



HOSPICE
Prince Edward



ANNUAL COMMUNITY REPORT

2020

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.

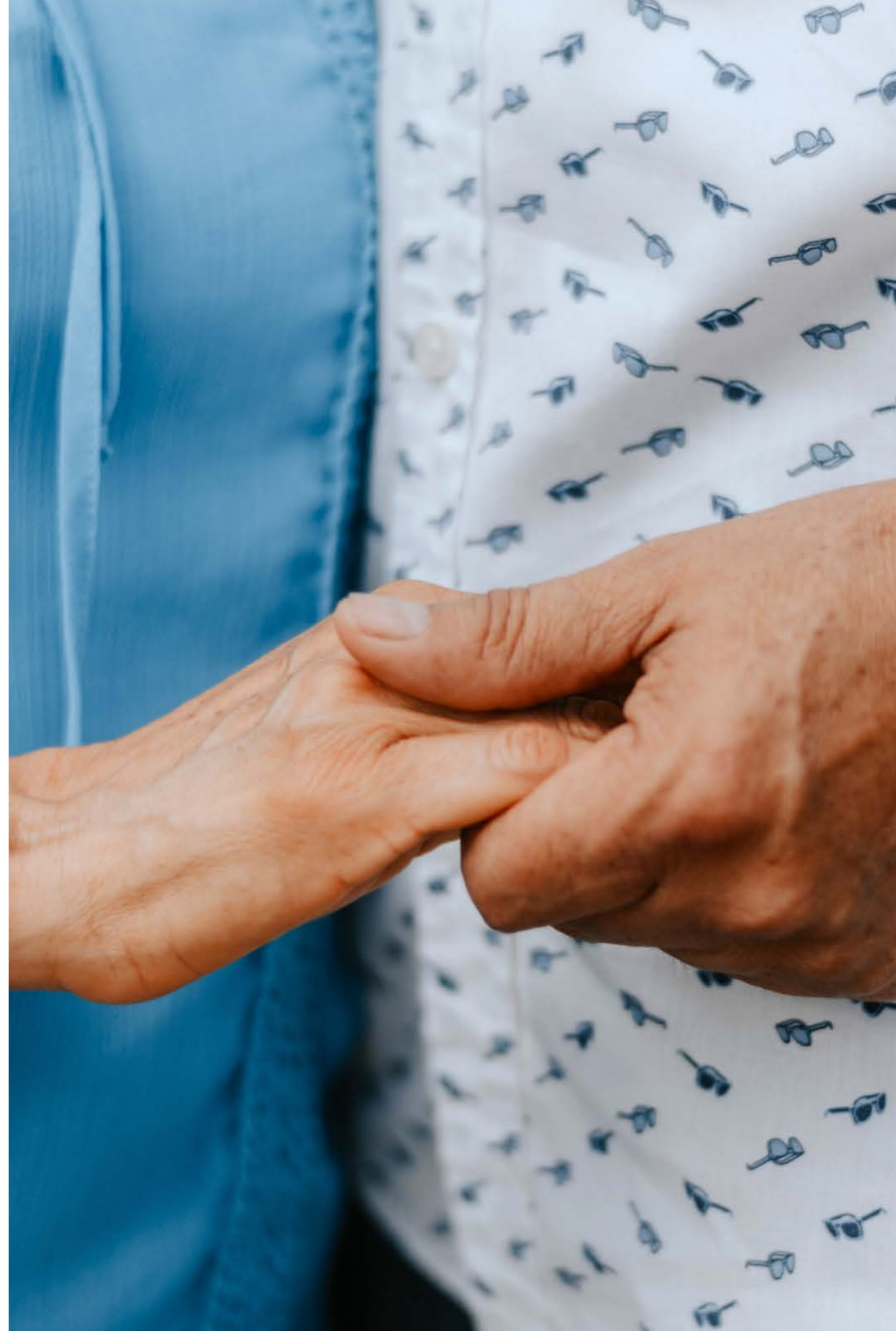
Quality hospice palliative care neither hastens death nor prolongs life. The goal of hospice palliative care is to improve the quality of life for patients and their families facing problems associated with life-threatening illness.

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

Technically, my report to you as a member of Hospice Prince Edward should focus on the period April 1, 2019 to March 31, 2020. But this year, I cannot limit my comments only to that period.

The 2019-2020 fiscal year showed great promise. Our discussions were progressing with the SELHIN for direct funding to hire our own dedicated RN's, RPN's and PSW's for the residential hospice. We submitted a business plan and a budget and our negotiations for a new agreement were approaching fruition.

