



HOSPICE
Prince Edward

**ANNUAL
COMMUNITY
REPORT**

2020/2021

ABOUT HOSPICE PALLIATIVE CARE



Hospice palliative care is specialized health care that is dedicated to supporting individuals and families who are living with a life-limiting illness.

The goal of hospice palliative care is to relieve suffering, manage symptoms and pain, provide comfort and dignity for the person living with illness, as well as the best quality of life for their family. A “family” is whoever the person says their family is and may include relatives, partners, and friends.

Hospice palliative care meets not only physical needs, but also psychological, social, cultural, emotional, and spiritual needs of each person and family. Hospice palliative care may be the main focus of care when a cure for the illness is no longer possible.

Quality hospice palliative care neither hastens death nor prolongs life. Hospice palliative care services help people who are ill to live out their remaining time in comfort and dignity either at home or in the warmth of a home setting at residential Hospice.

Hospice palliative care services are helpful not only when a person is approaching death but also during the earlier stages of an illness. Hospice palliative care may be combined with other treatments aimed at reducing or curing the illness, such as chemotherapy.

Families also benefit from support when their loved one is dying and after their death through grief and bereavement support services.

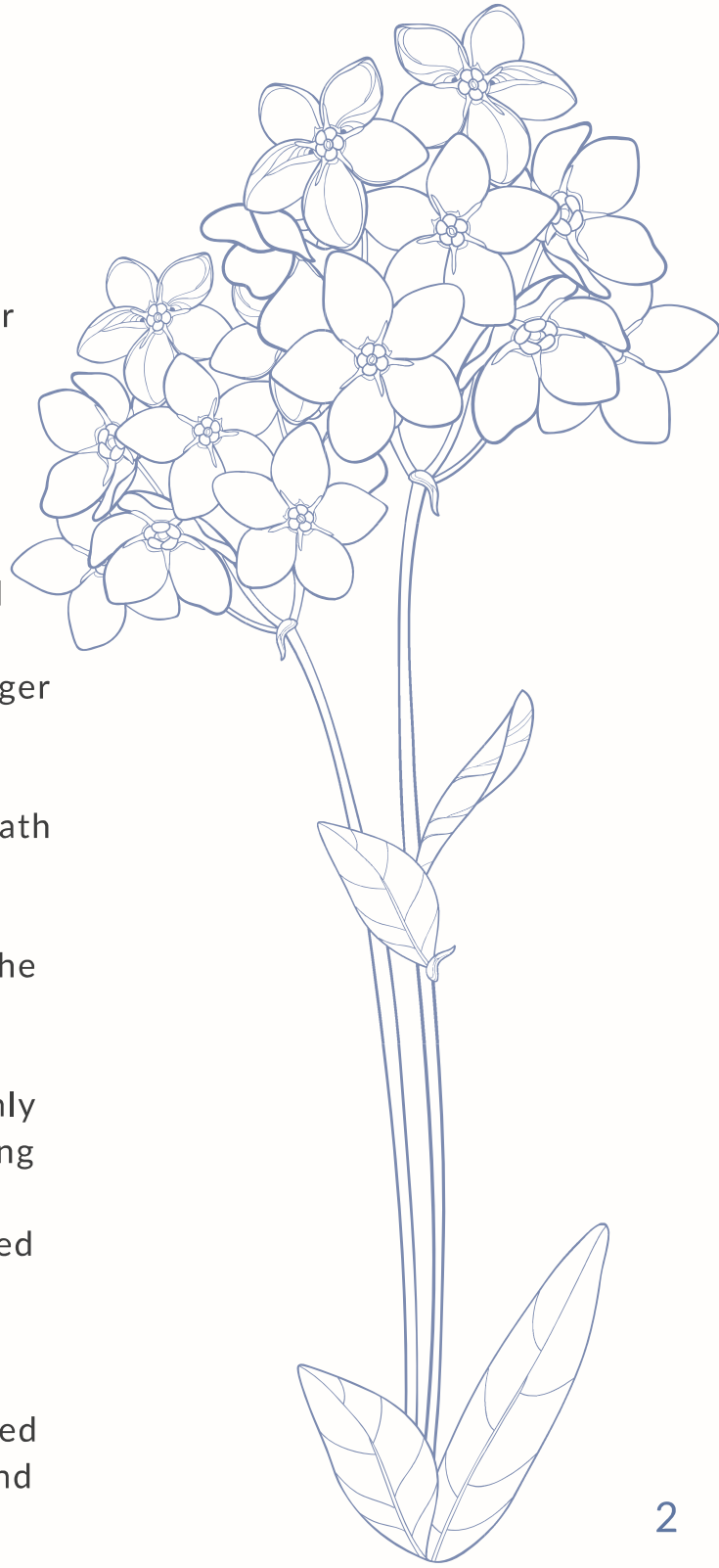


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MESSAGE FROM THE PRESIDENT

COVID loomed over everything we did this past year. It limited access to the residence, it moved our community visiting and grief and bereavement support programs “virtual” and it caused us to change our traditional fundraising methods. But we managed those challenges and had bright moments and accomplishments that we need to celebrate.

