

Hospice Peterborough Annual Report 2014/2015 Making Every Moment Matter



HOSPICE PETERBOROUGH

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SUPPORTING YOU THROUGH SERIOUS ILLNESS AND GRIEF. What truly matters? Many people who get connected with Hospice Peterborough ask this question. "Now that I am very ill, what is important to me? Now that my loved one has died, does anything matter?" Coping with illness and death changes people's perspective and as we get deeper into our Every Moment Matters Campaign we are continually reminded to keep our focus on the things that will make a difference in the lives of the individuals we support.

Our campaign logo truly reflects the campaign, project and community. Staying true to who we are and what this project is all about, we selected a campaign theme of, "Every Moment Matters". Keeping in mind our philosophy of care and that our clients and families are supported respectfully in the centre of our circle of care, we created a logo that incorporated this theme and represented the elements of Hospice Peterborough, the Care Centre, and the Campaign.

This logo depicts;

- The caring nature of our services and programs
- The vibrancy of our organization
- The depth of our project
- The layers of services, programs and people involved
- The circle of life
- The diversity of our organization and the people we support
- The importance of connection and partnerships

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

Bill Graham, President

Linda Sunderland, Executive Director

Luda Sundarburd

OUR PEOPLE

At Hospice Peterborough we know how important it is for people to feel safe and comfortable. We make sure our rooms are cozy and we try our best to create a welcoming atmosphere, a place of hope and caring. But we know that it is our volunteers and staff who create the unique feeling that permeates the essence of the work we do and sets the tone for the care we provide at Hospice Peterborough.

We have a stable, strong and caring staff and volunteer team at Hospice Peterborough. This year, through the busyness of our programming and all the demands of the campaign, everyone worked together to ensure that each person who walked through our door was connected with the support they needed.

Our volunteers participated in two education sessions: "Everything you always wanted to know about end of life" and "Stories from two indigenous traditions." Along with our monthly debriefing sessions,

regular education sessions ensure our volunteers have an opportunity to learn and connect with staff and with each other.

Stories are so important at Hospice Peterborough. We are privileged to be a part of people's stories at a very profound time and this year we were honoured to have multimedia producer Neal Hicks capture some of these stories by creating an amazing video. We are pleased to launch Every Moment Matters, our new Hospice Peterborough video, at this year's Annual Meeting.

Our programming is enriched by the contribution of student placements. This year Niki Jaroszonek completed her BSW placement for York University with us and made many meaningful connections.

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



A get together for our Day Hospice group at the home of volunteer Brenda Smart

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 - 2014/2015

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OUR COMMUNITY

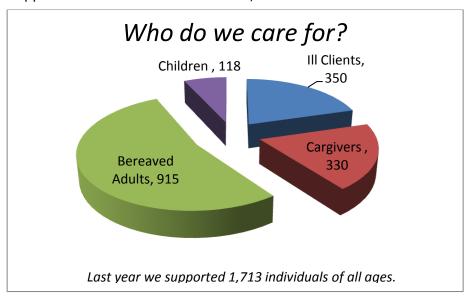
Community connections are integral to the delivery of Hospice Peterborough's services and the success of our Every Moment Matters Campaign. This year our Palliative Care Coordinator Marg Rose hosted monthly Palliative Care Community Rounds. These meetings offer health care professionals an opportunity to connect, share ideas and participate in education sessions offered by their collegues. Working with the Peterborough Regional Health Centre staff, Community Care Access Centre Care and the Primary Health Care Services of Peterborough Marg Rose, Patti Stanton, our Palliative Pain and Symptom Management Consultant and Sue Stinson, our Interim Executive Director, submitted a strong proposal for a Palliative Care Community Team to our Central East Local Health Integration Network (LHIN). Although the proposal was not successful at this time, it did forge strong partnerships and helped us create an educational framework which will increase capacity in our community.

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.