Then COVID-19 hit in February of 2020 and everything changed.

Our direct hire plans were put on hold. We focused on the immediate threat of the pandemic. A threat that loomed over our daily operations. We limited access to the residence, we closed our community visiting programs, and the grief and bereavement support went "virtual". The threat also impacted our ability to fundraise.

And while all this was happening, your Board of Directors was looking at how to form an effective management team to lead Hospice. We had one strong person, Sarah McKenny, who was responsible for our residential, visiting and grief and bereavement programs. She also took the reins of holding the other operations of Hospice together. But we needed a team to work with her.



We realized we had two aspects to our operations: 1) Services and Programs and 2) Fundraising and Administration. They needed separate but equally balanced skill sets. Thus, we asked Melanie Dailey, a residential volunteer who had been with the Hospice for a number of years, to join us as the Community Development Director. The challenge then was how to keep two high performing individuals motivated while still managing our financial position. The solution was a hybrid

organization.

And that is how we are organized today; two effective and competent managers each responsible for their respective areas of expertise. Both report to the Board of Directors and participate in Board meetings. The new organization is working well.

So, what should I say to you now? Well firstly; Thank-you.

Thank-you as a member of Hospice Prince Edward for continuing to be interested in our programs and provide much needed financial support.

Thank-you to the amazing volunteers who faced the roller coaster ride of shut-downs early in the spring and summer, and who are remaining loyal and adapting to new ways of providing support.

Thank-you to all our donors and benefactors for their financial support in these difficult times.

A big thank-you to the Board of Directors. They stepped up and supported our staff. For three months (from March to May), the Board met on a weekly basis to support the Hospice Team. It was challenging work, but it was made easier with the skills of our strong and diligent managers; Sarah McKenny and Melanie Dailey. And thank-you to our amazing staff (Linda, Heather and Glenda) for their patience as we worked through the challenges of COVID, limited PPE supplies and long hours

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

Please stay safe and healthy;

Peter Matthewman

Peter Matthewman, President

TREASURERS REPORT

Hospice Prince Edward Foundation (Foundation) finished its March 31, 2020 financial year in a good financial position with cash and term deposits of \$251,301 and a general fund surplus for the year of \$99,139.

Several factors contributed to this improved financial position. In memory of donations increased by \$9,900 and fundraising events by almost \$8,000. General donations included a very generous gift from the Huff family and a significant bequest from the Herbert Mudge Estate.

Expenses in fiscal 2020 (before amortisation of capital assets) increased by \$51,000 over fiscal 2019. Several categories of expense were less than fiscal 2019 but the overall increase was primarily attributable to payroll expense increasing by \$40,550, accounting and legal by \$6,460 and repair and maintenance (fire alarm upgrades) by \$4,927.

The Foundation and Hospice Prince Edward (Corporation) are separate legal entities but work together in an integrated manner under one name - Hospice Prince Edward. Corporation provides palliative volunteer visiting as a service to those who are dying and for their families and offers grief and bereavement support services. The Foundation provides palliative care at the residential hospice and is the fundraising arm of Hospice Prince

Edward. The South East Local Health Integration Network (LHIN) provides nurses and PSWs to the Foundation for its residential hospice but no other services and no monetary funding. Approximately 86% of Corporation's funding comes from the LHIN through Providence Care. The balance comes from the Foundation. The Foundation must rely entirely on donations and fundraising events to operate the Foundation's residential hospice, to support Corporation and to administer operations.



To gain a better financial picture, it is best to look at the combined operations. In the fiscal year ended March 31, 2020, the combined cash expenses were \$316,436. The LHIN monetary funding was \$82,844 leaving \$233,592 required to fund the combined operations. Thus, the Foundation, as the fundraising arm of the combined operations, was responsible for 74% of the required cash funding in that fiscal year. As you can see, community support for Hospice Prince Edward is necessary and vital to this community resource. The LHIN monetary funding does not begin to cover the expenditures required to operate the residential hospice and provide the range of palliative care and grief and bereavement services available to our community. Our annual donations and fundraising events need to cover all the annual expenses.

Community support for Hospice Prince Edward is necessary and vital to this community resource.

For the current fiscal year, the government restrictions on gatherings and visiting implemented to control the spread of COVID-19 have and will continue to impact fundraising. In these unusual times, more than ever, we need the help of our community to support Hospice Prince Edward.