Our residence remained open and continued to provide the vital palliative care and services that families in Prince Edward County need. We adjusted our visiting policies as needed following Ministry of Health guidance, at times limiting visitors to two. It was not easy, but families and friends understood the need. Creative solutions were found for visits by standing outside the residence, using ZOOM meetings, texting, and sharing phone conversations.

I am pleased to report that the management model for the hospice has been an overwhelming success. Staff morale is high, our financial position is positive and the care and support that we have been able to provide in the residence and with the visiting & grief and bereavement programs has been exceptional.

Thanks to the hard work of dedicated volunteers including the team leader Val MacDonald, the 2nd annual Pioneer Health Care Hospice Golf tournament exceeded our expectations.

This year, with the support of Pioneer Health Care, the tournament was renamed to the Val Macdonald Memorial Tournament to celebrate Val’s contribution to the Hospice and our community goals.

Another big success for the Hospice was the completion of negotiations with the SELHIN for the Hospice to hire its own clinical staff. Prior to this contract, all clinical services were provided to the Hospice by a 3rd party hired by the SELHIN. This will be a big change for the Hospice and one that all staff are looking forward to implementing.

In closing, I want to express my sincere appreciation for your continued interest in our services and for your much-needed financial support. Thank-you to all our donors and benefactors for their financial support in these difficult times.

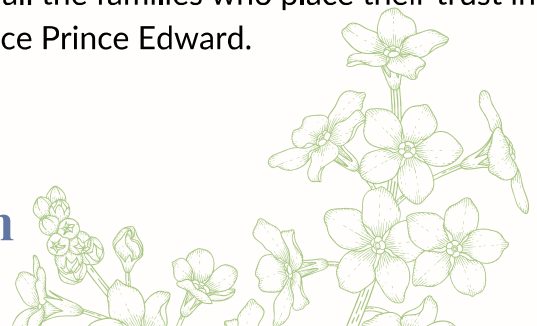
Thank-you also to our 54 amazing volunteers including the Board of Directors. All these amazing people have stepped up and supported our staff.

And thank-you to our staff (Sarah, Melanie, Linda, & Matt) as they worked through the challenges of COVID, limited PPE supplies and uncertain times.

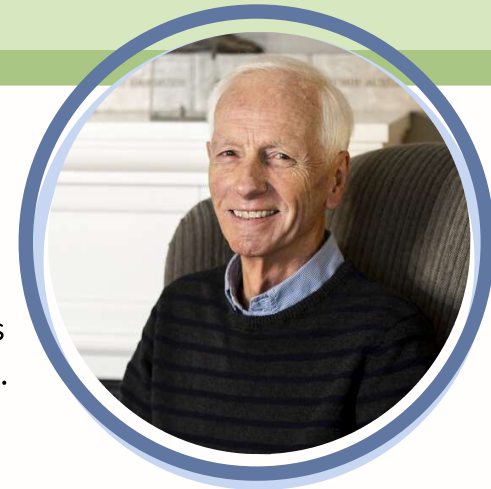
But most of all, thank-you to all the families who place their trust in the staff and volunteers of Hospice Prince Edward.

