



YOUR COMMUNITY HOSPICE

2021-2022



A Message from Board President & Executive Director

When a duck glides across a pond, it looks serene and effortless. What you don't see, beneath the surface, is the hard work; the diligent underwater kicks as it steers itself towards its destination. We often think of this analogy as we think back over the past fiscal year.

Despite another challenging year, affecting everything from fundraising to grief groups to staff/board workload, Hospice Peterborough remains solvent, supportive to our community's needs and a wonderful workplace. What many people outside of the organization do not see is all of the paddling it has taken us to get here.

They may not know of staff who've worked overtime, some going weeks without a day off, as we deal with those needing to stay home due to COVID illness or exposure.

They often don't see the brainstorming sessions of committee members - forced to meet on Zoom - as they figure out ways for Hospice to continue to raise money, stay on track financially and continue good governance throughout the pandemic.

And they may not see the hard work of Board Members, who were only able to meet once in person, as they diligently worked from a distance to fulfill our strategic plan and repeatedly review the organizational risk-assessment report, which prepares us for all possible current and future risks including further viral outbreaks, multiple retirements, changing political climates or even the eavestroughs falling off the building.

In fact, we only enhanced our reputation when late last year our Residence and In-Home Hospice programs became fully accredited through Hospice Palliative Care Ontario (HPCO) following a vigorous 18-month process to achieve an outstanding score of 98.67%.

There are many other accomplishments to note and celebrate from the past year. Residence staff and volunteers worked hard to ensure residents still had a homelike atmosphere even when Omicron sent us all back into total isolation in December. Throughout all of

the ups and downs, fundraising staff found ways to connect with supporters, while programs and services continued by telephone and over video conferencing, eventually going back to in-person when it was safe to do so.

We are proud of staff's innovation including a new podcast that allows people to listen to important discussions on life, death and grief from the comfort of their homes. The new Advanced Bereavement training program will allow us to support more community members in grief. And just this past Spring, we proudly watched as staff shared their expertise with industry leaders across the province during the HPCO conference in Toronto.



Hajni Hős and Bob Campbell

The Board's work has also been outstanding.

Despite limited in-person meetings, our Board worked hard to ensure continued good governance and continuously came up with resourceful ways to show appreciation to the Hospice team. Staff felt their love and support at all times and feel blessed to have such a dedicated group of volunteers govern this ship we call Hospice Peterborough.

With many unknowns on the horizon, we know one thing for sure: Peterborough and area residents will continue to access high-quality palliative and bereavement services for decades to come because of the hard work and dedication of not only our current staff, Board, committee members and volunteers - but also all those who came before us over the past 30 years.

We are simply continuing their incredible legacy. And, beneath the surface, the underwater kicks continue.

[Signature]
Board President

[Signature]
Executive Director

Donation of Birdhouses Support Healing Through Art

Grant Pilkey builds and donates 30 birdhouses used during Family Arts Night

When Grant Pilkey knew his wife needed palliative services - but the only hospital beds available were in the emergency department - the 91-year-old didn't think twice about bringing Phyllis home to care for her himself.

But when the time came that she could no longer get out of bed, Mr. Pilkey turned to his family doctor for help and was told about Hospice Peterborough's residence.

"I didn't know much about Hospice Peterborough at the time," he says. "I was worried about what would happen with Phyllis but Hospice turned out to be this wonderful place where everyone was so cheerful, kind, caring and thoughtful. Phyllis spent six weeks there - she was able to look out a window at the garden and I was able to visit every day."

To thank Hospice Peterborough, Mr. Pilkey recently embarked on a project to support the organization, which he says is vital to the community especially considering it does not charge fees for any services and a Hospice bed is one-third the cost of a hospital bed.

He built and donated 30 wooden birdhouses to be used for art projects as part of the grief programs.

Families in our community benefitted from this donation during a 2021 Family Arts Night program that included participants decorating and painting the birdhouses.

Participants picked up the birdhouses and then joined a virtual meeting as Family and Child Life Specialist Sheila Bourgeois guided them through discussions of how families grow and change following a death. They talked about ways family came closer together (playing games, snuggling, talking) and things that were more difficult such as talking about feelings and crying together.

Families then decorated their birdhouse with symbols and words to honour and acknowledge the areas of growth and challenges that they had faced together.