Respectfully submitted,

David W. Smith

David W. Smith, Treasurer

FINANCIAL STATEMENTS

Combined Statement of Operations

Revenue	Foundation	Corporation	Combined
Donations	\$251,293		\$251,293
Fundraising Events (net)	\$68,987		\$68,987
SE LHIN - Visiting Program		\$82,844	\$82,844
Interest	\$756	\$85	\$841
Total Revenue	\$321,036	\$82,929	\$403,965
Expenses			
<i>Fundraising</i>			
Fundraising expenses	\$14,020		\$14,020
Life insurance premium	\$3,600		\$3,600
			\$17,620
<i>Programs</i>			
Volunteer training, etc.	\$155	\$3,230	\$3,385
Residential supplies & upkeep	\$304		\$304
Client supplies		\$6,697	\$6,697
Travel		\$1,802	\$1,802
Insurance		\$1,493	\$1,493
			\$13,681
Occupancy	\$16,827		\$16,827
Capital purchases expensed	\$0		\$0
<i>Administration & Management</i>			
Accounting and legal	\$19,050	\$12,259	\$31,309
Administration & office	\$11,865	\$10,708	\$22,573
Bank charges		\$270	\$270
Communication	\$1,354		\$1,354
			\$55,506
Wages and benefits	\$150,432	\$54,740	\$205,172
Total Expenses	\$217,607	\$91,199	\$308,806
Capital purchases capitalized			\$7,630
Excess (Deficiency) of Revenue over Expenses and Capital Purchases			\$87,529

Note 1: Non-cash items are increase in cash surrender value of life insurance, amortization of capital assets, and reversal of prior year surplus due to Ministry

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

SELHIN Funding Statistic

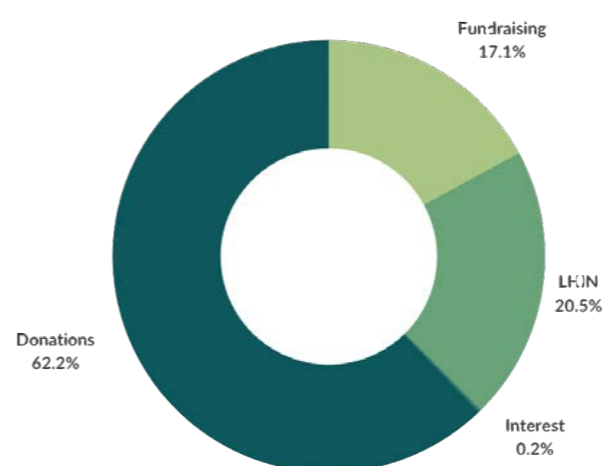
Based on Revenue

Total Revenue	\$403,965	
SELHIN Funding	\$82,844	20.51%

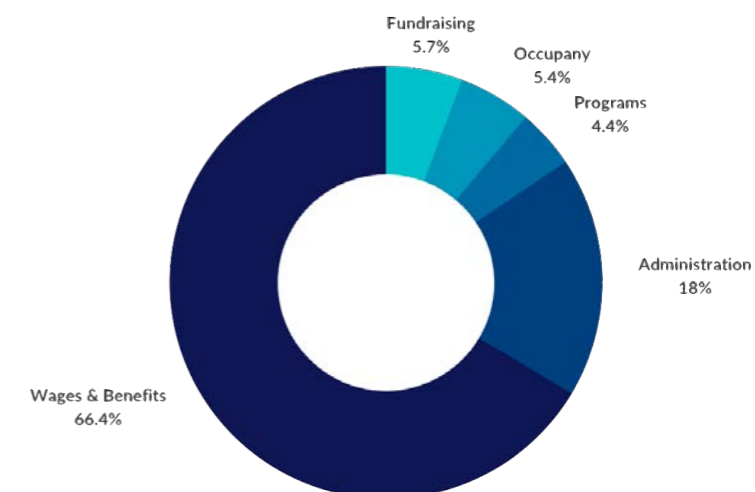
Based on Expenses

Total Expenses & Capital Purchases	\$316,436	
SELHIN Funding	\$82,844	26.18%
Fundraising		73.82%

Combined Revenue Breakdown



Combined Expense Breakdown



MESSAGE FROM THE PROGRAMS AND SERVICES DIRECTOR

Since 2013, over 300 clients in the residence and 700 clients in the community have been served. The volunteers and staff work tirelessly to support clients and families as they traverse their end-of-life or bereavement journey.