Please stay safe and healthy.

Peter Matthewman
President



TREASURERS REPORT



Hospice Prince Edward Foundation (Foundation) finished its March 31, 2021 financial year in a good financial position with cash and term deposits of \$399,325 and a general fund surplus for the year of \$117,347.

Several factors contributed to this improved financial position. Net revenue from the golf tournament was \$43,128, an increase of 138% over the previous year, and net revenue from Hike for Hospice was \$36,331, an increase of 40%. Government wage subsidies of \$39,590 offset payroll costs.

Expenses in fiscal 2021 (before amortization of capital assets) increased by \$6,006 over fiscal 2020. Most categories of expense were down from F' 20 but residential supplies and cleaning increased by \$7,342 (extra PPE expense), payroll expense increased by \$7,430 and grant expenses by \$5,323 (covered by a \$5,000 grant).

The Foundation and Hospice Prince Edward (Corporation) are separate legal entities that work together in an integrated manner under one name – Hospice Prince Edward. Corporation provides palliative volunteer visiting and offers grief and bereavement support. The Foundation provides palliative care at the residential hospice and is the fundraising arm of Hospice Prince Edward.

In the fiscal year ended March 31, 2021, the South East Local Health Integration Network (LHIN) provided nurses and PSWs to the Foundation through a 3rd party for its residential hospice. The Corporation's base funding of \$82,844 comes from the LHIN through Providence Care. This year, Corporation received some additional one-time funding from the LHIN for PPE costs and the grief and bereavement program, any other funding required by the Corporation comes from the Foundation. The Foundation relied entirely on donations, fundraising events and grants to operate the Foundation's residential hospice, support Corporation and administer operations.

To gain a better financial picture, it is best to look at the combined operations. In the fiscal year ended March 31, 2021, the combined cash expenses were \$319,443. The LHIN monetary funding plus the wage subsidies were \$127,030 leaving \$182,413 required to fund the combined operations. Thus, the Foundation, as the fundraising arm of the combined operations, was responsible for 60% of the required cash funding in that fiscal year. In the absence of the wage subsidy of \$39,590, the Foundation would be responsible for 72%.

Community support for Hospice Prince Edward is necessary and vital. Your support will continue to be critical as a new clinical services agreement with Home and Community Care Support Services South East (formerly the LHIN) commences on November 1, 2021 that will provide direct funding to the Foundation of an annual fixed amount for nursing and PSW services. Any clinical costs incurred by the Foundation in excess of this funding must now be covered by the Foundation in addition to the costs historically covered through fundraising. More than ever, we need the help of our community to support Hospice Prince Edward.

Respectfully submitted,

David W. Smith
Treasurer



FINANCIAL STATEMENTS

Combined Statement of Operations HPEF & HPE
Year Ended March 31, 2021
Excluding Non-Cash Items

