improve services.

“Without your support the challenges my family faced in the past 3 years would have been insurmountable. Thank you so very much for all you do.”

Family feedback from our After Care Survey

Hospice staff continue to offer Debriefing Sessions for health care professionals working in hospice palliative care and education and support for local organizations and businesses whose workplaces have been affected by serious illness and grief. Our expertise can be very helpful through challenging times. Palliative Pain and Symptom Management Consultation and Interdisciplinary Education provides health care professionals with clinical support, advocacy, leadership, mentorship and palliative education. The program plays a key role in capacity building for all healthcare professionals who provide palliative care across the lifespan, within the Northeast Cluster. This year we continued our strong partnership with the Four Counties Long Term Care Network and other community partners to deliver this service.

Our Quality of Care Committee continues to provide leadership in the delivery and continuous improvement of high quality care and services for clients at Hospice Peterborough.

**OUR FUNDING**

Hospice Peterborough is grateful for ongoing support from the Central East LHIN, our major funder. This funding supports 57% of our operating budget. This year we saw our base funding to support the Palliative Pain and Symptom Consultation Service increase as the LHIN moved towards standardizing the delivery of this program. We also were given one time, year-end funding, which supported the delivery of our services by allowing us to purchase computer equipment and a new phone system.

We continue to rely on the support of a variety of grants to provide our support services. We sincerely thank every Grant and Fund Organization who so kindly considered our grant applications and supported our proposals.
We are extremely grateful to be the recipient of a three year grant from the Ontario Trillium Foundation to support the development of our Hospice Peterborough Care Centre. This $195,000 grant, $65,000 per year, supports both salary and expenses for the duration of our campaign. OTF supported our first study in 2007, which identified the organizational changes we needed to make to have a successful campaign. We are so pleased our partnership has continued and that OTF remains supportive of hospice care in our community.

We thank The Peterborough Foundation for a $5000 grant which supported the development of the technology component of our Teen Online Grief Group (TOGG), a program that delivers online support to teens.

We are grateful for an additional gift of $3,000 from the Community Foundation of Greater Peterborough which allowed us to pilot TOGG and offer 2 additional courses to grieving teens across our community.

A Service Canada Grant supported the hiring of our summer student Sarah Ballantyne.

We acknowledge and thank the Kawartha Credit Union for their ongoing support of our children’s programs with their gift of $1000 from their Community Involvement Program.

Thank you to the Township of Cavan Monaghan for recognizing Hospice Peterborough through their Community Grant Program. Hospice received a $1,000 donation to provide Hospice programs and services to Township residents that improve quality of life and reduce economic hardship.

This year the City of Peterborough refunded our taxes through their Property Tax Rebate for charitable organizations. This is a wonderful way for the City to support our work.

Our treasurer, Leah Curtis, and our Finance Committee members continue to offer sound financial advice. We end the year in strong financial shape, within our budget, and with the resources to meet the current demands of our programs.

OUR FUNdraising

"Phi·lan·thro·py" means love of mankind - the practice of giving money and time to help make life better for other people. At Hospice Peterborough we look at philanthropy as the catalyst that drives Hospice care in our community.

As we look back over this past year and reflect upon our many accomplishments, we gratefully acknowledge the hundreds of individuals, groups and businesses who generously supported our work. People made donations, attended events, hosted fundraisers, bought tickets, raised pledges, served meals, donated auction items and performed hundreds of other selfless tasks.

Our donors and supporters are our partners, we believe together we accomplish great things and make a difference for our clients and our community.

Charitable giving allows Hospice Peterborough to deliver vital programs and services and respond to the growing and changing needs of Peterborough city and county residents. We are so grateful and humbled by our community’s continued support. YOU made it possible to provide excellence in hospice palliative and bereavement care.

Annual HOLIDAY Appeal - Thank you to all our Annual Holiday Appeal donors for giving with your heart and philanthropic spirit. YOU helped raise over $109,000. This critical funding provides Hospice Peterborough with a safety net, allowing us to direct funds to cover program shortfalls and respond to the needs of our clients.

Leaving a Legacy - This year we are grateful that a number of individuals have contacted us to let us know that we are a named beneficiary of their life insurance policy or their will. Thank you for trusting Hospice Peterborough to carry forward your legacy.

Memorial donations - At a difficult time we are honoured when families reach beyond their pain to leave a legacy that will help others. Thank you to the families who named Hospice Peterborough as your charity of choice. We also thank everyone who made memorial donations. Please know your support will make a difference.
In 2013-2014, donations were made in memory of...