A Year of Change

There has been a lot of change over the last year. These changes have allowed Hospice to anticipate the future needs of the community and new ways of doing things to support these needs. We have embraced a new organisational model and together the volunteers, staff and board members have shown that we are innovative and actively seeking out new and better ways of doing things. In this report you will see many examples of how we are making Hospice a vital and thriving part of this great community.

In the context of the pandemic, the economic uncertainties of recent times have once again prompted us to make sure Hospice becomes considerably more productive, more adaptable, and more resilient.



The virtual programs already started in this area are having an impact, but we will continue to pursue them thoroughly and execute them consistently. Within the residence itself, Hospice's development is particularly remarkable. Hospice's staff and Board members have worked hard to prepare for multiple scenarios; working to ensure the

continued operations of Hospice, the safety and comfort of clients, and the health and safety of staff.

Shaping the Future

Over the past year we have been working to bring the dream of a clinical staff direct hire model closer to reality. While we are busy planning for expanding partnerships and growth within the residence, we continue to keep a keen focus on the quality of our end-of-life and bereavement support care throughout all our programs.

We are making Hospice a vital and thriving part of this great community.

I would like to personally thank all our clients and their families, our donors, sponsors, partners, staff, volunteers, and the Board for their support. The continuing success of our compassionate, personalised approach to care is only made possible thanks to our community's ongoing and generous support. Each donation ensures Hospice is both durable and resilient. I am looking forward to the future with confidence.

With warm gratitude,

Sarah McKenny

Sarah McKenny, Programs & Services Director

RESIDENTIAL STATISTICS

Throughout the year,
we served **53**
residential clients



The average length of
stay in residence was
13 days



27 residents
were male



26 residents
were female



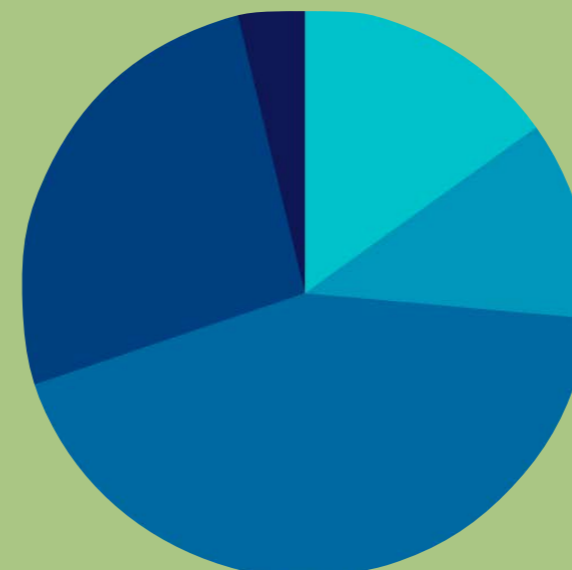
Client age breakdown:

0-65: 

65-80: 


80+: 


Where Admissions Come From:



- PECMH (15%)
- BGH, TMH, KGH (11%)
- Home in PEC (44%)
- Home in/around Belleville (24%)
- Other (4%)

MESSAGE FROM THE COMMUNITY DEVELOPMENT DIRECTOR

After serving hospice for 3 years as a residential volunteer, it has been a privilege to transition into a leadership position for an organisation that I hold dear to my heart.

Joining the team during a global pandemic has been both challenging and rewarding. The nature of the current crisis has resulted in an all hands on deck atmosphere, where our staff, board, volunteers and the community at large have all rallied together to ensure that our clients and their loved ones continue to receive the outstanding end of life care they deserve, as safely as possible.

Throughout this experience we have been able to identify new risks and opportunities, and we are busy planning for a future to address each of those. It means working hard to raise money for renovations so that we can keep families together safely. It means planning for additional cleaning and protective equipment costs, and it means leveraging

technology to stay connected and support one another in new ways we couldn't have imagined a few years ago.



We have tapped into our creativity and resilience as we test the "Virtual" waters for everything from Board Meetings and our

AGM, to volunteer training, job interviews, and

even major fundraising events like our annual Hike for Hospice and the silent auction held in conjunction with our Golf Tournament.

Fundraising in the best of times can be difficult, and in these uncertain times, can seem daunting. However, over the last six months I have had the privilege of meeting or speaking with many of our supporters and sponsors and I have been moved and inspired by each story; each and every reason they share for 'Believing in Hospice'. I am so humbled by the generosity shown to us, especially at a time like this when many are

It means leveraging technology to stay connected and support one another in new ways we couldn't have imagined a few years ago.

experiencing financial hardships due to Covid-19. We still have a long road ahead, but I am confident that our community will continue to rise to the occasion and ensure that Hospice will continue to 'Support the Journey of Living with Dying' for a long time to come .