Revenue	HPEF	HPE	Combined
Donations	\$ 201,380		\$ 201,380
Fundraising Events (net)	\$ 79,819		\$ 79,819
SE LHIN - Visiting Program		\$ 82,844	\$ 82,844
SE LHIN - One-time funding		\$ 4,596	\$ 4,596
Interest	\$ 504	\$ 101	\$ 605
Grants	\$ 5,000	\$ 13,401	\$ 18,401
Government Assistance	\$ 39,590		\$ 39,590
Miscellaneous	<u>\$ 5,263</u>	<u>\$ 952</u>	<u>\$ 6,215</u>
Total Revenue	\$ 331,556	\$ 101,894	\$ 369,244
Expenses			
Fundraising			
Fundraising expenses	\$ 11,988		\$ 11,988
Life insurance premium	\$ 3,600		<u>\$ 3,600</u>
			\$ 15,588
Programs			
Volunteer training, etc.	\$ 23	\$ 2,262	\$ 2,285
Residential supplies & upkeep	\$ 7,646		\$ 7,646
Client supplies		\$ 368	\$ 368
Travel		\$ 333	\$ 333
Insurance		\$ 1,836	<u>\$ 1,836</u>
			\$ 12,468
One-time funding/grant expenses	\$ 5,323	\$ 18,232	\$ 23,555
Occupancy	\$ 15,220		\$ 15,220
Administration & Management			
Accounting and legal	\$ 13,912	\$ 12,508	\$ 26,420
Administration & office	\$ 5,693	\$ 5,671	\$ 11,364
Bank charges		\$ 270	\$ 270
Communication	\$ 1,579		<u>\$ 1,579</u>
			\$ 39,633
Wages and benefits	<u>\$ 157,862</u>	<u>\$ 55,117</u>	<u>\$ 212,979</u>
Total Expenses	\$ 222,846	\$ 96,597	\$ 319,443
Excess (Deficiency) of Revenue over Expenses			\$ 49,801

Note 1: Non-cash items are increase in cash surrender value of life insurance, amortization of deferred capital contributions and amortization of capital assets

Note 2: Revenue and expense excludes payments made by HPE to HPEF and vice versa (rent and donation)



MESSAGE FROM THE PROGRAMS AND SERVICES DIRECTOR

2020-2021 was a noteworthy time for Hospice Prince Edward. At the beginning of 2020, Hospice was working towards a Direct-Hire model that would allow us to hire our own clinical staff for the residence. We were planning our annual Hike for Hospice and other in-person events. And then in March, COVID-19 arrived and suddenly overnight, the delivery of every program and service at Hospice was changed!

Amid the adversities and uncertainty created by the pandemic, the strength of Hospice shone through, and the silver linings became apparent. Strong governance; positive staff/ volunteer/management relationships; and the capacity to adapt and change when required were signs of our sturdy foundation.

Every decision was made with patient, volunteer and staff safety at the forefront. I am especially grateful to the Prince Edward Family Health Team, the South East LHIN and the Hastings Prince Edward Public Health Unit who have provided ongoing guidance to Hospice while we updated our processes and protocols to navigate the challenges that came during this unprecedented time.



Hospice had a number of volunteers retire this year for pandemic, health and family reasons. I thank them for their substantial contributions to Hospice and wish them well. This year, my appreciation for volunteers is coloured with sadness because, in March, most of our volunteers were asked to step away from their roles due to COVID-19 precautions. Though many of our volunteers have adjusted their roles to provide personalized one-to-one phone support to their clients, we haven't seen them in-person in over a year. The loss of volunteer support is deeply felt by all staff. We all look forward to having them return to Hospice when it is safe.

Hospice Prince Edward should be incredibly proud of the work that our staff, volunteers and management does on a daily basis to preserve the strength of our organization. The steadfast support of our staff and volunteers is fundamental to our success at Hospice. With the Ontario government making major changes in the health care system, including how it is funded, we are considering and implementing innovative ways to make a larger, more meaningful contribution to the most vulnerable in our community.

I want to acknowledge our staff, volunteers, sponsors, partners and the Prince Edward community for their resiliency and the amazing support they generously offered to ensure that our focus remained on providing quality end-of-life care. Each contribution ensures Hospice is both enduring and strong, even in the face of adversity.

With warm gratitude,

Sarah McKenny
Programs & Services Director

RESIDENTIAL STATISTICS



Throughout the year, we served 43 residential clients.



The average length of stay was 15 days.