Janet Akins
Russ Allen
Janet Ansell
Ron Barclay
Joyce Barrett
Duncan Bath
Roger Beauvais
Geoffrey Boothby
Ernest Bowes
Kelly Bowes
Fred Boyce
Sue Britton
Gwen Brown
Lynne Buchanan
Jean Burge
Carole Byrd
Shirley Caldwell
Allen Card
Jeanine Caza
Gail Chellrew
Tom Cole
William Connolly
Ruth Coplen
Peter Cremers
Anne Crowley
Robin Davies
Robert Davis
Margaret Deichert
Alf Delaney
Marg DeNoble
Delores Driscoll
Bill Dudgeon
Alexander Edwards
Dr. Robert Elgie
Elizabeth Finlay
Jean Flavell
Elsie Flett
Carol Francesco
Martin Gammack
Eileen Gerrard
Art Gertley
Helen Gillies
Heather Goverde
Mabel Graham
Nancy Grant
Ross And Pearl
Greendly
John Harris
John Harris
Ruth Harris
Judy Heffernan
Mrs. Hill
Bill Hofstetter
Roger Hunter
Bruce Hutchison
Larry Jones
Calidine Kane
Joan Kennedy
Alberta Kerr
Ronald Knechtel
Mildred Lancaster
Larry Liss
Bill Logan
Mary Jo Logel
Mary Anne
Marchand
Marlo
Anne Kathleen
Martin
Glen McConnachie
Timothy McMillian
John Mock
Walt Moore
Mason Morris
Mrs. Higgins
Bill Muir
Rhena Murray
Judith Mutton
Gerry O'Reilly
Selwyn Owen
Ron Parker
Lisa Payne
Mrs. Joan Penney
Jim Petesli
Bob Pinnington
Margaret Pogue
Lazelle Porter
Ruggles B.
Pritchard
Bryan Redpath

Don Reeds
Dorothy Roden
Kathy Ross
Ann Russell
Barbara Anne
Russell
Donna Russett
Francis Sawyer
Betty Schroter
Shanna Seiderer
Ila Shadgett
Tack Shew
Effie Shewen
Bev Smith
Mary F. Smith
Eugenia Sorgio
Corey Spezia
Frances Stewart
John Stirling
Dori Thompson
Vivian Valois
Tony Van Leeuwen
Bert Vanderham
Eleanor Vass
Thelma Ward
Chris Warminger
Doreen Weeks
Muriel Weir
Tom Wells
Bev White
Donald White
John Wilson
Flora "Laura"
Windsor

“The life given us by nature is short, but the memory of a life well spent is eternal”.

- Cicero

HOSPICE EVENTS

2013 HIKE FOR HOSPICE

A HUGE HOSPICE thank you to our all our HIKERS, DONORS and SPONSORS.

Hospice Peterborough joined communities across Canada for the 11th Annual Hike for Hospice. Our Hike was among the largest across Canada, raising $77,300 for care in our community.

Generously SUPPORTED by:

Hope Sponsors - Darling Insurance Ltd., Gore Mutual Insurance, RBC Wealth Management

Comfort Sponsors - Cold Stone Creamery Ice Cream, Montana’s Cookhouse, Pet Project, Trent Metals

Care Sponsors - Culligan, The Good Water Company, LLF Lawyers, The Peterborough Clinic


We gratefully recognize the many companies and individuals who hosted 3rd Party Events to support Hospice Peterborough. THANK YOU ALL!!!

The Gaskell Memorial Cup - March 30, 2014

Our heartfelt thanks to The Gaskell Cup Committee of HOPE (Helping Others Participate Equally) who raised $16,000 for Hospice Peterborough, while paying tribute to the memory of their friend Kirk Gaskell. THANK YOU to tournament organizers - Matt Bowen, Chad Cavanagh, Mike D’Alessandro, Robert Gauvreau, Evan Howe, Chad Marshall, Mike Keating, Ian Keay, Steve Montador, Mike Martone, Ryan Ready and Ryan Sedgwick.

Thank you to the Peterborough Lion’s Club who raised $1,000 at their club’s Murder Mystery Dinner Theatre and to Horlings Garden Centre who donated a portion of its annual July sale to Hospice, raising $1,360. Thank you also to Denise Howes and Estelle Jordaan for hosting a High Tea Garden Party and raising $2,300 for hospice.
Kudos to Dr. and Mrs. Mohindra (picture at left) and Poonam Chawla for hosting an Indian Dinner that raised $12,057. The evening was a delightful affair of authentic Indian cuisine, music and merriment.

We thank Gill Exton and Christy Lehman for including us in Lakefield’s Christmas in the Village. As one of the benefactors we received $12,000.

