



**HOSPICE**  
PETERBOROUGH



# ANNUAL REPORT

2025 - 2026

[www.hospicepeterborough.org](http://www.hospicepeterborough.org)

## **OUR MISSION**

Enhancing the comfort, dignity, and quality of life for those living with or affected by life-threatening illness or grief.

## **OUR VISION**

To be the regional leader for the delivery of hospice palliative care and grief and bereavement support in Peterborough City and County.

## **STRATEGIC PRIORITIES**

Trusted Leader in Hospice Palliative Care  
Exemplary Programs and Services  
Organizational Excellence  
Financial Sustainability

# A MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

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It is such a gift to celebrate our present, while always looking ahead to plan and imagine what the future holds for Hospice Peterborough. We say it all the time, but we mean it, that doing this work in our community is truly an honour.

The board undertook several Strategic Planning sessions, determining organizational priorities for the next four years. We are committed to continuously improving the quality of our care and programs, ensuring our staff and volunteers are well-resourced, and safeguarding our financial sustainability for years to come. We dream big and we look forward to what lies ahead!

Several board education opportunities took place this year, including the possibility of offering organ donation at Hospice Peterborough with retired palliative physician Natalie Whiting, ethics training by Joshua T. Landry, the Director and Ethicist of Central East Regional Ethics Network at the Joint Centre for Bioethics, and an introduction to the Peterborough Newcomer Health Clinic by Dr. Madura Sundareswaran. We are grateful to these presenters for passing on their wisdom so we can remain ahead of the curve.

Perhaps we're biased, but it really feels like Hospice Peterborough has one of the best boards in the world! Board Members continue to inspire us with their guidance and generosity. The Board showed support all year, including organizing a barbeque and holiday breakfast for our team.

New provincial government funding enabled us to expand our community programs. We were able to add a Clinical Coach role to mentor other organizations in the community that are increasing their capacity for palliative care,



including One City Peterborough, various long-term care homes and the Peterborough Family Health Team. Projects included a palliative care education session for local service providers working with the most marginalized populations on how to best support those at end-of-life. Provincial funding also allowed us to hire two part-time Supportive Care Counsellors offering one-on-one support for those experiencing complex grief, for example, due to a traumatic event or multiple losses within a short time frame. One-time grief support funding was transitioned into permanent funding, enhancing our ability to meet the high demand in our community. Additionally, we launched a young adult grief group for people aged 18-25, bridging a gap for grief services for this unique demographic.

We would like to extend our gratitude to all of our donors and volunteers. They make our work possible. Without the strong support of our community, we would not be able to provide services at the level we do. Thanks to our donors, we were also able to launch a new palliative navigator position to support palliative clients at the Peterborough Regional Health Centre outside of the palliative care unit but who could benefit from hospice palliative care.

Our staff constantly amaze us with their hard work and dedication every day, so we were thrilled to be able to expand the available benefits for them this year.

Finally, we wanted to congratulate our longtime colleague Sheila MacPherson who transitioned from Child and Family Life Specialist to Manager of Community Programs this year. Sheila has already demonstrated excellent leadership and innovation.



We never know what the future has in store, but the strength of the organization, the teamwork and the strong collaboration of our staff, board members, donors, and volunteers, has us feeling confident that the path ahead looks bright for Hospice Peterborough!

A handwritten signature in blue ink that reads "Marie Hynes".

Marie Hynes,  
Board President

A handwritten signature in blue ink that reads "Hajni Hős".

Hajni Hős,  
Executive Director

# EXPANDING CARE, DEEPENING IMPACT

When we say it's an honour to be your community hospice, the *community* we refer to includes *everyone* facing life-limiting illness and grief. Thanks to new funding, generosity from our amazing donors, and the hard work and compassion of our incredible staff, volunteers, and partners, we've been able to expand our grief supports and add a Clinical Coach role ensuring those with complex grief, as well as our community's most marginalized, have access to the support and resources they need. Here are a few of the new support areas Hospice Peterborough has expanded over the past year to better serve our community...

## 1. COMPLEX GRIEF SUPPORT

People who fall under Level 3 of the Adult Bereavement Care Pyramid, developed by the Irish Hospice Foundation, require specialized supportive care. These individuals experience what is known as complex grief – grief that is related to a sudden or unexpected loss event such as a suicide, or complex situations surrounding the death. Thanks to government funding, Hospice Peterborough was able to hire two part-time Supportive Care Counsellors this year to provide one-on-one complex grief counselling. Kelly and Barb bring a range of expertise, and we're grateful they're part of the team. They shared a few highlights of the work so far, and what they look forward to:

### **HP: Has anything surprised you about the work so far?**

**Kelly:** One of the biggest surprises in my role has been witnessing people's incredible capacity to carry grief while also finding and building meaning in their lives. As expected, there is significant pain present in our sessions, but there is also resiliency, courage and many beautiful stories of connection.