24 Male Identifying Residents



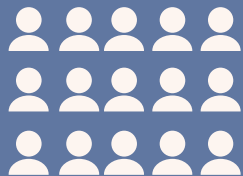
19 Female Identifying Residents

Age Of Residents

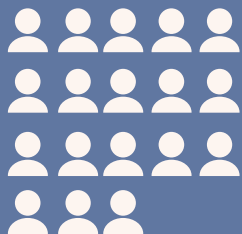
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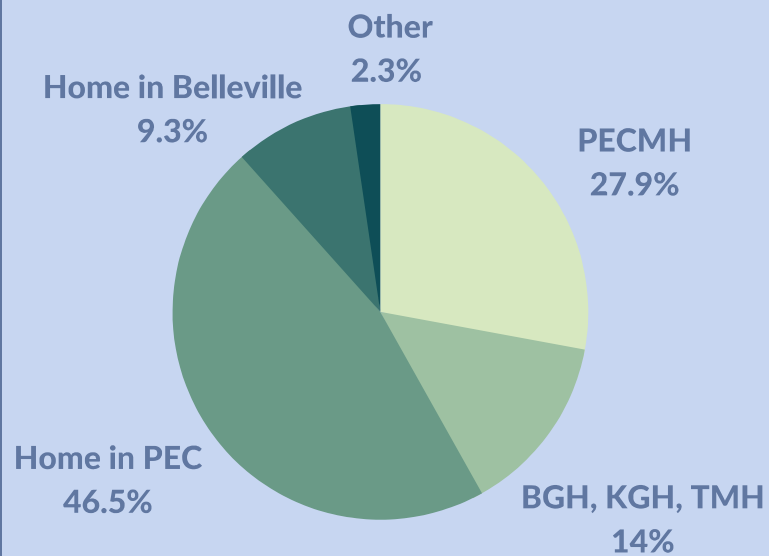
(65-80)



(80+)



Where Admissions Came From



MESSAGE FROM THE COMMUNITY DEVELOPMENT DIRECTOR

As I reflect on our fiscal year 2020-2021, I can't help but remember all of our anxieties. We had some very big worries. How do we keep one another safe? How do we continue to support our clients and their families in the midst of a Global Pandemic? Will we have to lay off staff? Will we have to close our doors? Will our volunteers stick with us? Will our community continue to support us?

Hindsight being what it is, I should have known better.

In the midst of so much separation and loss, we at Hospice have been overwhelmed with gratitude and relief at every turn. Day after day, as we navigate our new normal, we have learned that here in Prince Edward County, the community spirit of kindness and generosity is stronger than we imagined. That our wonderful volunteers and donors, will not only stand with us and encourage us, but hold us up.

We offer you our deepest thanks.

You are there for us when we need you most. You provide us with the financial support that we need to fill the critical gaps that government funding does not cover. You provide us with your time and skill. You provide us with a precious place in your heart.

Because of you, we are able to keep our doors open and fulfill our mission: to provide quality of life, dignity in death and grief and bereavement support for all those living with or affected by a life-limiting illness; continues to be realized in Prince Edward County.

We take your belief in us very seriously and we hope that you feel gratified knowing that your support makes a difference in the lives of so many in our community.

We wish you health, safety and happiness in the days to come, and we thank you for all you do for Hospice Prince Edward.

With deepest appreciation,

Melanie Dailey
Community Development Director



FUNDRAISING HIGHLIGHTS



VIRTUAL Hike for Hospice

Together we raised:

\$36,212

Thank you!!

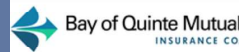


PIONEER HEALTH CARE GOLF FOR HOSPICE



WHAT A DAY! TOGETHER WE RAISED MORE THAN

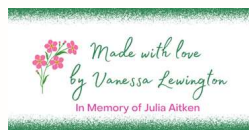
\$42,000



Thanks to all who supported this wonderful event - especially - our Sponsors as well as amazing tournament organizers Val MacDonald and Kevin Gale



THANK YOU TO OUR SPONSORS



MESSAGE FROM THE PROGRAMS AND SERVICES COORDINATOR

COVID made my first few months a very strange time to start working at such a great place. As you read this, I will have completed my first year at Hospice Prince Edward. It is only within the last two months that I have finally begun to see some full faces as we briefly pull down our masks to smile at one another!

First, what a lovely bunch of people I have gotten to meet and know over the year - my coworkers, our volunteers, the staff upstairs, the clients and families we have supported, and all the people in the community who have supported us. Just today I met a five-year old girl who raised over \$4000 for Hospice by selling lemonade. This is truly a wonderful community to be a part of.