**Tim Horton’s Smile Cookie Campaign gave Hospice $30,351 reasons to smile!**

We are honoured to be the recipient of the Smile Cookie Campaign. Thank you to all the Tim Hortons owners who recognized and valued the tough work we do with children and teens dealing with illness and grief.

**Thank you to the Groups and Businesses that support Hospice Peterborough**

All State Insurance
AON Inc.
Arbor Memorial Foundation
Ashburnham Funeral Home
Aviva
Banerman’s Casuals
BE Catering
Black Honey Desserts and Coffee House
Brant Office Supplies
Buckhorn and District Tourist Association
Business Planning Associates
Cambium Environmental Inc.
Camp Ponaka
Canadahelps.org
Case Specialty Manor
Cathcart Trucking Inc.
Centennial Place
Central Smith Creamery
Cephas Christian Reformed Church
Champlain Animal Hospital
Chez TV
Cold Stone Creamery
Collins Barrow Kavouras
Community Alternative Funeral & Cremation Services
Community Care Northumberland
Community LifeCare Inc.
Comstock Funeral Home & Cremation Centre/Dignity Memorial
Countryside Pharmacy
Crossway Pharmacy
Cremers Brothers Electric Ltd.
CTV Global Media/Energy 99.7
Culligan, The Good Water Company
CUPE Local 3908
CUPE Local 4419
Dancing Blueberries
Cupcakery & More
Darling Insurance & Realty
Dodd’s Automotive Ltd.
Dr. Mary Rorke/Otonabee Animal Hospital
East Peterborough Lions Club
Elgin Community Futures Development Corporation
Facility And Staff Of Durham College’s Sport Management Program
Fenelon Inn
Five Counties Children Centre
Flannigan’s Butcher Shop
Fleming Crew Employment Centre
Gamma Tau Master Sorority
General Electric Peterborough
Gerris’ Arts and Craft Warehouse
Global Point Energy
Graduate Department of Rehabilitation Science
Havelock Pharmacy
Health Innovations Group
Hendren Funeral Home
Highland Park Funeral Centre
Horlings Garden Centre
Human Resources Professional Association
IBM Canada Ltd.
Intact Financial Corporation
Just Another Weed Patch Farm
Justice Ltd.
Kawartha Haliburton Children’s Aid Society
Kawartha Lakes Construction
Kawartha Pine Ridge Board of Education
Kayer Financial Services
Keene Lions Club
Keysters Automation Inc.
Lakefield and District Lions Club
Lakefield College School
Larry Dow Auto
Let Architects Inc.
Lioness Club of Peterborough
Lions Club of Peterborough
Little Lake Cemetery Board of Directors
Little Lake Cemetery Co.
LLF Lawyers
Lost Dog Hunt Club
Mackey Funeral Home
Mac’s Convenience Store #419
Marin Travel
McColl Turner, Chartered Accountants
McDonald’s Restaurants
McWilliams Moving and Storage Ltd.
Meawdestwoaco Packaging Systems
Medical Centre Pharmacy
Medical Centre Staff Association
MEDUchar - Home Medical Equipment Specialists
Merit Precision Moulding
MCi Designs
Michael J. Dywer Barrister, Solicitor and Notary
Millbrook Pharmacy Ltd.
Molson Coors Canada
Monkman, Gracie and Johnston Insurance Brokers
Montana’s Cookhouse
Moore McLean
Moore Preceptory No. 13
Nightingale Nursing Registry
Nisker Funeral Home and Chapel
Northern Lights Canada
Northminster United Church
Nurse’s Emission Testing Repair Facility Inc.
Nuttall and Associates Inc.
Office Connection Peterborough Limited
OPG Employees’ and Pensioners’ Charity Trust
Otto And Margaret Pick
Charitable Foundation #2
P V N Coaching
Park Avenues Hairstyling
Pet Project
Peterborough DBIA
Peterborough Economic Development Corporation
Peterborough Glass and Window Ltd.
Peterborough Hospital
Peterborough Human Resources Professional Association
Peterborough Multiple Storage
Peterborough Volkswagen Ltd.
Pharmaron (Peterborough) Inc.
PRHC Staff of B5
Purdue Pharma
Qline Solutions Inc.
RBC Financial Group
RBC Foundation
Ridpath Junior Public School
Roger Malcolm Plumbing
Rotary Club of Bridgenorth/Ennismore/Lakefield
Rotary Club of Peterborough
Kawartha Inc.
Russelle Toyota
Scotiabank Group
Service Master of Peterborough
Shish Kabob Hut
Siemens Micronics Process Instruments Inc.
SIRCH Community Services
Sisters of St. Joseph
Spark 360 Media
St. Andrew’s United Church
St. James, Emily, Anglican Church Women
St. John’s Anglican Church (I’d)
St. Joseph’s at Fleming
St. Luke’s Anglican Church
Staff Of Sensitive Colors
Canada Ltd.
Stewart Travel Services
Stickley’s Specialty Bakery
Sun Life Assurance Company of Canada
Sun Life Financial
T. G. Quirk Holdings Ltd./Ultra
TD Bank - Arewade
TD Bank Group
Ten Thousand Villages
Cabby
The Blend Group
The Cabiene Inc.
Municipality Of Muskoka
Peterborough Clinic
Peterborough Examiner
The Ret Family
The Silver Bean
The Stewart Group Inc.
Tim Hortons Advertising And Promotion Fund (Canada)
Timberline Custom Homes
TLDSD Sunshine Club/Marion and Bill Morrison
Towerhill Sobey’s
Township Of Havelock-Belmont-Methuen
Trent Metals Ltd.
Trent Security Systems
Trevor Board of Directors and Staff
Two Fish Canvas Art
Vision Glass
Wawanesa Mutual Insurance Company
Westmount Pharmacy
Wild Rock Outfitters
Woolsey Canada Inc - Shared Services West
Yates Fine Carpentry
Grants and Foundations
City of Peterborough
Community Foundation Of Greater Peterborough
Gore Mutual Insurance Company Foundation
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Equally (HOPE) Inc.
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Peterborough Festival of Trees
Pilkington-Henniger Charitable Trust
Service Canada Ontario Region
The Healing Cycle Foundation
The Paul C. Nornabell Trust
The Peterborough Foundation
The Robert and Nancy Martin Family Trust
The Stewart Family Foundation
Township of Kawartha Lakes

