



**HOSPICE**  
Prince Edward

2021-2022  
**ANNUAL  
COMMUNITY  
REPORT**



**HOSPICE PRINCE EDWARD**

40 Downes Ave  
Picton, ON K0K2T0

# About Hospice Palliative Care

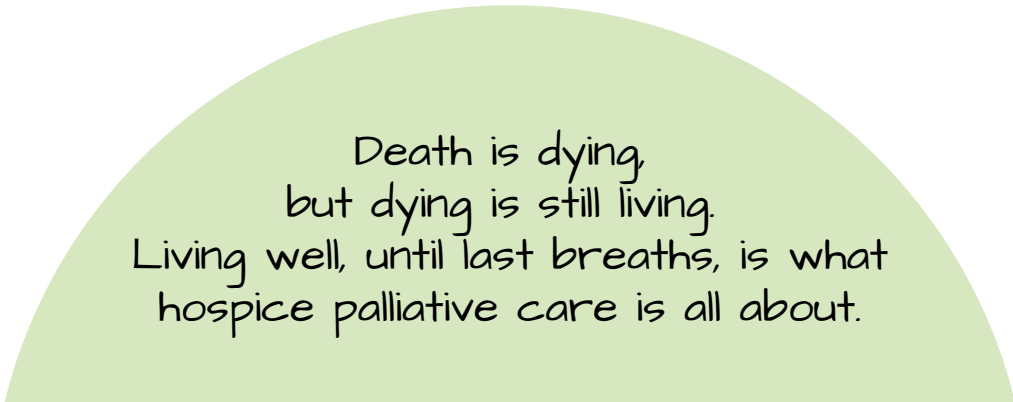
Hospice palliative care is aimed at relieving suffering and improving the quality of life for persons who are living with, or dying from, advanced illness or who are bereaved.

Hospice palliative care is a special kind of health care for individuals and families who are living with a life-limiting illness that is usually at an advanced stage. The goal of hospice palliative care is to provide comfort and dignity for the person living with the illness as well as the best quality of life for both this person and their family. A “family” is whoever the person says their family is. It may include relatives, partners, and friends.

An important objective of hospice palliative care is relief of pain and other symptoms. 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. Hospice palliative care services help people who are ill to live out their remaining time in comfort and dignity.

Quality hospice palliative care neither hastens death nor prolongs life. The goal of hospice palliative care is to improve the quality of life for patients and their families facing problems associated with life-threatening illness.

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.



Death is dying,  
but dying is still living.  
Living well, until last breaths, is what  
hospice palliative care is all about.

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# Message From the President

As I reflect on the events of the past year, a sense of “transition” captures what many of us are experiencing at Hospice Prince Edward (HPE) and within our own community. We are transitioning from a hot summer into a cooler glorious autumn. We are also moving away from many of the more restrictive Covid-19 public health measures towards a new reality with more opportunities for personal interactions, albeit with caution.

We begin our upcoming year with the exciting news of the recent appointment of Ms. Sandra Barnes as Executive Director of Hospice Prince Edward. Sandra brings to HPE extensive experience and expertise in the not-for-profit health sector in the areas of fundraising, management, and volunteer and community outreach and engagement. We hope that you will have the opportunity to meet Sandra to extend her a warm personal welcome.

Our evolution into a new model of hiring our own professional clinical staff for the residence has been very successful due to the work of Sarah McKenny, our Director of Clinical Care. Sarah was responsible for the development and implementation of this project. We are also very pleased that Tina Somerville has joined our administrative team in the role of Events Coordinator. Linda Veenstra, our experienced Administrative and Residential Coordinator, continues to be “the glue that holds everything together”.

With the support of our dedicated volunteers and sponsors, we held our signature fundraising events, the Hike for Hospice and the Val MacDonald Memorial Golf for Hospice. Smaller but significant initiatives, such as Amelia’s Lemonade Stand, raised important funds for hospice and were greatly appreciated.