While it has not been business as usual this past year, we have all done our best to continue to support those we serve. We and our volunteers have responded with new and creative ways to help assist our families. We all got more comfortable with technology and used it to stay connected and work together when COVID didn't allow us to do so in-person. We ran several virtual programs, some of which will be offered again. Thankfully, due to everyone's cooperation, we have been able to protect our community's health and will be able to resume serving the community in-person in some of our programs.



One area where we have really had to change and adapt is our grief and bereavement program. Our volunteers shifted from supporting groups to doing one-on-one support over the phone. The need for this kind of support skyrocketed over the course of the year. I know that supporting grief clients one-to-one can be daunting and stressful but I am so impressed with the work these volunteers have done. I enjoyed running some extra training with these volunteers and was so impressed with our discussions; they proved how wonderfully thoughtful and committed our volunteers are. Right now, everyone is enjoying their long-awaited freedom and taking much deserved summer breaks, but I can't wait to begin running more continuing education for all our programs in the fall and in the new year.

I am especially proud to have started the Hospice Prince Edward grief and bereavement book collection at the Prince Edward County Library (housed in Bloomfield). I look forward to growing it. I am happy to know that several titles are out in circulation and we have found a new and unique way to support even more community members.

I have to thank everyone for making me feel so comfortable and welcomed. Thank you to everyone who has helped show me the ropes around here, helped me understand how things are currently done and how they'd like things to go. Please continue to do so.

Matt Coates
*Programs & Services
Coordinator*



PROGRAMS & SERVICES HIGHLIGHTS

During COVID lockdowns, our visiting volunteers were not able to provide in-person support the way that they used to. Having a volunteer come into the home often allowed the caregiver to take the time to run errands, go visit friends, etc. Instead, our volunteers provided support in a number of creative ways: they made multiple phone call check-ins instead of the regular visits, they managed socially distanced visits when the weather allowed it and other volunteers ran errands for them so that the caregiver didn't need to go out and put their health at risk or increase their COVID exposure. To all the volunteers who found creative ways to support their hospice clients; thank you.

Through the Government of Canada's Emergency Community Support Fund and the County Foundation, Hospice Prince Edward received funding to develop a dedicated grief and bereavement collection available to everyone through the library.

We are committed to ensuring our community has access to resources that deepen our understanding of issues related to death, dying, and bereavement. All titles have been carefully chosen with the goal of creating a holistic collection that is both illuminating and thought provoking, as well as comforting, accessible, and practical."



The Emergency Community Support Fund also enabled Hospice to pilot two unique online support programs.

The first workshop, affectionately referred to as "Dinner for One", ran for 10-weeks. To combat the loneliness and confusion that dinner time can present to those who have suffered partner loss, Hospice partnered with the Nat Wollenberg, the charismatic co-owner of 555 Brewery and Jackson's Falls Inn, and Co-Author of County Heirlooms, a cookbook that celebrates local cuisine. Nat taught simple, nutritious and quick recipes for one, and participants cooked, ate, laughed and cried together via Zoom.

The second series provided creative ways to honour the stories, values, meanings and legacies of loved one who have died. The seven-week bereavement group supported participants to use creative writing, music, and visual art prompts to connect with memories of a loved one. The sessions were facilitated virtually over Zoom by local therapist and musician Lisa Bozikovic.

The amount of grief and bereavement referrals we've received this year has risen. In addition, we were not able to support people in our "usual" way; through grief groups. In order to rise to meet this new challenge, our volunteers moved from providing group support to one-to-one support over the phone. In addition, volunteers who had previously volunteered in other capacities moved into this role after seeing the need for this in our community. We were able to provide additional grief training to all of these volunteers; it highlighted how lucky we are to have such thoughtful and capable volunteers! Thank you to all the grief and bereavement volunteers; you are very much needed and appreciated, both by Hospice and by our clients.