Kelly



Barb

**Barb:** In thinking of what has surprised me, I am reminded of a quote from Nick Cave: "There is a vastness to grief that overwhelms our minuscule selves. We are tiny, trembling clusters of atoms subsumed within grief's awesome presence." I am often surprised by the vastness that I hear griever's articulate and

## “This work feels like a calling rather than a job!” - Barb

embody, yet also present is a vastness in one's courage and love as evidence of their capacity to move with and navigate their grief.

### **HP: What are you looking forward to as this work continues?**

**Kelly:** I feel very grateful for all the stories of love that I hear and will continue to hear. I learn so much from each new client I connect with. I look forward to learning more and deepening the way that I can support and care for clients.

**Barb:** I am looking forward to how much more my own heart can grow by way of clients' example, and all the ways I can be present and of service to them. I'm also looking forward to continuing to create continued opportunities for clients to meet, interact and support one another when the time is right. This work feels like a calling rather than a job!

In their first year, Barb and Kelly supported **58** clients with **393** sessions.

## **2. CLINICAL COACHING**

Thanks to provincial direction and funding from Ontario Health, we hired Laura as one of the Clinical Coaches. The Clinical Coach provides palliative care coaching and mentoring to staff and clinicians in partnering community organizations to increase palliative capacity in our community. Less than a year into the role, Laura has been instrumental in connecting with members of surrounding First Nations, nursing agencies providing palliative care in community, as well as One City Peterborough: a local organization that focuses on supporting those who have experienced homelessness and/or criminalization, encouraging their inclusion in the community. As part of this work, she co-led a workshop with One City staff on the palliative approach for local social service workers.



**Laura and the Postal Service for the Dead mailbox**

### **What have some of the highlights been of your clinical coaching role so far?**

**Laura:** It's been a privilege partnering with organizations that want to strengthen their palliative care in the community. Getting to understand their needs and pairing organizations with relevant informal or funded education opportunities has been very rewarding.

I've especially enjoyed meeting in person with frontline staff providing care in homes, shelters, and other settings; it's been eye-opening to learn about the challenges they face, as well as the unique strengths their teams bring to their work.

### **Can you share a few sentences about the palliative workshop with One City?**

**Laura:** The "Palliative Care in Community" workshop was well-attended, with participants from several partner organizations. There was rich discussion around the challenges of providing palliative care with a justice and equity lens for people who face multiple marginalities, in particular people who use substances and people who are unhoused. We hope that this first workshop will be a springboard to more learning and collaboration amongst organizations caring for some of the area's most vulnerable people, especially those living with a serious illness.

### ***Postal Service for the Dead***

One of Laura's special projects that puts her compassion and knack for crafting to use is creating the Peterborough Division of the Postal Service for the Dead. According to Laura, this project "is a participatory community art project, which aims to hold space for the full range of emotions and experiences that go alongside death, dying and grieving." The project invites participants to write postcards to people who have died. "All collected letters will remain private, unless the writer indicates otherwise." The idea comes from an existing project out of Los Angeles, CA ([postalserviceforthe dead.com](http://postalserviceforthe dead.com)). Laura hopes to one day create a reflective space in Hospice Peterborough's back garden where a permanent wooden post-box can be added to over time.

## **3.GROWING OUR PARTNERSHIP WITH ONE CITY PETERBOROUGH**

**One City's Cheyenne and Hospice Peterborough's Sarah share music at One City's Drop-In Centre**



Back in December of 2024, Hospice Peterborough began providing Grief Listening at One City Peterborough's Drop-In program. Over the past year, this program has evolved into a monthly support service where One City's guests are encouraged to share their grief stories and experiences with trained hospice volunteers.

A musical element of the program has been much appreciated, as members of the Hospice Singers, Hospice Peterborough staff, and One City staff provide reflective music in a shared sing-along.

Grief Listening and reflective, shared singing has also become a supportive element of the memorial events that take place at One City to remember guests' lives. Cheyenne Burnett, Hub Services Co-Coordinator at One City, shared her gratitude for the growing partnership with Hospice Peterborough:

**Cheyenne:** The monthly presence of the Grief Listeners at the Trinity Hub has been very impactful in numerous ways. Hospice Peterborough's work allows us to remember that loss is a part of the human experience, and that it does not have to be an isolating event. When paired with the hardships of housing and food insecurity, the brunt of grief feels too big to bear for many of our community members. The guests and staff alike have gotten very accustomed to the monthly Grief Listener visits. When the Hospice Singers perform, the space transforms. It goes from being a place where some folks have to be and changes it to a place where they want to be. [...] Having a performance specifically for them demonstrates that they are worthy of care and love, that they are worth investing in.