Our Visiting and Grief and Bereavement Programs expanded this past year under the competent direction of Matt Coates, our Program and Services Coordinator. As a result of the social isolation and losses experienced by many during the last two years of the pandemic, we received a significant number of requests from community agencies in our region to provide additional grief and bereavement support services. Our specially trained volunteers readily stepped up to meet this need. For those caring for loved ones at home, Sarah and Matt developed a Practical Caregiver Training Program that will be offered in our community this fall.

I would like to take this opportunity to express my sincerest appreciation and gratitude to our donors and sponsors for their continued personal and financial support for the essential services and care we provide in our residence and community. Most importantly, I wish to express my gratitude for the dedicated and exceptional work of the Board of Directors, administrative staff (Sarah McKenny, Linda Veenstra, Matt Coates and Tina Somerville), clinical staff, and the treasured volunteers who are the heartbeat of HPE.



With warmest best wishes,

*Susan Brajtman*

Susan Brajtman, RN PhD

President, Board of Directors, Hospice Prince Edward

# Treasurer's Report

Hospice Prince Edward Foundation ("Foundation") and Hospice Prince Edward ("Corporation") are separate legal entities that work together in an integrated manner under one name - Hospice Prince Edward. Their audited financial statements for the year ended March 31, 2022 are available on the website at [www.hospiceprinceedward.ca](http://www.hospiceprinceedward.ca).

The Corporation provides palliative volunteer visiting to homes and grief and bereavement support. It receives funding from Home & Community Care Support Services ("H&CCSS") through Providence Care and a contribution from the Foundation. For the year ended March 31, 2022, its expenditures and revenues were equal (it broke even).

The Foundation provides palliative care at the residential hospice and is the fundraising arm of the Hospice. It finished its March 31, 2022 fiscal year in a good financial position with an operating surplus of \$140,488 and current assets (primarily cash and term deposits) less current liabilities of \$503,447.

Fundraising event results contributed to this improved financial position: Hike for Hospice's net revenue was \$62,640 (up 72%), the Val MacDonald Memorial Golf Tournament net revenue was \$51,045 (up 18%) and government subsidies to assist with expenses due to COVID provided \$45,448. A Trillium grant of \$30,000 was received to provide bedroom access to outdoor decks at the residence. Donations and gifts, including the Annual Appeal, remained a primary source of funding providing \$195,207 (down 3%).

On the expense side, beginning in November 2021, H&CCSS began funding the direct hire of nurses and personal support workers (PSWs) for the residential hospice. As a result, payroll expenses increased significantly to \$323,811. In addition, due to COVID, additional expenses were incurred to maintain adequate protection for all involved. Overall, expenses (before amortization of capital assets and the Trillium grant expenditure) were \$401,252, an increase of \$183,729 over the previous fiscal year. Despite this large increase in expenses due to the addition of wages for nurses and PSWs, we managed the surplus shown above.

Government funding through H&CCSS is provided for the visiting, grief and bereavement, and residential clinical care programs. Government funding was also received in the fiscal year for wage subsidies and the deck renovations, but these were one-time funding sources that will not continue in the future. The H&CCSS funding does not cover all our costs – in fiscal 2022, about 57%. Thus, community support for Hospice Prince Edward is necessary and vital. We depend on donations and fundraising to operate the programs and administer the operations. We thank our supporters for rising to this challenge so that we can continue to provide hospice care to those who come to us for help.

