

Hospice Peterborough

Annual Report

2024-2025

*Supporting you through
life-threatening illness
and grief.*



Message from Board President and Executive Director

The past year was an impressive time of growth and achievement for Hospice Peterborough. We continue to be inspired by the many positive ways the organization is evolving to better serve the ever-shifting needs of our community! The following represents just a few of the many accomplishments we are celebrating.

We completed the re-accreditation process, with a review of 167 policies, uploading 338 documents, and collecting 264 pieces of evidence, ensuring Hospice Peterborough aligns with industry regulations and standards. The process concluded in a review and visit from Hospice Palliative Care Ontario (HPCO). With glasses clinked in a non-alcoholic toast, we celebrated an incredible 97.19% score achievement! This high score is a testament to the hard work of so many.



We also advanced our commitment to equity, diversity, and inclusion (EDI). All Board members and 95% of staff attended at least one EDI session, including a powerful training day at Hiawatha First Nation. Understanding cultural safety helps us serve our clients better. Our Equity Committee continues to guide implementation of our Equity Work Plan to ensure our services are accessible to all.

Client numbers continue to grow, and for the first time in 30+ years, we received provincial funding for grief and bereavement programs. Alongside our core offerings, we piloted a new group - Grieving Their Absence (for those affected by overdose deaths) - and continued Survivors of Suicide Loss support. We're excited to expand this work to meet increasing community needs.

Growing our rural reach, we hired a new Norwood Program Coordinator to enhance programming in Norwood. Grief Chats, Moving with Hospice, Volunteer Training, and more are now available for those in Norwood and surrounding rural areas.



Building on the ways we are improving support of our community's most vulnerable, we started hosting Grief Listening Sessions with One City's Trinity Community Centre guests, with expressive arts activities designed to help remember loved ones. We also hosted our

second annual Stars for a Dark Night memorial before the holidays at the Peterborough Public library. Over 80 community members joined us for a beautiful candlelight ceremony. We coordinated a community memorial installation throughout December, where over 200 paper stars were contributed – each one a symbol of love and loss.

The Residence had nearly 200 admissions, where last days were spent together creating precious memories. Our dedicated residence staff provided excellent care including pain management, homemade meals, smiles, and maybe even a joke or two. The Comfort and



Care Concert series launched, welcoming twelve talented local musicians to share their beautiful music with clients, residents, staff and volunteers. This is a wonderful extension of the music the Hospice Singers bring to our residence and to community members.

Volunteers remain at the heart of Hospice Peterborough, supporting every corner of the organization with compassion and dedication. They give their time, heart, dedication and hard work to us and our clients and they make a huge difference in the lives of many.

Speaking of volunteers, Hospice Peterborough is also governed by a dedicated volunteer Board of Directors. Through the work of various committees, the Board completed many important initiatives this year including an organizational Quality Improvement Plan, a compensation review, and new Board Committee member recruitment program. The Board is incredibly supportive of staff, treating them to a holiday breakfast and, most recently, a delicious BBQ lunch! Our Board exemplifies compassion, care and wisdom and we are grateful for every one of them.

Our donors continue to show their commitment to our sustainability and growth, and for that, we are so deeply grateful. Inspiring highlights include a very successful annual appeal (despite a mail strike!) and a record-breaking Hike for Hospice, the first in-person Hike in many years. Additionally, we saw donors generously organize many of their own fundraising events this year: the Glenn Stokoe Memorial Golf Tournament, Tee it Up For Hospice Golf Tournament, corporate gift packages from Living Local Marketplace, and a Prom Night Mystery Fundraiser at Burleigh Falls Inn are just a few incredible examples.

Our staff and volunteers continue to inspire us with their hard work, creativity and grace. We are truly in awe of the ways they support our broad network of clients, visitors, staff and guests. We extend our deepest heartfelt gratitude to everyone who makes our work possible: our staff, volunteers, donors...it truly is an honour and a privilege to work alongside you!

Adam Burns,
Board President

Hajni Hös,
Executive Director



Hospice volunteers make waves



SUBMITTED BY: Carolyn Parkes, Volunteer Services Lead &
Barb Ross, Volunteer and Rural Outreach Coordinator

2024-25 was another amazing year for Hospice Peterborough's volunteer program. Our number of active volunteers grew to over 190, via two successful 30hr volunteer trainings. New volunteers were eager to join experienced volunteers in greeting visitors to Hospice, supporting clients and families in the residence, gardening, arranging flowers, providing administrative support, working on special projects such as helping to prepare for accreditation, attending meetings, assisting in the kitchen, providing therapy dog visits, and offering facilitation support to grief, caregivers, and illness support groups, and the Hospice Book Club.