The support Hospice Peterborough has provided with memorials allows us to process our grief while supporting our guests, too. Providing a space for staff and guests alike to process their grief and honour their loved ones reduces the perceived gaps between us and reminds us we are one and the same. This partnership with Hospice Peterborough has personally taken a weight off my shoulders!

**Hospice Peterborough is excited to continue our work in these areas, reducing barriers and ensuring everyone in Peterborough City and County receives the compassionate care and support we continue to be known for!**

The Hospice Singers perform at a memorial at One City Peterborough



“This partnership with Hospice Peterborough has personally taken a weight off my shoulders!” - Cheyenne

# FINANCE & ADMINISTRATION UPDATE

Submitted by  
**Andrew Graham**

Manager of Finance & Administration

Our team is pleased to share the results of Hospice Peterborough's 2025–2026 fiscal year. We are proud of our strong financial performance over the past year. Alongside these results, our department has also experienced several changes.

Meaghan and Mike both began their respective leaves of absence. To support this, James joined the team in Mike's absence, supporting building maintenance and custodial duties. Wil graciously stepped into Meaghan's position as Office and Information Coordinator. To backfill Wil's role, Carol joined our team as Accounting Coordinator, and Rochelle also took on additional payroll responsibilities in addition to her Human Resources Coordinator role. The new team members have fit right in; everyone has settled into their new roles very well and are continuing to do a great job.

Over the past year, our team has supported cross-training related to the new and evolving roles within the department to ensure continuity of our operations and to help mitigate any potential risk during this period of transition.



This approach has supported smooth day-to-day operations and helped team members build confidence in their new responsibilities. We have also continued to make improvements and strengthen our processes and procedures, including, but not limited to, financial policies, our IT environment, and human resources policies and procedures.

We are also incredibly grateful to our Finance Committee for their ongoing support, guidance, and oversight throughout the year. A sincere thank you to Bob Campbell (Chair), Karen Auger, Marie Hynes, Ron Fotheringham, Dan Marinigh, and Jenny Lanciault.

# YEAR IN PHOTOS



# YEAR IN PHOTOS



# VOLUNTEER UPDATE

Submitted by  
Carolyn Parkes

Volunteer Services Lead

Every day at Hospice Peterborough, we are proud and grateful to be the organization that so many talented and dedicated individuals choose to volunteer with. With 2026 proclaimed as International Volunteer Year by the UN General Assembly, and as a 'once in a generation' opportunity to reignite civic engagement nationally by Volunteer Canada, we at Hospice Peterborough continue to be in awe of the compassionate service our volunteers can be counted on to share with our community. Over the 2025/26 fiscal year, volunteers contributed a record breaking **15,017** hours in support of Hospice programs at every level, and we truly could not do it without them!

Volunteer engagement remained exceptionally strong throughout the year, with our annual volunteer feedback survey receiving 113 responses - more than double the previous year - reflecting both strong participation and the deep commitment of our volunteer community.

This year also provided an opportunity to thoughtfully reflect on volunteer engagement and sustainability. With significant growth in our volunteer program over recent years, we made the decision to temporarily pause onboarding new volunteers to focus on strengthening engagement and training for our existing volunteer team. We offered enhanced education opportunities for active volunteers including Grief Companion training, Group Facilitator training, and Writing for Self-Care programs. The investment was well worth it, with these opportunities enthusiastically received by those who participated.

As we move into the new fiscal year, the Volunteer Services team is energized and looking forward to another amazing year in support of Hospice volunteering!



# RESIDENCE UPDATE

Submitted by  
**Erin O'Brien**  
Manager of Residence

Our residence staff take great pride in providing compassionate care and a comfortable space for loved ones. Contrary to what one might think, there's a lot of living that happens here at Hospice Peterborough. We work with families to support their needs, we celebrate milestones, we provide warm, nourishing meals, music by the bedside and a space for families to gather.

In fact, this year we hosted our first wedding! With the help of our amazing volunteers and staff we transformed the courtyard into a special space for a couple to exchange their vows with their family present. It was truly a beautiful moment.