We continued our work with our Integration Partners as identified by the Central East LHIN: 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 submitted our Peterborough Community Health Services Integration Strategy in June 2014 and formed a Leadership Council which continues to meet to operationalize the integration plan 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

- 1,713 individuals received support
- 876 new referrals
- 493 group sessions offered
- 26 sessions for children and teens
- 4,230 participated in groups
- 23,497 client interactions with our staff and volunteers
- 599 education sessions for healthcare professionals attended by 2962 individuals
- 30 Community Education sessions attended by 567 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 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, led by David Kennedy, offers an outstanding 3 Level Adult Grief Recovery program, developed and delivered by Lyle Horn. The program also includes additional groups for bereaved parents and the newly bereaved, plus individual and family support sessions. For children and teens we provide a safe place to connect with others dealing with similar situations and learn about their grief experience.

Hospice staff continues 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.

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 within the Northeast Cluster.

This year we are very proud to announce that our Quality of Care Committee developed our first Quality Improvement Plan (QIP) based on an indepth data analysis and review of our performance improvement opportunities, through an internal and external scan of our environment. This year's QIP is focused on a number of foundational aspects of quality care, service and governance. This first QIP creates a strong foundation for key priority areas to ensure future success and sustainability for all improvement strategies. Many thanks to board member Lisa Ruston for leading this initiative.



Artwork created by our Children's Grief Group participants

OUR FUNDING

Hospice Peterborough is grateful for ongoing support from the **Central East LHIN**, our major funder. This funding supported 57% of our operating budget. In addition we received one-time, year-end funding, which supported direct service delivery and an additional \$99,342 which supported development costs for our Hospice Peterborough Care Centre.



We continue to rely on funding from 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. This year many grants were awarded to support our Every Moment Matters Campaign and they will be acknowledged with all campaign gifts.



We are 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 was the second year of this \$195,000 grant, \$65,000 per year, and the funds supported both salary and expenses for 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.

A **Service Canada** Grant supported the hiring of our summer student Jessica Parks.

We acknowledge and thank the **Kawartha Credit Union** for their support of our Healing Journey program with their gift of \$1000 from their Community Involvement Program.

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

We work with YOU our donors, board and volunteers to shape and develop the best programs to meet the changing needs of our community. But to make our programming happen we count on your support. Our fundraising strategy is based on the conviction that collectively, we can accomplish great things and make a difference for our clients and 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.

YOU made it possible for us to provide excellence in hospice 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 \$75,926. This critical funding provides Hospice

Peterborough with the budget to keep our program and services running year after year while we 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 and our Every Moment Matters Campaign as your charity of choice. We also thank everyone who made memorial donations. Please know your support will make a difference.

In 2014-2015, donations were made in memory of...

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Gríef ísn't something you get over... It's something you go through Alan Pederson

HOSPICE EVENTS



GALA 2014 – Springtime in Paris was a fresh breath of air after a long winter. The sold out Gala **raised over \$46,000** and was the first introduction to announce the stellar Every Moment Matters Campaign Cabinet.

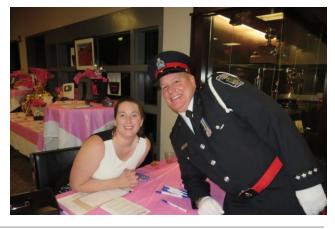
Left – Gala Committee members Shelley Barrie, Deb Rogers and Gail Lockington enjoy the Gala.

Handbags for Hospice - The weather outside was frightful but the purses were so delightful..... Let it snow, let it snow, let it snow.

Celebrity emcee Linda Kash, Magic 96.7, hosted the evening and even dazzled the crowd with her newly developed auctioneering skills.

At our first Handbags for Hospice event "purse fashionistas" walked away with wonderful deals on all top designer bags and Hospice Peterborough benefited with over \$15,000 in funding for our programs and services.

Right – board member John Stoeckle with Meaghan Blodgett, wait for Handbags for Hospice to begin.



