

# HOSPICE PETERBOROUGH

# ANNUAL REPORT

2016-2017



HOSPICE PETERBOROUGH  
CARE CENTRE

Supporting you through serious illness and grief.

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Natalie Warner, *Manager of Community Programs*  
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## On Contract

Rev. Lyle Horn, *Adult Grief Groups*  
Raechelle Kennedy, Dr. Brian Nichols and Cheryl Wood, *Children's Program*

## “Living the Dream”

*Natalie Warner, Manager of Community Programs*

“Living the dream.” It’s a flippant response someone tosses out at a meeting, early in the morning and yet it reminds me of a client who frequently said it, despite being in the end stages of cancer. He once explained that he truly meant it, having met a woman he loved and moving to her community where he felt he belonged.

There is a wonderful mural at Toronto General Hospital displayed in the public media recently. A vision of nurse Tilda Shalof, the mural is made up of lids and connectors from medical products used in Shalof’s daily work in the Intensive Care Unit - representing all the patients she has cared for.

Hospice palliative care is not about high tech medical interventions and the mural got me thinking about how we honour and remember our clients and I think it is through memories.

We cannot be in the moment with every client all of the time, it is not the nature of our work - which often involves thinking ahead and asking questions to help clients make connections and navigate the practicalities, challenges and emotions that come with living with

a life-threatening illness. However, within the work, there are moments that create memories that stick. Some moments come easily – some people are naturally very open and easy to connect with, but for others, dying seems to change the rules ingrained in us for social interaction and they become more willing to be open in the moment. When we are open to those moments sometimes something insightful, funny or poignant happens.

It doesn’t happen with every client we meet and it doesn’t necessarily happen with the person you think it will happen with and that is part of the unexpected magic of

having a moment with a client.

Scottish poet Thomas Campbell wrote “To live in the hearts we leave behind is not to die.” As staff, we do not carry our clients in our hearts the way family and friends do. I believe we carry the moments of connection in our deep memory and that, like the moment itself, the memory often surfaces unexpectedly, roused by words or a situation. And like hearing a favourite song in an unexpected place, it is a good thing.

**“We honour and remember clients... through memories.”**

# Hospice Peterborough Programs and Services

Our programming focuses on three areas: support for individuals and families living with or affected by life-threatening illness, support for those who are grieving, and education and consultation for health care professionals and other community partners. This past year Hospice staff and volunteers worked together to offer over 25 different individual and group support activities for our clients and families.

When someone is diagnosed with a life-threatening illness, they and their family members are affected, both emotionally and practically. Roles in the family change. People may not know how to help, and feelings of confusion and stress can arise. Receiving support from the Palliative Care Community Team (PCCT) can help make sense of what is happening and help people realize they are not alone.

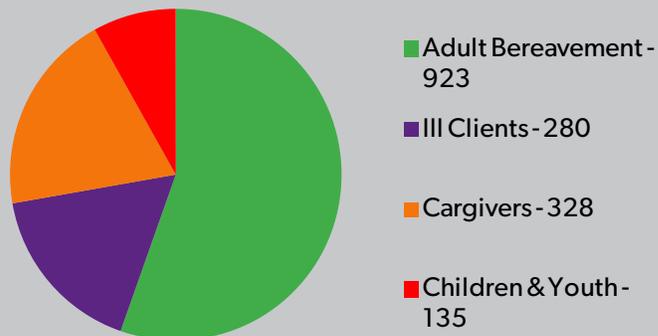
The PCCT is an enhancement of our existing service that provides supports including: health system navigation, counselling, connection with services within Hospice Peterborough and the broader Circle of Care. The PCCT links individuals and families with Hospice services like peer support, caregiver support and volunteer support. The PCCT also collaborates with palliative care services in Peterborough City and County such as physicians, home care and other community services.

The PCCT supports community partners in coming together in a structured way, to share resources and offer the best possible support to individuals and families affected by life-threatening illness and grief.

This past year Hospice offered a number of grief-related services such as adult grief recovery groups, children's grief groups, and groups for the recently bereaved. With programs usually at capacity, clients consistently reported positive benefits and a high level of satisfaction from participating.

Our Palliative Pain and Symptom Management Consultation Service (PPSMC) offered specialized palliative care education and consultation to community health care providers throughout the counties of Haliburton, Peterborough, Northumberland and the City of Kawartha Lakes. We also offered a variety of interdisciplinary palliative education sessions for health professionals and hosted a number of debriefing and education sessions on issues arising in hospice palliative care.

## 1,666 Clients Supported



**21,613**  
Client  
Interactions  
(with staff and  
volunteers)



**734**  
new referrals



**684**  
Group  
Sessions



**55**  
Sessions for  
Children and  
Teens



**395**  
Education  
Sessions for  
Health Care  
Professionals  
**2,773**  
Attended



**22**  
Community  
Education  
Sessions  
**673**  
Attended

# A Message from the President and Executive Director

Brian Higgins, Board President and Linda Sunderland, Executive Director

When an organization is in the middle of a big campaign and building project it can become all consuming. This past year we have worked very hard to balance the demands of our Hospice Care Centre Development Project with our community's need for excellent hospice care. We are pleased to present Hospice Peterborough's 2016-2017 Annual Report to highlight this year's accomplishments.