With sincere thanks,

Melanie Dailey

Melanie Dailey, Community Development Director

FUNDRAISING EVENTS

2019- 2020



Hike for Hospice

Sunday May 5th, 2019. A family friendly, fun hike in support of hospice and palliative care in Prince Edward County.



Shred-A-Thon

Saturday June 8th 2019. An event where community members shred their paper in support of Hospice Prince Edward.



Ride for Hospice

Saturday July 20th, 2019. Motorcyclists collect pledges and take a scenic ride through Prince Edward County to raise funds for Hospice Prince Edward.



1st Annual Charity Golf Tournament

September 20th, 2019. Golfers team up to compete in an all-day golf tournament filled with prizes, food and fun.



Handbags for Hospice

November 6th, 2019. A live auction event where attendees bid on designer bags, art, getaways and more.



FUNDRAISING HIGHLIGHTS

2019- 2020

Events Net Revenue

HPEF Events

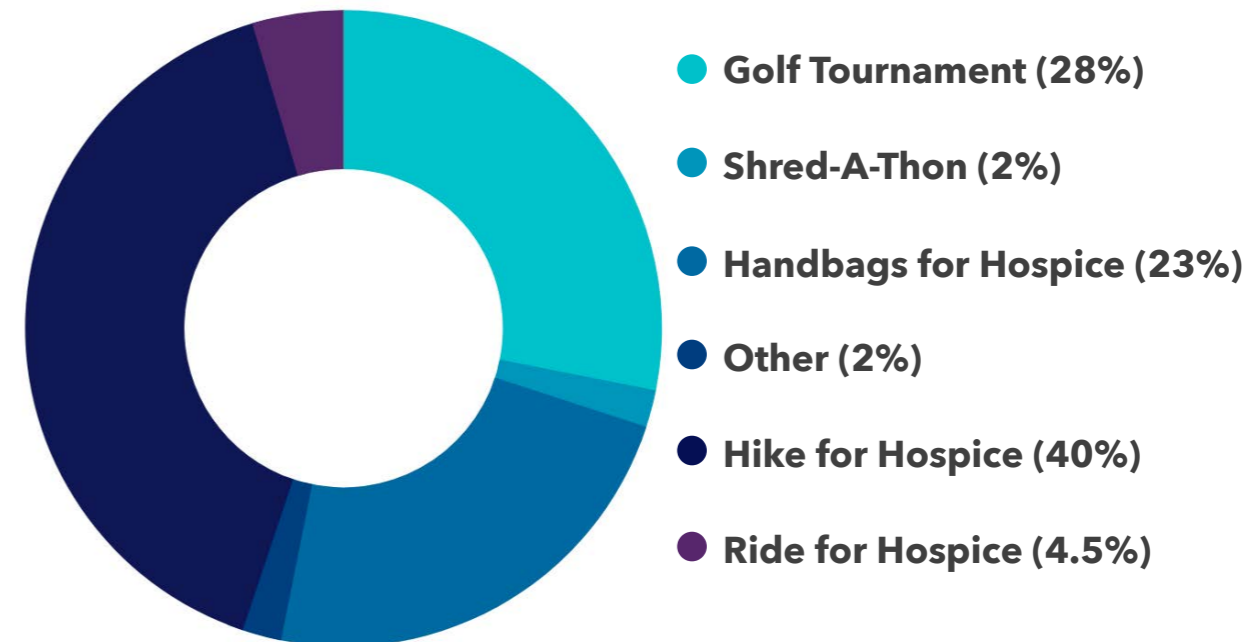
Hike for Hospice	\$25,933
Shred-A-Thon	\$1,208
Ride for Hospice	\$2,989
Golf Tournament	\$18,132
Handbags for Hospice	\$14,918
Other	\$1,275
Total	\$64,454