The Gaskell Cup 2015 - Supporting community is at the heart of HOPE (Helping Others Participate Equally). The group of friends - Matt Bowen, Chad Cavanagh, Mike D'Alessandro, Bob Gauvreau, Michael Keating, Ian Keay, Chad Marshall, Mike Martone, (the late Steve Montador), Ryan Ready and Ryan Sedgwick formed HOPE, a non-profit organization to provide support to those in need in our community. HOPE, through the Gaskell Cup, has donated over \$30,000 to our Every Moment Matters campaign over the past 2 years while working towards their goal of raising \$75,000 to dedicate a room in memory of their friend, Kirk Gaskell.

HIKE FOR HOSPICE - 2014

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

Last year over 350 Hikers braved the cold, wind and rain to show their support for people in our community living with serious illness and grief. The 12th Annual Hike for Hospice raised over \$67,000 on May 4, 2014. Congrats and thank you to our dedicated and hard working 2014 Hike for Hospice Committee – Chair - Ross Cully. Members: Holly Wilson, Al Dawson, Jennifer Guertin, Susan Lamb, Anne Leavens and John Stoeckle.



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Media Sponsors - CHEX Television, Country 105/ Energy 99.7, Snap Peterborough, The Peterborough Examiner

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

The Healing Cycle - Fourteen local cyclists went to Mississauga to participate in the 2014 annual Healing Cycle Ride, on Sunday, June 22nd. Ten cyclists rode 100 kilometres and 4 cyclists rode 50 kilometres, collectively raising over \$8,100 to support our Every Moment Matters Campaign. Led by board member Alan Barber, our Peterborough team celebrates the vision that individuals living with a life-limiting illness and their families should experience an end-of-life journey that is encircled in dignity and compassion. RIGHT Dr. David Newport cycles for Hospice.



Tim Hortons' Smile Cookie Campaign gave Hospice \$31,997 reasons to smile!



For the second year in a row Tim Hortons' Annual Smile Cookie campaign supported HOSPICE PETERBOROUGH. This year's proceeds were directed to our Every Moment Matters Campaign!

For one week Tim Hortons' guests purchased chocolate chunk Smile Cookies for \$1 at participating restaurants in Peterborough, Bridgenorth and Lakefield. 100 per cent of the proceeds were donated by Tim Hortons Restaurant owners.

As the proud recipient of the Smile Cookie Campaign, we are honoured Tim Hortons owners support the vision of our Hospice Peterborough Care Centre and look forward to working with them again.

Thank you to the groups and businesses that support Hospice

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MEDIA PARTNERS: Thank you to our generous media partners who invested in Hospice Peterborough by raising awareness, publicizing events and supporting our work: Country 105/Energy 99.7, Corus Entertainment - CHEX Television and The Wolf/Kruz, Peterborough This Week, Snap Peterborough, Star 93.3/The 107.9 Breeze/ Magic 96.7, The Lakefield Herald, The Millbrook Times, and The Peterborough Examiner.

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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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Diane and Stan Pineau

Sabitha Pinto

Margit Kaffka

Ann and Earl Pinnington

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Suzanne Hooke

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Marion Kaffka Keene Lions Club Haig and Sharon Kelly Brenda and David Kennedy Dr. Patrick Kilmartin Carolyn and Harry Kitchen Ladies Bridge Group At St. John's Analican Church Janet and Yves Lafortune Beth Lech Mrs. Candace and Dr. James Liston LLF Lawyers LLP Eleanor Low and Meredith Hill Robert and Nancy Martin Tom McHugh and Cathy Flindall Janet and Howard McLean Dr. Brian Metcalfe Dr. Kris and Mrs. Asha Mohindra Betty and Bill Morris Carol and Wayne Mutton Mrs. Pat and Dr. David Neale Ontario Realtors Care **Foundation** Ontario Teacher's Insurance Plan (OTIP) Ontario Trillium Foundation

Order of the Eastern Star, Peterborough Chapter 161 Otto And Marie Pick Charitable **Foundation** Peterborough & Kawartha Association of Realtors (PKAR) Peterborough and the Kawarthas Association of Realtors Inc. Peterborough Community **Futures Development** Corporation Purdue Pharma Irene and Guy Ramsperger Mara Rose Sheryl Ross Lisa and Rick Ruston **Bunny Shaw** Wendy and Walter Somerville St. Anne's Women's Group Patti Stanton The Stewart Family Foundation Sue and Larry Stinson Cavelle and John Stoeckle Dawn Straka Linda and Ken Sunderland Joan and Tom Taylor Ten Thousand Villages Cobourg The Dennis Group Inc.