In response to an increased focus on hospice palliative care provincially and federally, the Ontario Ministry of Health announced increased funding for Resident Programs at hospices across the province and Hospice Peterborough was on that list. When we open the doors of our new care centre and start providing 24/7 resident care this funding will be very helpful.

This year the Central East Local Health Integration Network announced funding for three new Palliative Care Community Teams. Last summer we worked with our community healthcare partners to create a business case to support a model for a Peterborough team. In November we received the new funding. This has increased our operational funding by 91%



l-r: Joe Taylor Peterborough County Warden, Wanda Parrott CCAC, MPP Jeff Leal, Linda Sunderland ED Hospice Peterborough, Glenn Rogers CELHIN, Dr. Peter McLaughlin CEO PRHC

and has enabled us to enhance our programming with the addition of Palliative Navigation, Supportive Care Counselling and integrated Intake and Referral to improve our clients' experiences with our complex health care system.

To meet these immediate program changes and the future addition of resident care programming we updated our organizational chart and started the process of hiring new staff. Our transition team

continues to update our policies and procedures and our organizational messaging to prepare us for the move to our new facility. Organizationally, Hospice Peterborough will be transformed in the next 18 months but it is our intent to maintain the essence of what we do and who we are.

Hospice Peterborough is all about people: our volunteers, our staff, our community partners and the exceptional individuals who come to us for support. We hear many challenging stories every day at Hospice



MPP Jeff Leal and Jeff Westlake Hospice Peterborough Client

Peterborough but we are continually inspired by the compassion, hope, resiliency and determination of the individuals and families participating in our programs and services. It is truly an honour to be a part of this community's hospice palliative care team and work together to offer people the best possible hospice palliative care.

Programming at Hospice Peterborough is partially funded by



## MISSION

The mission of Hospice Peterborough is to enhance the comfort, dignity and quality of life of individuals and families living with or affected by life-threatening illness and grief.

# Volunteers - the Heart of Hospice Peterborough

Paula Greenwood, Volunteer Coordinator

At Hospice Peterborough we are reminded on a daily basis of our volunteers' generosity of spirit. Their response to requests for opportunities to volunteer is overwhelmingly positive with a ready availability and a curiosity to learn more.

When we first connect with potential volunteers, and describe the next steps to becoming a hospice volunteer we always say, "It's a commitment", with a smile. Rarely do people balk as they recognize and accept the challenges they will face with this type of volunteer work, and the fragility of our clients.

We wish more people had the opportunity to hear the responses to the question "what brings you here to Hospice Peterborough" and "why this, why now?" The most common response has to do with giving back after receiving hospice support. People also speak about feeling like this is their calling, their work to do. They often mention their level of comfort when people are struggling and vulnerable.

In the last fiscal year, we have trained over 55 new client service volunteers with an additional five volunteers who moved here and have completed training at another hospice. The diversity of experiences and gifts shared are fascinating and broaden what we offer our clients.

You might be surprised at the breadth of services

offered by our volunteers! They include: huge numbers of fundraising volunteers planning and working at events (Hike for Hospice, Handbags for Hospice, Gala - just to name a few), campaign cabinet, speaker's bureau, singing at the bedside of ill clients, looking after our gardens (and those of a few clients), first contact at reception, cooking and baking for programs, co-facilitating groups, home maintenance, board and committee work, and the home support volunteers who support our ill and bereaved clients. Whew! And we offer deep gratitude to each of them for their commitment and presence.

We could not exist without this valuable group of people who give so easily. Volunteers are the heart of Hospice Peterborough. Period.



Volunteer Training Course Graduates June 2016

## Peter's Story

We would like to share the amazing, unique story of Peter, a volunteer who came to Hospice Peterborough to volunteer 17 years ago after his own experience of illness and treatment.

Throughout his years of volunteer service, Peter has brought his life experience, warmth and sense of humour to a variety of roles. He began by doing home support, which included offering respite and companionship to a variety of people (at least 23). Concurrently, he sat on the Board of Directors for two terms, chaired the Volunteer Support Committee and took on a new role of co-facilitating grief groups with Lyle Horn. He even



Peter Quimet and Goodith Heeney

sang with the Bedside Singers!

When his illness recurred in 2015 and new treatment began, Peter had to step back from actively volunteering although, as a member of the Day Hospice Men's Group, Peter even filled in as a facilitator a few times.

Peter continues to offer himself with generosity and is truly present when telling his story. He has shared his story of living with life-threatening illness to our client support volunteers-in-training.

We truly enjoy his quick wit and ability to speak clearly from his heart. And we thank him for everything!