Third Party Events

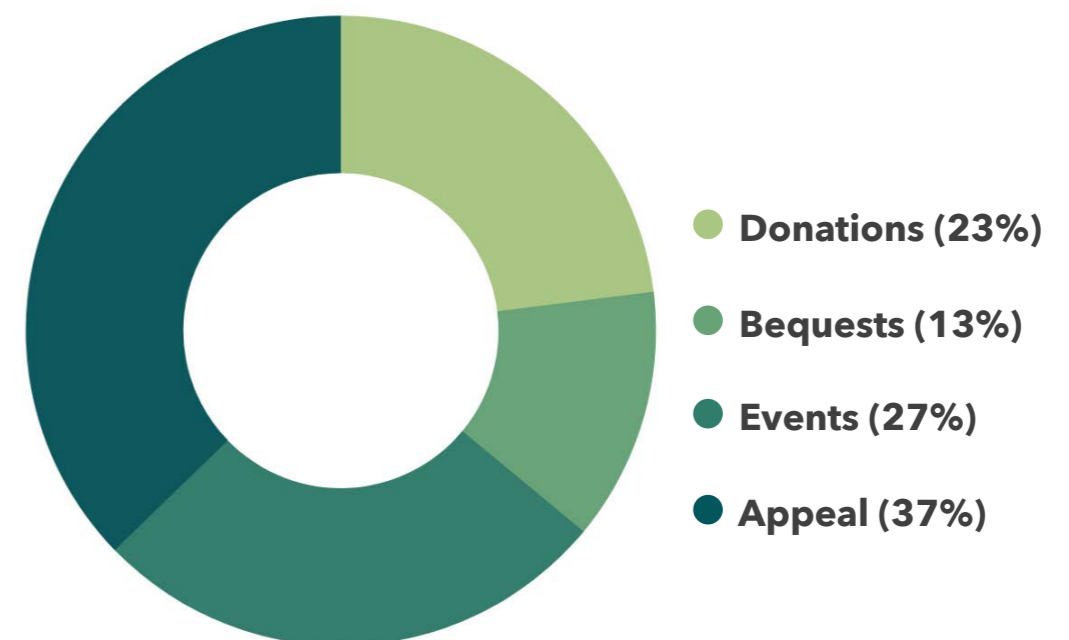
County Farm Centre Barbeque	\$684
Cressy United Church Tea	\$375
Wellington on the Lakes Residents Association	\$3,474
Total	\$4,533

Total Fundraising from Events	\$68,987
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Events Revenue Breakdown:



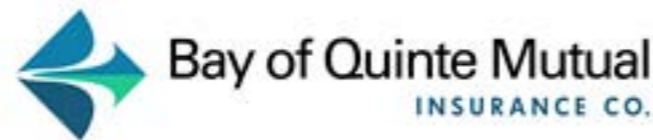
Fundraising Revenue Breakdown:



THANK YOU TO OUR SPONSORS

2019- 2020

To our generous corporate sponsors, we couldn't do it without you!
Your support means the world to us and enables us to connect to our community through events and the raise critical funds we need to continue to serve those that require our services.



Joanne Coker, Wealth Advisor
Peter Finnegan, Portfolio Manager



MESSAGE FROM THE PROGRAMS AND SERVICES COORDINATOR

When I think about the past year two words come to mind: Flexibility and Growth. The staff and volunteers of HPE have flexed with many changes from staffing, to programs and our program delivery methods. We have all learned and grown because of these changes, especially in the context of the current pandemic.

Something that hasn't changed are the needs of our clients. Our clients are still in need of our Community Visiting volunteers, and in particular, Grief and Bereavement support. Our referrals have tripled in the past few months due to the social isolation our bereaved clients feel after the loss of their loved ones, compounded by the reality of social distancing.

Throughout the entire year, our volunteers provided a whopping 4,651 hours of volunteer services across all of our programs, 230 hours of which was in our Grief and Bereavement Groups! This is continuing

throughout the pandemic, although we have switched from in-person groups to 1:1 support delivered via telephone or virtually online. Anne Howells has been at the forefront of this change in service delivery as our Grief and Bereavement volunteer team lead. Hospice is incredibly fortunate to have volunteers as

dedicated and supportive as our current volunteers!



It has certainly been an eventful past year here at Hospice Prince Edward! I am proud of the way the staff, volunteers and the Board of HPE rose to meet the challenges we faced this year. Hospice has not only survived, but thrived! This has been due to the dedication of everyone involved with Hospice and due to the incredible support of our community donors.

Our clients are still in need of our Community Visiting volunteers, and in particular, grief and bereavement support.

It has been my pleasure and honour to work at and to volunteer with Hospice. As I retire, I wish all the best to Matt Coates as he takes on the role of Programs and Services Coordinator.

I look forward to resuming my volunteer role,

Heather Bourne

Heather Bourne, Programs and Services Coordinator

Congratulations on your well-deserved retirement Heather!
Your family at hospice thanks you for all of your hard work,
and wishes you all the best for the future.