Outside Hospice walls, volunteers provided respite and companionship in client homes, assisted with client retreats at Tecasy Ranch, Hospice Singers touched many people through their gift of song, volunteers shared their knowledge of Hospice programs via Speaker's Bureau presentations, and contributed greatly to the success of Hospice's annual events including Hike for Hospice, and Stars for a Dark Night. Volunteers also took on new opportunities, including grief listening, supporting the completion of client experience surveys, and participating in Indigenous cultural safety training virtually at Hospice and in-person at Hiawatha First Nation.

This year's National Volunteer Week theme, 'Volunteers Make Waves' resonated meaningfully, as we are especially proud of the ripples our volunteers make beyond their roles with Hospice, by sharing their awareness of palliative care and compassionate understanding of the nature of grief with their broader circles of family and friends in this community and beyond.



14,505

hours contributed by
volunteers, the
equivalent of
8 full-time staff



A year of progress for finance & administration

SUBMITTED BY: Andrew Graham, Manager of Finance & Administration



We are so pleased to share the results of Hospice Peterborough's 2024-2025 fiscal year. Alongside our financial performance, our department has much to celebrate - and a few changes ahead.

Our incredible team, consisting of Meaghan – Office & Information Coordinator, Wil – Accounting & Payroll Coordinator, Mike – Building Maintenance & Custodian, and Rochelle – Human Resources Administrator, continues to excel in strengthening the financial and administration process, and our IT systems.

Our cherished “custodian-counsellor” Mike is taking a year-long leave. Known for his jokes, kindness, and care, Mike will be missed - and warmly wished Bon Voyage! We also welcome James, who will be filling in during Mike's absence.

This year saw the completion of a much-needed kitchen renovation, with new countertops, flooring, and other upgrades that improve both functionality and appearance.

On the IT front, we continue to invest in infrastructure that bolsters our technological capabilities, increases our security and aligns with our strategic objectives. We also made substantial improvements to our operational processes and policies, increasing efficiency and effectiveness across the organization.

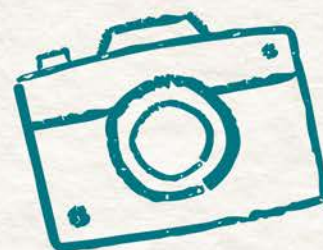
As a small not-for-profit, saving on operational costs remains a high priority for Hospice Peterborough. This year we achieved significant savings by successfully negotiating contracts at lower costs, contributing to our financial stability.

We also extend our heartfelt gratitude to the Finance Committee for their invaluable guidance and oversight throughout the year. Thank you Dan Marinigh (Chair), Marie Hynes, Adam Burns, Richard Johnston, Jenny Lanciault, Jim Harries and Max Moloney for all of your amazing work!

These achievements reflect our commitment to growth and excellence, setting a strong foundation for future success. It's been a fantastic year!



Our year in photos



Walking the Journey With You: an update from our residence

SUBMITTED BY: Erin O'Brien, Manager of Residence

To walk with a person and their loved ones in the final moments of life can certainly be tough, but I'm constantly humbled and inspired by how our residence team brings so much grace, genuine kindness, and a gentle and comforting presence to each person who receives care at Hospice Peterborough. Each year at Hospice is different but deeply rewarding. The following are just a few residence successes in the last year I'm reflecting on.

First, a few key statistics:

- We had 187 admissions this year. 41 from a home setting and 130 from hospital.
- 159 residents were over the age of 65, while 27 were under 65.
- The average length of stay was 11 days.
- 74% of residents had a malignant diagnosis.
- 49 residents who did not have a malignant diagnosis had diagnoses including ALS (Lou Gehrig's disease), heart disease and neurological illnesses.

Collecting feedback is crucial to our commitment to continuous quality improvement. We rolled out a Client Satisfaction Survey where clients could share their experiences with us. A huge thank you to volunteers who dedicated time gathering client feedback over the phone, too! I am extremely proud of the results so far. With a 98% satisfaction rate and countless comments describing our care as "excellent" or "beyond my expectations," clearly, the hard work and dedication of staff and volunteers is deeply appreciated. I'm glad the feedback is reflecting our commitment to client-centered care – it's truly why we do what we do.