"We thank Mr. Pilkey for his generous donation to support Arts Night, which helped many families in our community develop healthier ways to grieve," Ms. Bourgeois says. "Some families have kept their birdhouse inside to remind them of the ways they have grown. Others have put it in their yard to give birds a spot to be safe and grow - just like their own home and family provides for them." ♦



Grant with one of his handmade birdhouses.



Grant and Phyllis (middle right) with family.

Embracing our Broken Selves to Start the Healing Journey

When Ashley Rose wrapped her ceramic bowl in a tea towel and gripped a hammer tightly, she couldn't quite find the strength to smash the bowl to pieces.

But once she did, the then 25-year-old says the smashing was cathartic, providing a small release of the immeasurable stress she had been carrying since her younger brother Aaron had died by suicide.

Even more cathartic, she says, was when she and other members of the Hospice Peterborough Survivors of Suicide Loss support group used thick golden glue to put the broken pieces back together. For her bowl, Ashley says some pieces were so misshapen that there was a small triangular hole in the bottom where no pieces fit.

"It was very metaphorical," she says. "We put the bowls back together recognizing our own healing journey – understanding we were putting ourselves back together and, for me, there always will be a hole from missing my brother and wanting him to be here."

Ashley had joined the eight-week support group in Fall 2021 and had been looking forward to this particular session, in week seven, which involved a Kintsugi Bowl Workshop.

Kintsugi is a Japanese art that involves repairing broken pottery with gold, silver or platinum lacquer in order to embrace flaws and

imperfections.

Ashley says she had been looking for support in general since the sudden death of her brother, who had enjoyed playing chess, writing stories, playing football and umpiring baseball games with his father. When she registered in the Hospice Peterborough program, she says she was thankful to have found a group offering support for grief specifically related to suicide.

In her group of eight people, whether participants were grieving a parent, child, sibling or spouse, they could all connect on a deep emotional level.



Ashley Rose hugs brother Aaron tight in an old photo. Ashley credits the Survivor's of Suicide Loss group with providing comfort and help navigating her grief.

They took turns talking about their person and their relationships with them. They shared experiences and learned from the facilitator about how grief impacts a person's emotional and physical health. Ashley found it comforting that the facilitator lit a candle each session for each participant's person.

"It's what we do at home," she says. "At dinnertime, we light a candle at the dinner table for my brother."

The facilitator also provided a journal, with reflective question prompts, for each participant to take home, which Ashley found beneficial to sorting out her feelings.

Week 7, however, was special because of the bowl workshop. She says the mood of the room was a bit lighter that week, even filled with some laughter, as the participants smashed their bowls and observed how one person had smashed theirs into thousands of tiny fragments while others, like Ashley, took five tries before breaking it into two.

As they repaired their bowls, each participant was asked to focus on one of their person's most special qualities so Ashley focused on her brother's protectiveness over her as she added the glue to the broken pieces.

She has kept the bowl in a special place since finishing the program and continues to join monthly drop-in sessions in which participants can check in with each other and continue to share feelings and experiences.

The entire program has helped her heal, she says, mostly because each 90-minute session gave her a safe space and dedicated time to process her complicated emotions, instead of using her usual coping mechanism of distraction.



Ashley's kintsugi bowl was an important part of her grief journey.

"During my first session, I was so overwhelmed that I couldn't even say my brother's name without crying," she says.

"At the end, I could share my experiences more confidently and fully. It's how I knew I had grown."

Group support for survivors of suicide loss can help improve understanding about suicide and offers a safe place for people to talk about their loss openly without fear of stigma. As with all Hospice Peterborough programs, there is never a fee to participate in this program, which is offered twice per year. Please contact us by calling (705) 742-4042 or emailing intake@hospicepeterborough.org for further information. ♦



Never Stop Aiming to Learn & Improve

After achieving a near-perfect score to become fully accredited late last year, Hospice Peterborough continues to improve policies and procedures to meet the gold standard set out by Hospice Palliative Care Ontario (HPCO).

Board and staff members reviewed HPCO's recommendations over the winter, updated policies and procedures accordingly, and submitted its first Quality Improvement Plan in March 2022 outlining initiatives such as updating volunteer performance reviews, ensuring the residence nursing computer screens have an added layer of privacy, and a commitment by the residence manager to encourage staff to take national training.

"We were thrilled to receive a 98.67% accreditation score but will not rest on our laurels," says Hospice Peterborough Executive Director Hajni Hős. "Best practices never stop evolving and we will never stop aiming to learn and improve as an organization and a team."