# Volunteers Year End Review



**16,527**  
VOLUNTEER HOURS



**305**  
ACTIVE VOLUNTEERS



Home Support



Fundraising



Reception &  
Administration



Bedside Singers



Caring Cooks



Group Facilitators



**39**  
Education Sessions



**129**  
Home Support  
Volunteers



**176**  
Administrative  
Volunteers

## Every Moment Matters & Care Centre Update

This past year has seen incredible progress in our *Every Moment Matters* Campaign and Hospice Peterborough Care Centre development project. We launched the Public phase of our campaign, where our Campaign Cabinet and staff team worked together to “Bring It Home”. We are exceptionally grateful to our generous community. In spite of raising our Campaign goal to \$8.5M from \$8.25M we ended the year at 97% of goal.

There were many wonderful highlights, as well as a few challenging moments, in our project. In September we announced the naming of Heeney House, when our community programming space was named in honour of founding Hospice Peterborough member Goodith Heeney, by her friends and family who raised \$750,000 in Goodith’s name.

In November we had our groundbreaking and announced that local firm Mortlock Construction would be our contractors for the project. Construction began and right away we were faced with some obstacles relating to poor soil conditions and structural issues. Most challenging were the endangered bats who forced us to stop construction over the winter months so we would not disturb their hibernation. But work continued and at year’s end we were moving towards a March 2018 opening date and realizing that soon the dream of

opening a new hospice hub for our community would become reality.

We are grateful for the support of our donors, community, City, County and the Central East Local Health Integration Network.

“This campaign is not about bricks and mortar, it’s about creating space in the fabric of our community, space that is welcoming, safe, peaceful... space where people living with serious illness and grief can get connected with the support they need... space where it is safe to die and safe to grieve.” - David Kennedy

[www.hospicepeterboroughcampaign.ca](http://www.hospicepeterboroughcampaign.ca)



Hospice Peterborough Care Centre Ground Breaking November 1, 2016

# THANK YOU for making Every Moment Matter and Every Donation Count April 1, 2016 to March 31, 2017



Paul's Left Ball Five



Healing Cycle



Tim Hortons Smile Cookie



BEL Rotary Bike for Hospice Peterborough



Assante Wealth Management Round Up



Volksfest in the Kawarthas



Small Town Big Dreams Gala



Small Town Big Dreams Gala



Hike for Hospice



Hike for Hospice



Handbags for Hospice



Handbags for Hospice

# Hospice Peterborough Year End March 31, 2017

## STATEMENT OF FINANCIAL POSITION

	2017	2016
<b>CURRENT ASSETS</b>		
Cash and short term investments	\$4,058,694	\$2,705,924
Accounts receivable	111,317	43,955
Prepaid expenses	63,476	8,512
	<b>4,233,487</b>	2,758,391
<b>CAPITAL ASSETS</b>	<b>2,404,892</b>	988,232
	<b>\$6,638,379</b>	\$3,746,623
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liability	\$439,117	\$91,846
Deferred revenue	33,149	34,525
	<b>472,266</b>	126,371
<b>FUND BALANCES</b>		
Unrestricted	24,357	130,792
Invested in capital assests	2,404,892	988,232
Internally restricted	290,171	290,171
Externally restricted	3,446,693	2,211,057
	<b>6,166,113</b>	3,620,252
	<b>\$6,638,379</b>	\$3,746,623

## STATEMENT OF OPERATIONS

	2017	2016
<b>REVENUES</b>		
Ministry of Health (CE-LHIN)	\$611,450	\$394,706
Grants	61,289	180,435
Donations and Bequests	2,755,217	1,718,729
Fundraising	182,378	153,727
Interest and investment income	19,303	15,615
	<b>\$3,629,637</b>	\$2,391,212
<b>EXPENSES</b>		
Remuneration and contract fees	856,818	925,733
Travel, training and association fees	33,097	29,356
Office, general and professional	101,881	77,323
Program and education	25,265	23,286
Fundraising	47,876	40,926
Amortization	18,839	10,792
	<b>1,083,776</b>	1,107,416
	<b>\$2,545,861</b>	\$1,283,796

\*\*To access the complete 2016-2017 audited financial statements produced by McColl Turner LLP , Licensed Public Accountants, please contact us at (705) 742-4042 or visit: [www.hospicepeterborough.org/about-us/audited-financials](http://www.hospicepeterborough.org/about-us/audited-financials)

## YOU CAN MAKE A DIFFERENCE



### VOLUNTEER

We need YOU! Contact Paula at [pgreenwood@hospicepeterborough.org](mailto:pgreenwood@hospicepeterborough.org) to learn more about current volunteer opportunities.



### SHARE YOUR STORY

Read hospice stories at [www.hospicepeterborough.org/hospice-stories/](http://www.hospicepeterborough.org/hospice-stories/) and contact us to Share Your Story...because every story matters!



### DONATE

Make your donation to support 25+ programs and services offered to clients free of charge. To donate, please call 705-742-4042 or visit [www.hospicepeterborough.org](http://www.hospicepeterborough.org)