Respectfully submitted



Barry L. Davidson  
Treasurer



# Financial Statements

## Combined Statement of Operations HPEF & HPE Year Ended March 31, 2022 Excluding Non-Cash Items

Revenue	HPEF	HPE	Combined
Donations	\$195,207		\$195,207
Fundraising Events (net)	\$123,570		\$123,570
SE LHIN - Visiting Program		\$84,072	\$84,072
SE LHIN - Residential Program	\$131,250		\$131,250
SE LHIN - One-time funding	\$59,400	-	\$59,400
Trillium Grant	\$30,000	\$ -	\$30,000
Interest	\$2,166	\$169	\$2,335
Government Assistance	\$45,448	\$ -	\$45,448
Miscellaneous	\$ -	\$ -	\$ -
<b>Total Revenue</b>	<b>\$587,041</b>	<b>\$84,241</b>	<b>\$671,282</b>
<b>Expenses</b>			
Fundraising			
Fundraising expenses	\$15,492		\$15,492
Life insurance premium	\$3,600		\$3,600
			\$19,092
Programs			
Volunteer training, etc.	\$ -	\$1,738	\$1,738
Residential supplies & upkeep	\$10,801		\$10,801
Client supplies		\$116	\$116
Travel		\$538	\$538
Insurance		\$2,331	\$2,331
			\$15,524
One-time funding/grant expenses	\$29,890	\$ -	\$29,890
Occupancy	\$20,220		\$20,220
Administration & Management			
Accounting and legal	\$14,400	\$11,261	\$25,661
Administration & office	\$10,304	\$8,852	\$19,156
Bank charges		\$290	\$290
Communication	\$2,624		\$2,624
			\$47,731
Wages and benefits	\$323,811	\$54,508	\$378,319
<b>Total Expenses</b>	<b>\$431,142</b>	<b>\$79,634</b>	<b>\$510,776</b>
<b>Excess (Deficiency) of Revenue over Expenses</b>			<b>\$160,506</b>

**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)

### LHIN Funding Statistic Fiscal 2022 Combined Excluding Trillium grant and expense

Based on Expense		
Total combined expense	\$ 480,886	
SELHIN Funding	\$ 274,722	<b>57.13%</b>
Fundraising		<b>42.87%</b>

# Message from the Programs & Services Director

As I write this, we are just coming through our second full year of the pandemic. Hospice Prince Edward has had to make changes to how some of our programs were delivered, but I am incredibly proud to say that Hospice has continued throughout this pandemic to provide service to the best of our ability.

This year we were fortunate enough to be the recipient of a Resilient Communities Fund Grant from the Ontario Trillium Foundation Grant. This grant allowed us to create outdoor space and outdoor access for two of our three bedrooms. Not only does this create an easier way to control foot traffic through the building during times of pandemic outbreaks, it will allow us to wheel clients outside in their beds to enjoy some sunshine and fresh air, if they wish to do so! I cannot wait for warmer weather to see the impact this will have on the quality of life for our residential clients.

Our Direct-Hire project, something that Hospice has been working on since before my tenure, finally came to fruition in November. Hiring during a pandemic and during a healthcare HR crisis was certainly an interesting challenge. Thankfully the clinical staff we have attracted are not only extremely knowledgeable in palliative care, but kind, warm, compassionate care-givers. I thank each and every one of them for making an incredible difference to the clients and families that come to Hospice for end-of-life care.

Within our Grief and Bereavement program, the demand for this service is higher than ever; more than double the hours required before the pandemic. Even as we look to return to providing in-person group sessions, the feedback regarding our one-to-one phone support has been so positive that Hospice Prince Edward will look to continue to offer this level of service as well. Thank you to every volunteer who switched their area of focus, to every volunteer who took the extra G&B training, and to every volunteer who has made a difference in the life of someone struggling with loss.

In this coming year, we are planning on expanding some of our programs; namely, Advanced Care Planning and Practical Caregiver Training. Thank you to the staff and volunteers who are working on implementing these programs; I have no doubt that the Community members who use these programs will find them to be useful and valuable. Hospice Prince Edward cannot deliver the services we do without the ongoing support and commitment of our donors including community groups, foundations, service clubs and faith groups. Thank you for the support and kindness that enables us to serve our community.

To say that Hospice Prince Edward has outstanding loyal staff and volunteers would be an understatement; I want to extend a sincere and genuine "THANK YOU" for your wonderful, unwavering commitment.