By the numbers, we had a busy year in the residence. We had **238** referrals which resulted in **201** admissions. Of these admissions, **67** were from home and **134** came from the hospital. The majority of our admissions are those who have been diagnosed with cancer, having served **148** individuals. Other diagnoses such as stroke, organ failure, dementia or ALS accounted for **53** of the individuals we provided care for. Individuals over the age of **65** account for **180** of our admissions, while **21** of the individuals we cared for were under the age of **64**. The average length of stay for an individual in our residence this past year was **10.4** days.



This year, we implemented a new electronic medications administration record (eMAR). This system has eliminated handwritten records which improves accuracy and efficiency for our nursing staff and doctors. It also securely stores the information on the patient chart, making it easy to access and read. As something that is used all shift long by both nurses and doctors, the new eMAR has been incredibly helpful.

# COMMUNITY PROGRAMS

Submitted by  
**Sheila MacPherson**

Manager of Community Programs

This year brought growth, transition, and deepened community connection across Hospice Peterborough's Community Programs team. As community need continued to evolve, our team responded with compassion, creativity, and collaboration — expanding services, strengthening partnerships, and creating new opportunities for support, education, and connection.

Alongside a change in management, we welcomed several new team members and introduced new roles designed to strengthen both clinical support and community engagement. We also introduced the newly created Community Program Lead role to help guide our continued growth. Following the retirement of Natalie Warner, the Clinical Coach role evolved into a shared model led by three nurses who supported partner organizations across the community through education, mentorship, and collaboration.

We also expanded our grief support services through the addition of a Complex Grief Counsellor role, increasing our ability to provide one-to-one counselling and specialized support for individuals navigating traumatic, sudden, or particularly challenging losses.

Throughout the year, community grief programming continued to grow in both scope and reach. Advance Care Planning workshops remained important, helping individuals and families engage in meaningful conversations about future healthcare wishes and end-of-life planning.



New programming included support groups for older teens and young adults, and a revised overdose loss support group developed with the Peterborough Community Health Centre. In partnership with the PAIL (Pregnancy and Infant Loss) Network and with support from the Peterborough Butterfly Run, Hospice Peterborough expanded grief retreats for families experiencing perinatal loss, with team members presenting their expertise provincially at the PAIL Network's Connecting in Care Conference. During the holiday season, our partnership with One City expanded through Stars at One City, creating opportunities for remembrance and reflection during the holidays.

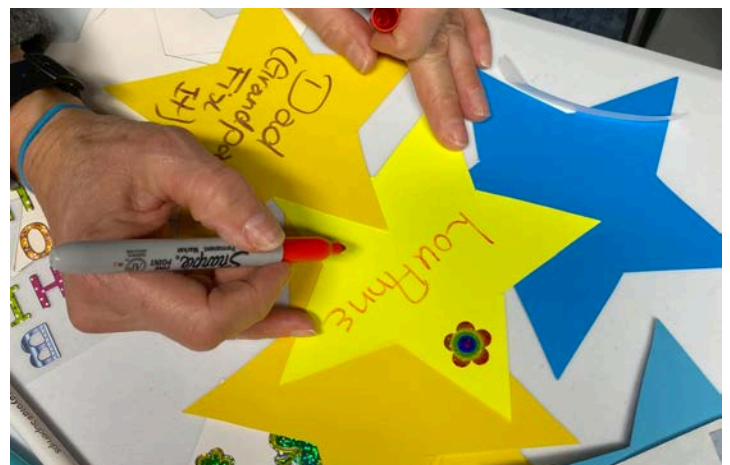


Hospice Norwood program attendance increased significantly, leading to the caregiver support program expanding to a weekly offering. Together, we co-hosted

the second annual Grief Out Loud conference, which welcomed 113 attendees from across Peterborough and surrounding communities for a day focused on trauma and complex grief.



Across every program, partnership, and initiative this year, Hospice Peterborough continued to create spaces where individuals and families could find connection, support, compassion, and community during some of life's most difficult moments. We remain deeply grateful to our staff, volunteers, community partners, and supporters who make this work possible every day.



# YEAR IN NUMBERS



1,162 Grief Clients

369 grief groups



71 Children and Youth supported in their grief

201 Admissions into our residence



58 complex grief clients with 393 total sessions



672

Clients and caregivers served by the Palliative Care Community Team



484 Nurse Navigator assessments

15,017 Total Volunteer hours

323 education sessions for volunteers, with 2,571 attendances



5 Nature - based group retreats

450 stars hung at the public library

78 stars at One City



192 Palliative Pain and Symptom Management sessions

# DEVELOPMENT UPDATE

Submitted by  
**Aimée O'Reilly**

Manager of Development

It is always an extremely fulfilling exercise to reflect over the past year to write this article. It is a privilege to sit with people and hear their stories of love and connection. The community was, once again, incredibly generous in supporting our mission. As a result, we were able to meet our operational needs and deliver on our programming at record levels.