VOLUNTEER HIGHLIGHTS

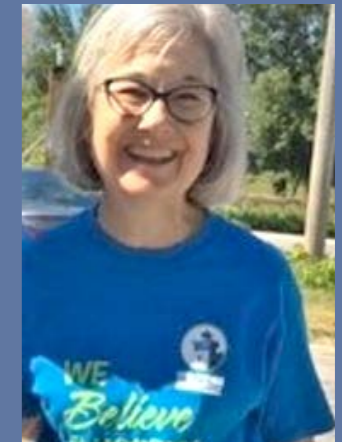
Community Garden

Once again this year, Linda Torney and Susan Desveaux have kept their hands dirty and our residential client's bellies full with a garden plot at the community garden. This year there was an abundance of tomatoes, lettuce, baby carrots and cucumbers! Thanks again to Linda and Sue for the fresh veggies and the homemade freezer meals to satisfy our client's appetite



Residential In Memoriam Books

For the past 6 years Joscelyn Matthewman has put together our "In Memoriam" books for our residential clients. Included in the books are the obituaries of our past residential clients and any quotes or personal remembrances from family members. This provides staff and volunteers a way to remember the wonderful clients and families that have come to stay with us. Thank you Joss for all your hard work in organizing these keepsakes.



Coping with COVID-19

In March 2020 the staff and board made the difficult decision to suspend our in-person community volunteers (support continued to be provided over the phone.) However, we wanted our clients to know how much we were thinking about them! In partnership with Floralora Flowers, we organized volunteer "porch-drops" of flowers bouquets for each of our community clients. Thank you to each volunteer who provided love, support and gorgeous blooms to their clients in a socially-distanced way.



VOLUNTEER AWARDS

June Callwood Award Carol McIntosh



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.

Carol McIntosh began her volunteer service with Hospice Prince Edward in June 2013. Since 2013, she has volunteered not only as a residential volunteer, but has also taken on community clients as well. Her calm, compassionate, and non-judgemental demeanour is evident to all the clients and families she has supported and we are constantly reminded of all the small ways in which she consistently extends herself beyond the usual requirements of the volunteer role to help those in need. Her selfless commitment to excellence at our hospice makes her a wonderful asset to us, and our first choice to be this year's June Callwood Award Recipient.

Carol, you exemplify generosity and kindness. Thank you so much for all that you have done and continue to do everyday.

Spirit of Hospice Award Art Miersma



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's award winner is Art Miersma, our wonderful gardener who has been part of the Hospice Prince Edward team for the last seven years.

Driven by passion, Art has planned and created our beautiful grounds to make them outstanding for residents, staff and visitors to find refuge in. From planting, weeding, grass cutting and watering, Art has displayed creativity, patience and productivity. The Hospice grounds involve physical activity combined with a vision and an eye for detail

Thanks to Art, we have a beautiful and shady area for sitting in the summer which is enjoyed by staff, volunteers, and visitors alike. Children run around and do summersaults on our always cut grass. Worms make homes in our well fertilised beds and feed the birds that make nests in our perfectly pruned trees.

Without Art's constant attention, our garden would be mediocre at best. As our Hospice Volunteer, we are so grateful to you for offering your time, energy and skills. Thank you for all the commitment you have given to our gardens and yard. We know that volunteers necessarily do not have the time, but have the heart, and Art shows his dedication year after year

So while we cannot thank him enough, we do try. Thanks for everything Art, and congratulations on being this year's Spirit of Hospice Award winner!

“No one is more cherished in this world than
someone who lightens the burdens of another”

- UNKNOWN

VOLUNTEER SERVICE AWARDS

Thank you for your loyalty and dedication.
Congratulations on meeting this important milestone!



Brenda Little
5 years



B.J. Murdock-Brien
5 years



Helma Oonk
5 years



Pam Noxon
10 years



Sandra Ferguson
5 years



Jean Algar
25 years

“Beauty is not who you are on the outside, it is the wisdom and time
you gave away to save another struggling soul like you”

- SHANNON L. ALDER

IN MEMORIAM

We remember the following volunteers and supporters of Hospice Prince Edward with deep appreciation, gratitude and fondness. They have left a lasting impact on our community and will be deeply missed.

Anne Banani



We dearly miss Anne's gentle presence in our office every Tuesday morning. She was a sweet and generous soul who volunteered with us for over 5 years.