Warmly,

*Sarah McKenny*

Sarah McKenny

# Residential Statistics

Throughout the year we served 48 residential clients



The average length of stay in residence was 10 days



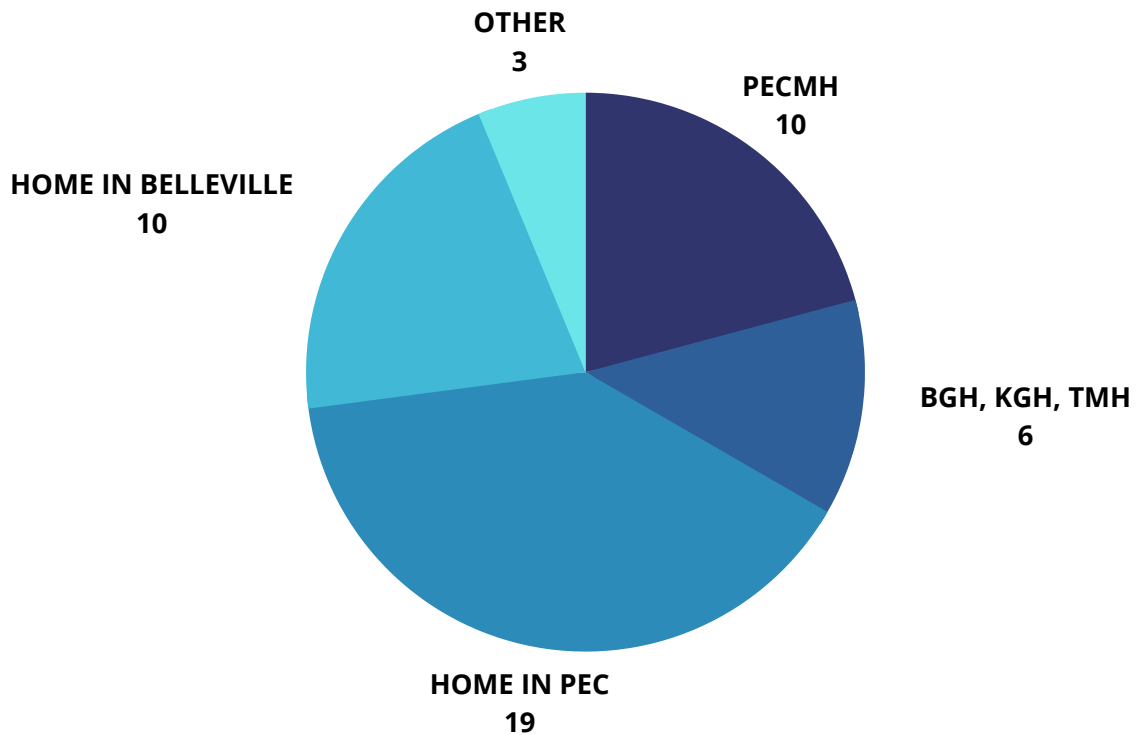
23 Residents were male



25 Residents were female



## Where Admissions Come From



## Client Age Breakdown

0-65



65-80



80+





# Fund Development Report

Every single donation, big or small, is appreciated and allows us to continue to offer all our programs and services to an increasing number of people in our community. Thank you for helping us Support the Journey of Living with Dying.

As I reflect back on this past year, my sincere gratitude goes out to each of our incredible donors. During this pandemic, your generosity enabled Hospice staff and volunteers to continue delivering compassionate care and providing support to those we serve.

I would like to take this opportunity to express a special welcome to our new donors who started supporting Hospice during what was a very difficult year for many. I would also like to extend a hearty thank you to our monthly supporters. Your ongoing monthly commitment helps sustain all of our hospice programs throughout the year.

Although COVID had an impact on the way we fundraised, it didn't prevent us from engaging our community in a different way. Throughout all these changes, our community has remained resilient and amazingly supportive.

When we adapted the Hike for Hospice in 2020 to be a virtual event, we never imagined how popular this would be! In 2021, our 10th annual Hike (and our 2nd virtual Hike,) we were overwhelmed by the support we received. It was amazing to see the number of people signing up to go outside, walk (or bike, or paddle or swim), donate and share memories.

Then in September, we hosted our 3rd Golf Tournament – renamed the “Val MacDonald Memorial Golf for Hospice” in honour of our dear golfer friend and staunch Hospice supporter, Val. We were thrilled to SELL OUT the golf tickets in only a few short days, and both the 50/50 tickets and the online silent auction were successful as well; altogether the event raised \$51,045 (net). I firmly believe that Val would be very pleased with those results, as well as the gorgeous weather our golfers enjoyed on the day of the tournament!