Strong investment into our Legacy Fund moves us closer to Financial Sustainability and creates a reliable foundation for long-term planning in our programming and care.

We had another top performing mail campaign. Our deep gratitude goes to Christine Mackey who shared her personal long-standing relationship with Hospice Peterborough with honesty, poise, and grace.

Over 360 people attended Hike for Hospice at Millennium Park, raising a record-breaking amount for hospice palliative care. It was a beautiful morning of reflection and community.

Sarah, Fundraising & Communication Coordinator, brought her talent and passion every day. As staff liaison for the Hospice Singers and organizing the Comfort & Care Concert series, Sarah helped enhance client (and staff!) morale and experience. A new Donor Relations Coordinator role supported stewardship and events. MC brought a quiet energy and enthusiasm, which was much appreciated. The Resource Development Committee, co-chaired by Brooke Dickey and Max Moloney, generously volunteered their time to support fundraising and communications efforts. Thank you to all committee members for being such a warm, thoughtful group.

Our work is not possible without the philanthropic spirit of so many individuals, businesses, service clubs, and organizations who believe and invest in our care. Thank you!



# FINANCIAL STATEMENT

## HOSPICE PETERBOROUGH Year Ended March 31

### STATEMENT OF FINANCIAL POSITION

	2026	2025
<b>CURRENT ASSETS</b>		
Cash and current portion of investments	\$ 2,278,039	\$ 2,066,911
Accounts receivable	93,599	131,724
Prepaid expenses	<u>31,239</u>	<u>35,160</u>
	2,402,877	2,233,795
<b>INVESTMENTS</b>	3,092,689	2,468,349
<b>CAPITAL ASSETS</b>	<u>7,236,911</u>	<u>7,554,889</u>
	<u>12,732,477</u>	<u>12,257,033</u>
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	183,578	161,314
Repayable to Ontario Health	224,750	98,544
Deferred revenue	<u>137,541</u>	<u>70,979</u>
	<u>545,869</u>	<u>330,837</u>
<b>FUND BALANCES</b>		
Unrestricted	466,744	705,543
Internally restricted	<u>11,719,864</u>	<u>11,220,653</u>
	<u>12,186,608</u>	<u>11,926,196</u>
	<u>\$ 12,732,477</u>	<u>\$ 12,257,033</u>

### STATEMENT OF OPERATIONS

	2026	2025
<b>REVENUES</b>		
Ontario Health	\$ 2,848,259	\$ 2,630,704
Donations and bequests	889,159	859,226
Fundraising	159,670	242,810
Investment income	263,727	253,340
Grants	96,016	20,080
Other income	<u>11,254</u>	<u>1,080</u>
	<u>4,268,085</u>	<u>4,007,240</u>
<b>EXPENDITURES</b>		
Remuneration and contract fees	3,093,911	2,932,066
Office, general and professional	396,024	335,970
Program and education	104,302	69,411
Travel, training and association fees	31,528	37,577
Fundraising	44,227	47,456
Amortization	<u>337,681</u>	<u>513,312</u>
	<u>4,007,673</u>	<u>3,935,792</u>
<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	<u>\$ 260,412</u>	<u>\$ 71,448</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, 2026 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, 2026. We expressed a qualified audit opinion on those financial statements in our report dated May 28, 2026.

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 28, 2026. 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, 2026, 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, 2026.

#### 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 28, 2026

*Doreen Grant Thornton LLP*

Chartered Professional Accountants  
Licensed Public Accountants

“ Hospice Peterborough is a jewel in our community which we are fortunate to have. Hospice, the staff and volunteers are exceptional and very kind people who truly care for others. Without the help of Hospice and its resources life would have been much harder and darker. ”  
- former client

# BOARD OF DIRECTORS 2025-2026



**Marie Hynes**  
*President*



**Dan Marinigh**  
*Vice-President*



**Deborah Nayler**  
*Secretary*



**Bob Campbell**  
*Treasurer*



**Adam Burns**  
*Past - President*



**Karen Auger**



**Shelley Barrie**



**Heather Eatson**



**Tia Grills -**  
*Youth Intern*



**Jim Harries**



**Stu Harrison**



**Margaret  
Keatings**



**Bill  
Lockington**



**Max Moloney**



**Dr. Becca  
Webster**

# ACKNOWLEDGEMENTS

## THANK YOU

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 to all our incredible donors!

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