VOLUNTEER SERVICE AWARDS



June Callwood Award - Anne Howells

The June Callwood award was established in 1994 by the Hospice Association of Ontario (now known as Hospice Palliative Care Ontario,) to acknowledge and thank outstanding volunteers throughout Ontario.

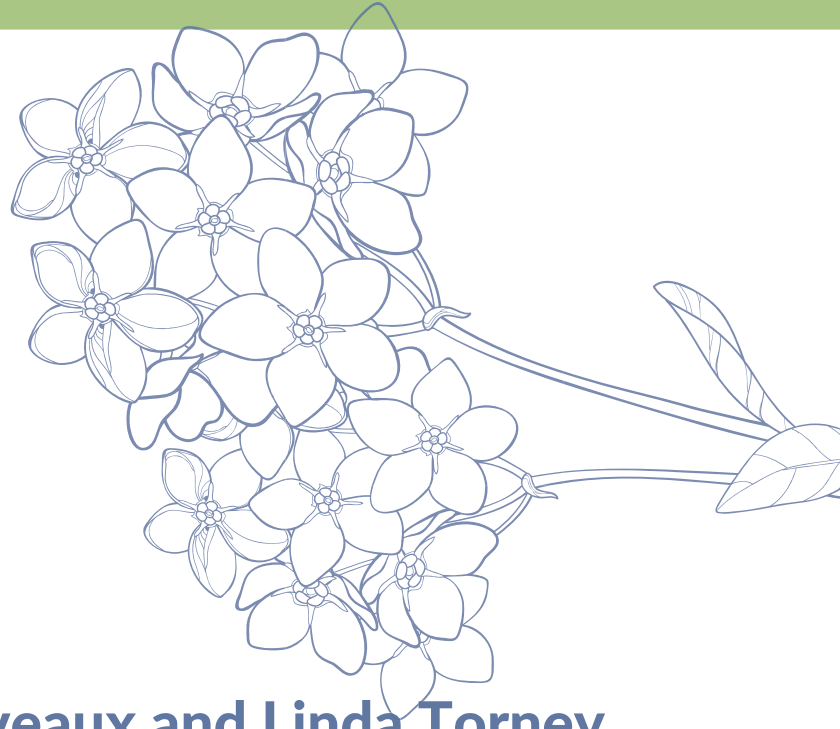
The award was named in honour of June Callwood, a long-time advocate of Hospice, a community activist, author and recipient of the Order of Canada and the Order of Ontario. June's name was synonymous with integrity and compassion. Her words and work touched the lives of generations of Canadians in need. Hospice Palliative Care Ontario, through the June Callwood Circle of Outstanding Volunteers honours not only June, her tireless commitment and contributions to the hospice movement but also those who receive this annual award. The criteria for this prestigious award include: selfless service, generosity of spirit, compassion, and a commitment to excellence as a volunteer.

Anne Howells began volunteering for Hospice in 2017. Prior to the pandemic, Anne played a large role in Grief and Bereavement training and assisted to facilitate many support groups.

During the COVID-19 pandemic, while our visiting and residential volunteer programs were on hold, our Grief and Bereavement program was busier than ever. Anne assisted Hospice in transitioning the Grief and Bereavement program from an in-person group format to a one-to-one phone support model, when meeting in groups was not possible. Simultaneously, Anne personally provided support to a great number of clients who were dealing with the double loss of their loved one and their social network who couldn't be present due to COVID.

Anne exemplifies the spirit of volunteering and continues to contribute hard work that we rely on. Thank you so much for all you have done and continue to do to support Hospice!

VOLUNTEER SERVICE AWARDS



Spirit of Hospice - Susan Desveaux and Linda Torney

The Spirit of Hospice award is given to individuals who volunteer their time, efforts and talents for Hospice and who go above and beyond to support the work we do. They give effortlessly, are dependable, reliable and are positive role models.

This year, we are awarding the Spirit of Hospice to Susan Desveaux and Linda Torney. Together, Sue and Linda prepare many delicious and diverse meals for our residence. For the last three years, Sue and Linda have been responsible for our Food Program. During the growing months, they tend a spot in the Picton Community Gardens, making many of our meals farm-to-table. Any ingredients that are not homegrown or the supplies used to make the meals are entirely donated by Linda and Sue.