Our Annual appeal, run during November and December, was met with great generosity and support by donors. Our deepest thanks to our supporters who helped make this happen by donating to this important campaign. We are so grateful for all your support which allows us to continue to provide compassionate end-of-life care and grief and bereavement support to our community.

Finally, a thank you to our Fundraising Committee and the Golf Tournament Committee! Without their unending support and guidance, Hospice Prince Edward would not be able to find the same opportunities to stay connected with our supporters, in the ways we did pre-COVID.



With deepest gratitude,

*Sarah McKenny*

Sarah McKenny

# Fundraising Events

## 10th Annual Hike for Hospice

Together we raised: **\$62,640.00**



## Amelia's Lemonade Stand

Amelia hosted a lemonade stand in memory of her Bupa (grandpa) who was with Hospice. Amelia's lemonade stand raised \$4428 that was all donated to Hospice Prince Edward!!



**\$4428.00**  
Raised!



## Val MacDonald Memorial Golf for Hospice



Together we raised:  
**\$51,045!**



Thank you to all who supported our events! We couldn't do it without our amazing sponsors, donators, participants, volunteers, and Hospice team.

# Thank You to Our Sponsors



Joanne Coker, Wealth Advisor  
Peter Finnegan, Portfolio Manager



Thank You!!

## A Hearty Thank You

Each year, we have many amazing individuals, businesses and community groups who support us in a variety of ways; whether it's by providing snow-shoveling & snowplowing, gardening, washing windows, baking delicious goodies for the clients, families and staff 😊, donating auction items and prizes for our events, or providing expert medical direction and guidance to our clinical staff - and countless, yes, countless other examples! If you know of someone who has supported us - please let them know their generosity was highlighted. We are so grateful for how well this community cares and supports us.

Thank you

# Message from the Program & Services Coordinator

This past year has been another year of things not quite being business as usual due to COVID. Yet again, as we followed provincial directives, many of our programs experienced interruptions. We also had to consider the safety and comfort of clients and volunteers. Happily, we were able to provide more service in our client-facing programs this year than the year before.

I have to thank all our volunteers for being so adaptive and finding ways to continue supporting clients through these interruptions. In many ways, it felt like a year of collaborating rather than simply directing.

This year, referrals for grief and bereavement support continued to grow, and I am indebted to the many volunteers who helped support all these people. This included volunteers from all our programs who pitched in to help. Unlike many other Grief and Bereavement programs offered by other organizations, we were not plagued by wait times. Neither did we have to reduce the amount of time volunteers could spend with clients. Thanks to all our hard work, we have been able to grow the reputation of this program.

Our visiting program continued to be affected by COVID directives and people's comfort level with having an in-person visit in their home. Despite this, our visiting volunteers continued to respond in any way they could by making phone calls, running errands, and other indirect support. As spring sprung, the visiting program began to pick up again. As people grow increasingly comfortable with leaving their homes and having people in their homes, we will be here to respond.

I cannot forget our residential volunteers, who continued to help out when COVID permitted. Through their hard work and assistance, we made it through another COVID year without an outbreak in the Hospice residence.

At the time of writing this, it is mid-August, and we are looking optimistically toward the future. We are in the final planning stages for Grief and Bereavement groups which will begin again in September. We have a Practical Caregiver Training program starting in October and an Advance Care Planning program to follow. We all have our fingers crossed that they will not be interrupted!

I can't begin to express how hopeful I am for things to return to normal. We were able to have a volunteer picnic in the spring and an in-person close for our Hike for Hospice. Let's cross our fingers for next year.

Lastly, I couldn't possibly end this report without thanking not just my volunteers but also my co-workers (who grew in number thanks to the direct hire!) and everyone else whose contributions make all of this good work possible.



Warm Regards,

*Matt Coates*

Matt Coates

## *Visiting Volunteers*

Another tough year for this program. So many of our visiting volunteers retrained and assisted our many grief and bereavement clients over the phone. Many volunteers continued to assist in homes when they could. As the COVID restrictions are lifting, the need for this programming is returning.