And while staff work hard to make clients comfortable, the quality of our beds helps a lot too! That's why we were delighted to receive a very generous donation of 10 mattresses from Rotary Club of Peterborough Kawartha.

This year we also had a lot of important conversations about how to increase access to our care for marginalized groups. We are grateful for the Central East Regional Cancer Program at Lakeridge Health for all of their training and guidance on how to best support Indigenous clients who come through our doors. Better equipping our residence to support people experiencing homelessness is another growing area we are working on. I'm excited to see where we can evolve to better support everyone in our community.



We say it all the time, but it still rings true: it's an honour to be your community hospice!

“It’s a welcoming, comforting, humane place”: **Karen’s Hospice Story**



Karen Galloro (pictured right) remembers the moments the nurses suggested palliative treatments for her daughter Michelle: **“It was like a nightmare was unfolding in front of us.”**

Michelle’s journey with colorectal cancer initially appeared to be improving. But extreme pain landed her back in the hospital in late February of 2023. A couple of weeks later doctors discovered a tumour, and the following day, the hospital’s palliative care team had been called in to discuss next steps. **“Everything just seemed to happen so fast,”** Karen recalls.



Michelle was only 47. Before her illness, she had been working as a Personal Support Worker at Fairhaven Nursing Home. **She loved animals and was very artistic.** Painting, pottery, beadwork, and photography were only a few of the mediums she worked in. Karen still cherishes many of Michelle’s creations at home: a needlepoint of a child picking up seashells along the shore, and colourful wine glasses hand-painted with dragonflies (Karen’s favourite), among other treasures. She was a natural and generous caregiver, often stepping in to help support Katie, her younger sister who lives with cerebral palsy and cognitive disabilities. **“She had a lot of compassion for people,”** says Karen.

Karen and Michelle decided to take a tour of Hospice Peterborough. **“I just found hospice was so welcoming, and so helpful.”** Michelle and Karen both met with Hospice’s Supportive Care Counsellors to help them process the diagnosis. **“We were both on a journey.”**

This wasn’t Karen’s first experience with Hospice. Back in 2008, she had attended grief groups following the deaths of her parents. The group had offered tremendous support. But letting go of her daughter’s life was much different.

When Michelle decided it was time to make her transition to Hospice Peterborough, she was set up in a beautiful room. **Though it wasn’t home, the custodian hung up a beloved painting of Michelle on the wall making it all feel a little more familiar.**



Pictured above: A self portrait drawn by Michelle, a portrait of Michelle painted by a friend that hung in her Hospice room, and Michelle during her illness.

Michelle maintained her signature sense of humour throughout, and she didn't want to talk about dying. She had many visitors. Karen and her husband, Paul, brought in her favourite beverages. Karen appreciated the many quiet places at Hospice to sit and process what she was going through.

Michelle's stay at Hospice lasted about two weeks. Karen will never forget the Saturday when Michelle started to show signs of serious decline, "I sat with her all day, I wasn't going to leave her."

After a pizza dinner with her family, Karen prepared to stay the night with Michelle, on a cot in her bedroom. **She slept for a few hours and then remembers suddenly waking up. Karen immediately knew something had shifted:** "I noticed there had been a change in Michelle's breathing." Michelle died within the hour.

The following moments were tough: **"You just kind of move around like an automated machine, doing the things you have to do."**

Michelle chose "I'm Leaving on a Jet plane," by Jem and Bjork for her Honour Guard song. Neighbours, family, friends, and staff showed up for the ceremony, despite it being a Sunday. **Karen was moved by the people who came to honour Michelle.**

"I learned a lot from Michelle," Karen says, **"I learned that she was a very strong person. She bore her suffering and her dying with grace which I was blown away by. She was what you saw. She tried to live as much as she could."**

Summarizing her family's time receiving hospice support, Karen shares: "I would have to say **my experience with hospice was complete, unbelievable support.** All through, right from our first visit. They answered our questions, they were kind to show us around, they hooked us up with Supportive Care Counsellors. While Michelle was here, it was nice to have a friendly smile when you walk in, and **everybody was kind and understanding. I had a really good experience."**

Shortly after Michelle's death, Karen was contacted by Hospice's intake team about joining Grief Recovery Groups. Though she admits it can be painful, she continues to receive support two years later.