They are forever coming up with new recipes designed to be delicious, easy-to-swallow, and easy to reheat/prepare in small portions. These meals are enjoyed by both our residents and their families. Linda and Sue also provide meals and/or baked treats on special occasions such as Thanksgiving and Easter. In addition to heading our Food Program, they also help out in the residence (when the volunteer visiting program is open) by offering Reiki and meditation sessions to any resident, family member or staff who wish to have a session.

Making the decision to recognize these two lovely volunteers couldn't have been easier and their hard work is absolutely appreciated each and every day. Linda and Susan, you are truly a wonderful team! Thank you for everything you do.

VOLUNTEER SERVICE AWARDS



Birgit Langwisch ~ 25 Years



Moira Creighton ~ 20 Years



Sheila Thomas ~ 5 Years



Sylvia Kovacs ~ 5 Years



IN MEMORIAM



*The loss is immeasurable,
but so is the love left
behind.*

Valerie Doreen Macdonald

It is with great sadness that we acknowledge the passing of our dear friend.

Val was a highly respected and well-known member of our community. Without exception, those who knew Val speak of their deep and abiding respect for her skill, her competence, her compassion and her character. She was a leader in the Prince Edward County business community, her church, various not for profit organizations and the local golf community.

For Hospice Prince Edward, Val wore many “hats”. She served as the Executive Director when the Hospice needed strong leadership. She helped develop critical policies required for the Hospice to apply for certification with Hospice Palliative Care of Ontario (HPCO).

Her easy-going disposition and boundless energy earned her the Hospice nickname of the “Energizer Bunny”. She was always available as a consultant to the Hospice Board on issues of business policy, human resources and financial matters.

Her legacy at Hospice is the annual golf tournament. Val was responsible for developing and managing this major fundraising event. It will in the future be named “The Val MacDonald Memorial Golf for Hospice Tournament” in recognition of her wonderful work.

We will all miss Val very much.

~ Hospice Prince Edward Board of Directors

THE HOSPICE PRINCE EDWARD TEAM

Our Board of Directors



Peter Matthewman
President & Chair



Sylvia Kovacks
Vice-President



David Smith
Treasurer



Annette Gaskin
Secretary



Dr. Susan Brajtman
Board Member



Sheila Thomas
Board Member



Karen Mayer
Board Member



Dr. Kim Haigh
Board Member



Kevin Gale
Board Member



Barry Davidson
Board Member



Bill Roberts
Board Member

Staff Members 2021



Melanie Dailey
Community Development Director



Sarah Mckenny
Program & Services Director



Matt Coates
Program & Services Coordinator



Linda Veenstra
Administrative & Residential Coordinator

HOSPICE PRINCE EDWARD



Our Values

- Compassion:** Caring for the ones we serve.
- Dignity:** Allowing personal choice.
- Respect:** Respecting the intrinsic worth of each individual.
- Integrity:** Doing the right thing.
- Excellence:** Providing quality end of life care.
- Transparency:** Holding ourselves accountable.

Our Mission

To provide quality of life, dignity in death and grief and bereavement support for all those living with or affected by a life-limiting illness.

Our Background

Hospice Prince Edward came about through the extraordinary work of people who saw a need in the county. In 1989, a group led by Mark Davis, Wendy Davis, and Donna Joyce, came together to form COPE...HELP FOR THE BEREAVED. COPE was incorporated in March 1990 and became a registered charitable organization. The Prince Edward Palliative Care Association formed in 1996 by Dr. Graham Burke, a general practitioner with an interest in palliative care. The two organizations amalgamated to become Hospice Prince Edward in September 2000. Volunteer-run home visiting programs have been offered since 1998. These programs have served hundreds of patients in the community through home-visiting programs. In August of 2013, the 3 bed residential hospice opened on Downes Avenue.



CONTACT US

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