## *Residential Support*

There were some starts and stops to this program over the last year but our residential volunteers made the most of it. They were here when they could be, taking COVID tests, keeping the residence safe and clean, and of course, passing time with our residents.

## *Grief & Bereavement*

What a year for grief and bereavement! Our volunteers put in hundreds of hours of one-on-one support. We even managed to run a group in the fall whose participants continue to support each other.

"Volunteers do not necessarily have the time; they just have the heart."



*Sandra Ferguson*

**June Callwood Award**

Sandra Ferguson is the recipient of the 2022 June Callwood award. Sandra Helps out everywhere! She has supported in-home clients, grief and bereavement clients, as well as helping out at events. If you see her, tell her congratulations.

*Jill Johnson*

**Spirit of Hospice Award**

Jill Johnson is the recipient of the 2022 Spirit of Hospice Award. Jill has supported several grief and bereavement clients over the last year. She has prepared meals for clients with precarious food situations and even assisted with our Dinner-for-one program. If you see her, tell her congratulations.



*Congratulations!*

# Volunteer Length of Service Awards

## Five Year Awards



**Anne Howells**



**David Smith**



**Carrell Doerrbecker**



**Art Miersma**



**Sandy Jeapes**



**Sandra Jones**



**Elaine Marshall**

**And Our Camera-Shy Volunteers: Sharon Mulridge (10 year award), Ava Darling (5 year award), Vanessa Lewington (5 year award) and Cynthia Hoy (5 year award)**

# Congratulations!



# The Hospice Prince Edward Team

## Board of Directors



DR. SUSAN BRAJTMÁN  
PRESIDENT AND CHAIR



SYLVIA KOVACS  
VICE-PRESIDENT



BARRY DAVIDSON  
TREASURER



ANNETTE GASKIN  
SECRETARY



PETER MATTHEWMAN  
PAST PRESIDENT



DAVID SMITH  
BOARD MEMBER



KAREN MAYER  
BOARD MEMBER



SHEILA THOMAS  
BOARD MEMBER



DR. KIM HAIGH  
BOARD MEMBER



BILL ROBERTS  
BOARD MEMBER



KEVIN GALE  
BOARD MEMBER

## Staff Members



LINDA VEENSTRA  
ADMINISTRATIVE & RESIDENTIAL  
COORDINATOR



MATT COATES  
PROGRAMS & SERVICES  
COORDINATOR



SARAH MCKENNY RPN, CAPCE  
DIRECTOR OF CLINICAL CARE



TINA SOMERVILLE  
EVENTS COORDINATOR

# Introducing Our Newest Team Members

## Nurses



DONITA MARTIN RN, CAPCE



JENN NUNN RPN, CAPCE



TINA BARSLEY RPN

## Personal Support Workers



ASHLEY SUTHERLAND, PSW



DONNA KELLY, PSW



LISA GURR, PSW



LORRAINE KING, PSW

## Effective October 3, 2022



SANDRA BARNES  
EXECUTIVE DIRECTOR

Sandra Barnes brings extensive experience and expertise in the not-for-profit health sector in the areas of community and volunteer engagement, and fundraising.

Following a career in public service with the Ministry of Community and Social Services and the Ministry of Education, Sandra moved to the Quinte area and continued to serve vulnerable populations.

As former manager of Central East Ontario for the Heart and Stroke Foundation and, most recently, as the Programs and Operations Manager with the Alzheimer Society of Hastings-Prince Edward, Sandra has worked to ensure community access to needed supports and services.

Through lived experience with family needs for end-of-life care, Sandra understands the requirement for quality, compassionate care for Hospice Prince Edward clients and their loved ones in the residence and the community.

Outside of work, Sandra gives back to the community through volunteering: board member for Community Living Belleville and Area, board member for Christmas Sharing, and former host of Quinte Cares television show. Currently, Sandra is a familiar voice on 99.3 CountyFM, where she hosts The Grapevine's, The County Cooks.

Sandra lives in Prince Edward County and can often be found on the water, kayaking or sailing.



**HOSPICE**  
Prince Edward



## *Our Story*

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.

## *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 Vision*

To support the journey of living with dying.

## *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

## *Contact Us*

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