Karen adds: "I've talked to some people who have this attitude of 'you're pretty well done when you go there.' I don't understand that personally. **I see this as a beautiful option for people. It's a welcoming, comforting, humane place to come."**



"I just found hospice was so welcoming, and so helpful."



Supporting you in illness and grief

Highlights from 2024-25

SUBMITTED BY: Natalie Warner, Manager of Community Programs



The Hospice Community Services team consists of eleven staff who work together with volunteers to offer programming across five distinct themes: Palliative Care Community Team, Grief, Volunteer Programming, Community Illness Supports and collaborative programming with Hospice Norwood.

Within palliative programming Nurse Navigators Alley, Brenda and Linda (now retired) met with over 400 clients in their homes to help match them with palliative physicians, and Hospice and community services. Cheryl, Red and Sheila have supported men, women, children and youth through individual appointments and in groups.

Post COVID grief programming has continued to grow. In the 2024-25 fiscal year we offered 364 groups. Sheila and Amy presented at Hospice Palliative Care Ontario's provincial conference on Hospice's nature based grief retreats held in conjunction with Tecasy Ranch. Based on this presentation they were then filmed by the Canadian Hospice Palliative Care Association at Tecasy for a video on the benefits of nature based approaches to supporting people with grief.

All of these clients have been keeping Intake Facilitators Amy and Jill busy in their shared role. Amy and Jill manage intake for all client programs including palliative community services, bereavement, and the Residence.

Norwood Hospice with the support of staff Barb and Edna have continued to grow their programs and held a very successful Grief Out Loud day in January. Over 75 people who work or volunteer in helping roles attended this event at the Norwood Town Hall and Hospice Peterborough's podcasters David, Julie and Red presented attendees with ideas about how they can support people in grief.

With continued support the team looks forward to growing and nurturing services for people living with a palliative diagnosis, their caregivers, and people experiencing grief.

Because of You: a year of connection and care



SUBMITTED BY: Aimée O'Reilly, Manager of Development

At Hospice Peterborough, we are privileged to hear people's stories - stories of love, loss, and lasting legacy. We witness the deep generosity of our community as people give in memory of loved ones, or to ensure others receive the same care they once did. Our community's spirit of giving is truly inspiring. Our thanks to donors and community stakeholders. You make our work possible.

A highlight was the return to an in-person Hike for Hospice. Not only did we celebrate a record-breaking fundraising total, but also the profound sense of connection as hundreds came together to honour loved ones and support each other.

We launched our new website, which prioritized ease of navigation and accessibility, while providing insights into our building and our work.

A heartfelt thanks to Sue Pettersone, who courageously shared her personal journey with Hospice in a letter mailed across the City and County. Even amid a postal strike, her words resonated deeply and inspired our most successful campaign to date.

Fundraising and Communications Coordinator Sarah's skills and compassion once again shone through in her work, including creating the Comfort and Care Concert Series, where numerous local musicians shared their talents with our clients and their loved ones, creating lasting memories for all who were present.

In June, longtime Manager of Development Alison Casey retired. In her 17 years, Alison helped propel the organization through huge amount of growth. Her authentic passion resonated with so many, making her an incredible community builder. We thank Alison for all she has done.

The department also hired Donor Relations Coordinator Maria-Claudia whose skills with graphic design, data, and enthusiasm quickly made her an important member of the team.

We are immensely grateful to the Resource Development Committee - co-chairs Heather Eatson and Brooke Dickey, and to members Diane Czarnik, Lesley Keating, Heather Drysdale, and Bob Campbell - who volunteered their time and expertise which helped drive our success.