Hospice Peterborough celebrated its full accreditation in December 2021 after HPCO had finished a vigorous 18-month review of the residence, community programs, services and professional standards.

In the assessment, HPCO reviewers commented that Hospice Peterborough performed "exceptionally well" with a "beautiful (and) effective" facility. "Staff/volunteers are genuinely happy and proud to be a part of Hospice Peterborough," the reviewers wrote.

HPCO offers accreditation to ensure there are consistent standards of care, developed by experts in the field, at hospices across the province. It's a stamp of approval signifying to clients, health professionals and funders that Hospice Peterborough meets the highest standards for the delivery of consistent, quality service and care and is committed to continual learning and improvement. Out of 134 hospice sites across the province, 35 hold HPCO accreditation.

Accreditation requires ongoing compliance, with regular interim reports, and must be renewed every three years. ♦



HPCO Accreditors (front center) pose with Hospice staff after their site visit.

(ANOTHER) YEAR OF COVID-19

What a year it has been: First doses, second doses, boosters and then a new variant that threw us all off course. We've created a timeline from March 2021 to March 2022 outlining yet another year that we'll never forget.



MARCH 2021

On the first anniversary of COVID-19 in our community, HP staff are amongst the first in Peterborough to start receiving the highly anticipated first dose of vaccine.

APRIL 2021

As more community members get vaccinated, HP staff continues to work from home with only essential staff permitted in the building. Staff meets with clients virtually and groups continue to meet through Zoom.

JUNE 2021

With hope for a fully vaccinated future but a focus on safety, HP holds its 33rd AGM over Zoom and posts the taped session to YouTube.

JULY 2021

Spirits rise as Ontarians start receiving second doses and HP welcomes double-dosed volunteers back to the building.

AUG. 2021

Ontario appears to be in good shape and restrictions further loosen, allowing HP to welcome visitors back to the Family Great Room and front cafe. Tim and Leslie Keating donate mini fridges for each residence room to help avoid cross contamination.

SEPT. 2021

For the second consecutive year, HP holds a virtual Hike for Hospice and, to stay socially distanced, we post a video of counsellor Sheila Bourgeois reading a book to children in grief.

NOV. 2021

Volunteers are allowed to return to the residence, providing comfort care such as hand massages, while staff eagerly start receiving booster doses. The month ends on a bitter note, however, as Canada detects its first case of Omicron.

DEC. 2021

In a disheartening twist, Omicron sweeps the nation and HP staff are once again ordered to work from home, groups return to Zoom and all HP public spaces are closed to visitors. We light our outdoor evergreens and invite the public to place paper doves on our fence, in memory of loved ones, for a safe holiday ceremony.

JAN. 2022

In a time of uncertainty and bad news, many HP supporters find a smile when we post a photo of nursing staff dressed in donated PPE gowns that are incredibly colourful, fun and funky.

FEB. 2022

With high infection rates but a highly vaccinated population, HP is able to welcome back volunteers, clients and staff to the building but requires each person to pass a rapid test upon entry.

MARCH 2022

On the two-year anniversary of the pandemic, Ontario lifts capacity limits and eliminates vaccine passports. While we don't know what the following year will hold, we know one thing for sure: We will always persevere and innovate to offer our important community services.



Community Supporting Community: YOU Make our Care Possible

OVER THE LAST YEAR:



694 clients were supported in grief.



12 Mindful Nourishment meditation sessions were attended by 182 staff, caregivers, clients, and volunteers.



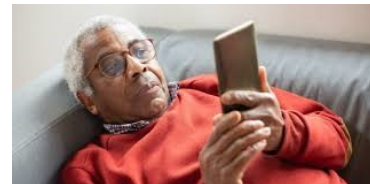
30,001 interactions with clients by staff and volunteers.



11 children and their families participated virtually in a holiday expressive arts activity in memory of their loved one.



Palliative Nurse Navigators met with and connected 391 new clients with palliative physicians and other community support.



9,397 phone calls were made to palliative and bereaved clients.



131 youth were supported and we received 49 new children and teen referrals.



75 caregivers benefitted from supportive care and group programming.



14,672 combined telephone and face-to-face visits with palliative clients and their caregivers.



The Palliative Pain and Symptom Management Consultant Nurse participated in 195 group sessions.



170 clients were supported at the end-of-life in our residence.



Number of clients served by Hospice Peterborough has increased **41%** from 1,281 in 2017-2018 to 2,149 in 2021-2022.