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We give a special thank you to our individual donors

Please note: we regret that due to the volume of gifts we are only able to recognize gifts larger than $200.

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Tammy Wickware
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Betty & Wally Wood
Martin Wormald & Sally Graham
And many anonymous donors

Artwork created by our Children’s Grief Group
### Annual Report 2013/2014

#### Financial Statements

### Report of the Independent Auditor on the Summary Financial Statements

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#### Note

The financial statements are based on the Auditor's report and are presented in accordance with Canadian Generally Accepted Accounting Principles (CGAAP).
EVERY MOMENT MATTERS

This year our Board of Directors made the visionary decision to move ahead with our 6.5M Every Moment Matters Campaign. We first identified the development of residential hospice beds as a major goal in 2004. Ten years later, after much work and research, our current board decided now is the time to build a Hospice Care Centre for our community. Not only will we create a 10 bed unit to provide excellent end of life care, we will create a centre of excellence where we will offer a broad spectrum of grief support for people of all ages, wellness programming for people living with serious illness, and family and caregiver support. Our community needs one place where they know they can find support from the time they, or a family member, are first diagnosed with a life threatening illness, through the ups and downs of living with serious illness and through the process of dying and grieving. The Hospice Peterborough Care Centre will be the place for everyone whose lives are touched by serious illness and grief.

Our Care Centre Development Committee has worked diligently to create the planning framework to move this project forward. This year we finalized our Functional Plan, visited other hospices across the province to inform our design process and engaged Lett Architects Inc. to design the Care Centre and the Dennis Group Inc. to provide campaign counsel. We have developed our Case for Support and identified the parameters of the campaign.

This is a massive project. As we move forward with our Hospice Care Centre plans we are fortunate to have the support of a strong cabinet of local leaders, community health care providers and a Hospice Palliative Care Ontario’s provincial network of hospices.

Recently Eleanor Low, the Chair of our Building and Operations Committee met with a group at Hospice Simcoe. In her thank you to the Simcoe team Eleanor said, “We know that most people who are dying hope to stay at home and often this is possible if there are good family and community supports. However, we also know that many cannot or choose not to do this for any number of good reasons. We believe that coming to a residential hospice can be the right choice at end of life. As Hospice Peterborough moves ahead with our plans we know we can count on facilities such as yours that are up and running successfully to lend us a hand as we face the excitement and challenges of a campaign and building project.” This project is truly a team effort.

Why do we need a Hospice Care Centre? In the words of our Campaign Chair Betty Morris, “At some point in our lives, we will all be touched by life-threatening illness, death or grief. Our community needs another choice for end-of-life care. A setting that will be homelike, peaceful and comfortable. With your support the new Hospice Peterborough Care Centre will be there to help you, your family or friends through those difficult times.”