Julia Aitken



Julia was famous for bringing a smile to everyone's face with her delightful sense of humour and quick wit. Our volunteer meetings are not the same without her.

Marion Creasy



Marion volunteered with Hospice for more than 20 years and was a recipient of the June Callwood Award. She counselled many bereaved clients with a quiet understanding that we all admired.

Marion Smith



Marion was a staunch supporter of Hospice from the beginning. She was generous, outspoken, and loyal, and we remember with a wide smile.

Ruby Young



Ruby was a prolific artist who generously offered her incredible pen and ink works to Hospice to help raise funds. Her cards are available for purchase at Hospice.

THE HOSPICE PRINCE EDWARD TEAM

Board of Directors 2020



Peter Matthewman
President & Chairman



Sylvia Kovacs
Vice President



David Smith
Treasurer



Dr. Susan Bratjman
Board Member



Annette Gaskin
Secretary



Sheila Thomas
Board Member



Karen Mayer
Board Member



Dr. Kim Haigh
Board Member



Kevin Gale
Board Member

Staff Members 2020



Melanie Dailey
Community Development Director



Sarah McKenny
Program & Services Director



Matt Coates
Program & Services Coordinator



Linda Veenstra
Administrative & Residential Support

A special thank you for Linda Veenstra:
Thank you for caring and supporting Hospice wholeheartedly. You have a special knack for helping Hospice achieve exactly what it needs at exactly the right time. Thank you for being a wonderful colleague; for making the tasks easier, more fun & never letting us settle for something less than stellar. We are grateful for all of your help & continued support.



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*

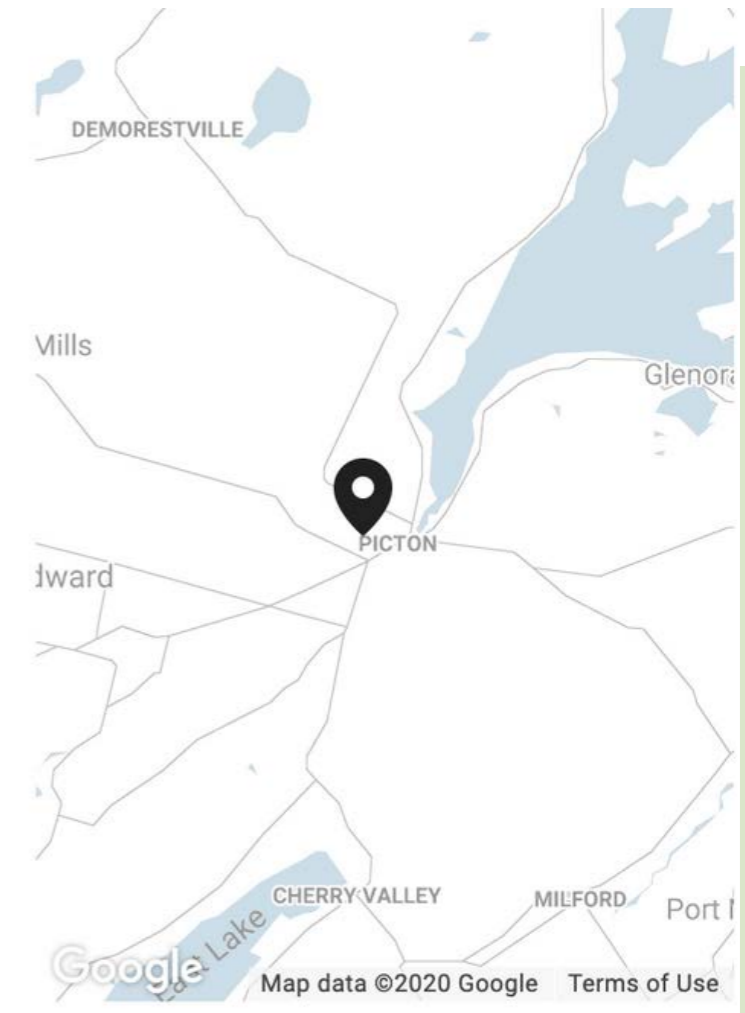
Transparency: *Holding ourselves accountable*

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. Cope 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.




Support Your Local Hospice!

Your support makes a profound difference in someone's journey! Hospice Prince Edward receives 26% of the funding we need to operate from the LHIN. The remaining 74% comes from donations, bequests, in memoriam gifts and fundraising events. You can make a donation over the phone, at our office, or on our website!

 info@hospicepe.com

 613-645-4040

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www.hospiceprinceedward.ca