The GlaxoSmithKline Foundation The Healing Cycle Foundation The Kirkpatrick Family The Peterborough Foundation The Peterborough K.M. Hunter Charitable Foundation The Rotary Club of Peterborouah-Kawartha The Steinmiller Family Fund Tim Hortons Peterborough, Lakefield and Bridgenorth Owners - Tim Hortons Smile Cookie Campaign **Torstar Corporation** Angela VandenBroek Ann and Pat Wannamaker Dr. Natalie Whiting and Prof. Dave Patton Joan and Wally Wilkins Ken Williams Jr. Carol Winter Women's Ministry, Home League, The Salvation Army Peterborough Temple Corps Jackie Wright Teresa Wyllie XBMC Consulting Victoria R. Young And many anonymous donors

HOSPICE PETERBOROUGH Year Ended March 31, 2015

	2014		435,336	83,060	259,873	165,391	12,268	955,928			704,201	23,287	80,689	24,303	17,363	9,035	858,878	97,050			
	2015		\$ 526,636 \$	71,780	1,461,755	151,098	11,689	2,222,958			886,230	24,124	90,226	26,165	31,548	11,233	1,069,526	\$ 1,153,432 \$			
STATEMENT OF OPERATIONS		REVENUES	Ministry of Health (CE-LHIN)	Grants	Donations and bequests	Fundraising	Interest and investment income			EXPENDITURES	Remuneration and contract fees	Travel, training and association fees	Office, general and professional	Program and education	Fundraising	Amortization		EXCESS OF REVENUES OVER EXPENDITURES			
	2014		577,154	17,916	6,730	601,800	102,500	587,160	1,291,460			75,507	32,929	108,436		238,166	587,160	290,171	67,527	1,183,024	1,291,460
			69						S			છ			9						s
	2015		1,792,798	19,867	4,944	1,817,609	r	633,583	2,451,192			93,574	21,162	114,736		217,093	633,583	290,171	1,195,609	2,336,456	2,451,192
			S						S			69			e:						s
NOITISON IN THE NEW YORK THE NOTICE IN THE NOITING		CURRENT ASSETS	Cash and short term investments	Accounts receivable	Prepaid expenses		LONG TERM INVESTMENTS	CAPITAL ASSETS			CURRENT LIABILITIES	Accounts payable and accrued liabilities	Deferred revenue		FUND BALANCES	Unrestricted	Invested in capital assets	Internally restricted	Externally restricted		

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of Hospice Peterborough

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2015 and the summary statement of operations for the year then ended, are derived from the audited financial statements of Hospice Peterborough for the year ended March 31, 2015. We expressed a qualified audit opinion on those financial statements in our report dated May 28, 2015 (see below).

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Hospice Peterborough.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation of the summary financial statements based on the audited financial statements of Hospice Peterborough for the year ended March 31, 2015.

Auditors' Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

In our opinion, the summary financial statements derived from the audited financial statements of Hospice Peterborough for the year ended March 31, 2015 are a fair summary of those financial statements. However, the summary financial statements are qualified to the equivalent extent as the audited financial statements of Hospice Peterborough for the year ended March 31, 2015.