The next year will no doubt have its challenges, but we are comforted by the commitment of our outstanding community to be there for their friends and neighbours when they are facing difficult times. Because without donors and community support, we could not do the work. 11



Our year in numbers



612 Number of Grief Client

132 children and youth were supported in their grief

700

clients and caregivers served by PCCT

2488 Number of grief group attendances

7691

Phone calls were answered by reception volunteers and

364
Number of grief groups

12 496

clients, and visitors who came through the doors were greeted

233

Education sessions were held for volunteers supporting clients and visitors to Hospice and in the community

14 505

Volunteer hours contributed



The Palliative Pain and Symptom
Management Consultant
led 182 sessions



225

stars were hung at the
Peterborough Public Library
during December's Stars for a
Dark Night a community
event to honour people who
have died



3

nature-based
grief retreats
were held with
our partner
Tecasy Ranch

313

groups were held
across 10 different
Grief Programs at
Hospice Peterborough
supporting



587

people experiencing
grief

349

clients with a palliative
diagnosis were assessed by our
Nurse Navigators



Your Investment in Care



HOSPICE PETERBOROUGH Year Ended March 31

STATEMENT OF FINANCIAL POSITION

	2025	2024
CURRENT ASSETS		
Cash and current portion of investments	\$ 2,066,911	\$ 2,629,635
Accounts receivable	131,724	30,055
Prepaid expenses	35,160	45,432
	<u>2,233,795</u>	<u>2,705,122</u>
INVESTMENTS	2,468,349	1,555,651
CAPITAL ASSETS	<u>7,554,889</u>	<u>8,022,366</u>
	<u>12,257,033</u>	<u>12,283,139</u>
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	259,858	209,106
Deferred revenue	70,979	219,285
	<u>330,837</u>	<u>428,391</u>
FUND BALANCES		
Unrestricted	705,543	708,375
Internally restricted	<u>11,220,653</u>	<u>11,146,373</u>
	<u>11,926,196</u>	<u>11,854,748</u>
	<u>\$ 12,257,033</u>	<u>\$ 12,283,139</u>

STATEMENT OF OPERATIONS

	2025	2024
REVENUES		
Ministry of Health	\$ 2,630,704	\$ 2,482,434
Donations and bequests	859,226	1,344,286
Fundraising	242,810	129,813
Investment income	253,340	121,042
Grants	20,080	32,906
Other income	1,080	600
	<u>4,007,240</u>	<u>4,111,081</u>
EXPENDITURES		
Remuneration and contract fees	2,932,066	2,641,108
Office, general and professional	335,970	378,724
Program and education	69,411	66,537
Travel, training and association fees	37,577	42,766
Fundraising	47,456	40,225
Amortization	<u>513,312</u>	<u>295,946</u>
	<u>3,935,792</u>	<u>3,465,306</u>
EXCESS OF REVENUES OVER EXPENDITURES	<u>\$ 71,448</u>	<u>\$ 645,775</u>

REPORT OF THE INDEPENDENT AUDITOR'S ON THE SUMMARY FINANCIAL STATEMENTS

To the Members of Hospice Peterborough

Opinion

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2025 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, 2025. We expressed a qualified audit opinion on those financial statements in our report dated May 22, 2025.

In our opinion, the summary financial statements are a fair summary of the audited financial statements.

Summary Financial Statements

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.

The Audited Financial Statements and Our Report Thereon

We expressed a qualified audit opinion on those financial statements in our report dated May 22, 2025. The basis for our qualified audit opinion is based on the fact 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, 2025, 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.

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, 2025.

Auditor's Responsibility

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

Peterborough, Canada
May 22, 2025

Doane Grant Thornton LLP

Chartered Professional Accountants
Licensed Public Accountants

98%

of Client Satisfaction Survey respondents
stated they would recommend Hospice
Peterborough to friends/family.



Board of Directors

2024-2025



Adam Burns
President



Marie Hynes
Vice-President



Heather Eatson
Secretary



Dan Marinigh
Treasurer



Mary Blair
Past - President



Shelley Barrie



**Kirsten
Burgomaster**



Bob Campbell



**Richard
Johnston**



**Margaret
Keatings**



Max Moloney
Youth Intern



**Christina
Murphy**



**Deborah
Nayler**



**Dr. Becca
Webster**

“

Hospice is a place that most individuals associate with death, but the experience goes above and beyond that. The staff and Doctors are the most compassionate and caring individuals in the medical profession. I used to think that it was all about death myself, but it is about living with the disease and dying with dignity.

Thank you to all the staff at Peterborough Hospice.

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Acknowledgements

We extend our gratitude to the following organizations, whose support helps make our work possible.



**Community
Foundation**
of Greater Peterborough



**Canadian Mental
Health Association**
Haliburton, Kawartha, Pine Ridge



KINDRED
FOUNDATION



Ontario



**Ontario
Health atHome**



...and all our amazing donors!

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