The qualification of the audited financial statements is described in our qualified audit opinion in our report dated May 28, 2015. Our qualified audit opinion in our report dated May 28, 2015. Our qualified and the first that we were unable to satisfy ourselves concerning the completeness of certain revenues. Our qualified audit opinion states that, except for the effects of the described matter, those financial statements present fairly, in all material respects, the financial position of Hospice Peterborough as at March 31, 2015, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

McColl Turner LLF

Licensed Public Accountants

Peterborough, Ontario May 28, 2015





HOSPICE PETERBOROUGH CARE CENTRE

EVERY MOMENT MATTERS

The last year has been an incredibly busy and incredibly exciting time for Hospice Peterborough. Launching the Every Moment Matters Campaign has been a tremendous milestone in the history of the organization.

I was delighted to take on the role of Campaign Chair in 2014, and to be in a position of helping to move this important project forward for the City and County of Peterborough. The Every Moment

Matters Campaign was launched in June 2014, and over the last year we have been in the guiet phase of the campaign, meeting with donors, funders, granting bodies and government agencies, and sharing the story of Hospice Peterborough and the vision of a Hospice Peterborough Care Centre for our community.

An amazing group of more than 70 community individuals have stepped forward to assist with the campaign and overall project. I would like to thank each and every one of them for the thousands of hours collectively they have dedicated to Hospice Peterborough, the campaign and this project. We continue to welcome individuals willing and able to join the *Every Moment Matters* Team on a regular basis.

As the campaign moves into its second year, I am delighted to say that w are on target with our campaigning activities and believe that Hospice Peterborough will be in a position to move forward with construction in 2016 as planned.

In closing, I offer an open invitation to any who may be interested in assisting with this incredible project to feel free to contact myself, any member of the Campaign Team, or the Campaign Office at 705-742-4042 ext. 224. If you would like to learn more about the campaign or the project, or would like to have a visit with one of our Campaign Team members, please let us know and we will be pleased to meet with you. Betty Morris, Campaign Chair



Betty at our new Care Centre site. Photo courtesy of Peterborough This Week.

I would like to take a moment to acknowledge the Campaign Team and Committee members who are making the dream of a Hospice Peterborough Care Centre closer to reality.

The most difficult thing is the decision to act, the rest is merely tenacity. ~ Amelia Earhart

Campaign Cabinet

Betty Morris - Chair Goodith Heeney - Honorary Member Bill Morris Shellev Barrie Tim Barrie Dr. John Beamish Karen Beamish Jim Devlin David Hadden Susan Hadden Steve Henderson Gail Lockington Bill Lockington Dr. David Neale

Campaign Team

Tom Taylor

Director

Dr. Judith Armstrong-Binette Carolee Awde Meaghan Blodgett Nancy Bos Alison Casey Lisa Clark Ross Cully

Linda Sunderland -Executive

Alicia Doris Laurie English Jennifer Garland Kaitlyn Gillis Dr. Geoff Grieve Goodith Heeney Joan Higginson Meredith Hill Pat Hooper Chris Howden Nan Jaroszonek Catherine Johnston Judy Lamb Dr. Jim Liston Eileen Madder Theresa Morris Carol Mutton Elizabeth Powell Rena Ridley Lisa Ruston Katie Stewart Sue Stinson Allison Stone Rita Wilke

Dr. Warren Wilkins

Building Committee

Richard Johnston - Chair Mary Gallop Chris Fleming Dean MacDonald Jim Stewart Steve Johnstone **Huel Twist** David Wills

Design and Operations Committee

Eleanor Low - Chair Beryl Cable-Williams Theresa Morris Marg Rose Allison Seiderer Linda Sunderland Angela VandenBroek

Speakers' Bureau

Carolee Awde Alison Casey Lisa Clark Diane Czarnik Bill Graham Paula Greenwood Meredith Hill

Kate Jarrett David Kennedy Noella Koshul Judy Lamb Eleanor Low Robert Moreton Theresa Morris Marg Rose Katie Stewart Sue Stinson Jan Stirling-Twist Connie Swinton Jackie Wright

Campaign Consultants

The Dennis Group Inc. Chonee Dennis Jackie Jones

Building Project Manager

XBMC Consulting Vanessa Rogers

Architects Lett Architects