Volunteer Update

SUBMITTED BY: Carolyn Parkes, *Volunteer Services Lead* & Natalie Warner, *Manager of Community Programs*

Hospice has the sweetest volunteers!

As an organization founded by volunteers, Hospice Peterborough continues to grow because of the dedicated service volunteers provide to both clients and the organization. Even through the lockdowns created by the last two years of COVID-19, volunteers have stayed connected with clients and one another via phone and Zoom. They have also taken the experience gained from volunteer training and volunteering at Hospice to support friends and family experiencing end-of-life and grief in their personal lives. Within the building, we have welcomed and then said temporary good-byes to volunteers at reception and in our residence several times. With luck, the worst of the pandemic is behind us and we will have said the last of the good-byes.

This year marked the return of Core Volunteer training, which had been on a two-year hiatus. A small group of volunteers completed the 30-hour training in-person at Hospice in Autumn 2021, and a much larger group is participating in a hybrid training this Spring. This hybrid model is hosted weekly in-person for as many as can be accommodated within the capacity limits of our largest meeting room, while each session a rotating group also participates via Zoom. This model has provided the group with some valuable flexibility, while also providing an introduction to the Zoom platform – which we will continue to use for some meetings and ongoing volunteer education – and the opportunity to get a greater number of new volunteers involved at Hospice.

Throughout the pandemic, opportunities for continued volunteer engagement were a top priority. A highlight in the Volunteer Program this year was the

opportunity to develop and offer Advanced Bereavement Training, made possible by an Ontario Seniors Community Grant. While the original plan was to hold an in-person conference, due to COVID-19 the delivery format had to change; and so the training was, instead, facilitated online over the course of seven weeks during February and March. Twenty-five current Hospice Volunteers participated and plan to use the knowledge they gained in their current roles or to become Hospice's first Grief Companions, which will be an exciting new program, once established.

We look forward to the continued return of volunteers to the wide range of Hospice programs in 2022-23, and to the ongoing development of the volunteer program, as continuing changes are made to adapt client programming in a post COVID-19 climate. Our sincerest thanks to all Hospice volunteers, past and present, for all you do and have done to make our Hospice community shine! ♦



Volunteers Joyce and Laurie receive mini maple syrup bottles for being such 'sweet' volunteers during National Volunteer Week.

Deep Listening to Better Support Those in Grief

Hospice Peterborough offers advanced training to volunteers to help them in current roles and provide enhanced bereavement support

She reflected on the importance of listening deeply. She was reminded to acknowledge what clients were telling her with a nod, so as not to interrupt their story. And she learned to pause outside a client's door, to reflect on the fact she was there as a volunteer to listen, instead of trying to fix.

When Maura Hartnett took the Advanced Bereavement program, the training reinforced many of the lessons she had learned in the 30-hour core volunteer training and also gave her new ideas on how to listen so deeply that, as Zen Master Thich Nhat Thanh puts it, the person can 'empty his heart.'

In fact, Maura says she learned many valuable lessons and insights that she'll use while volunteering, as well as with friends and family in her day-to-day life.

"I learned that if you listen long enough to anyone, a person will look within themselves and answer their own questions," she says.

Hospice Peterborough recently trained 23 volunteers in Advanced Bereavement thanks to support through the Ontario Seniors Community Grant. The seven-week program, co-facilitated by two staff members, included expert speakers, reflective exercises and group work as well as additional resources that could be accessed between sessions such as podcasts, reading and activities.

Select trained volunteers will become Grief Companions to support community members who have experienced the death of someone significant



Maura looks forward to employing skills learned at Hospice into her every day life.

to them and who do not have complex needs that may require professional supports.

The program will help Hospice Peterborough better meet a soaring demand for bereavement services, while also offering further meaningful opportunities for volunteers.

Through a follow-up survey, participants called the training "excellent and "informative," and the guest speakers "experienced and compassionate presenters."

"Every session helped me to grow and feel more comfortable for a role as a Grief Companion, or in accompanying someone on their palliative journey," one participant said.

Survey participants noted they were reminded of skills such as "how to be comfortable with silence and how to leave room for unresolved issues," that "died is an OK word to use" and how to "listen to understand, instead of listening to respond."

One participant summed it up by stating: "The entire program fit together so well and was so well thought out, helpful and informative."

As for Maura, the retired RPN says she found the training provided a "roadmap" to help her navigate conversations that can be difficult and emotionally raw.

"This training solidified all of my life experiences and thoughts on death and grief into a framework I can use to help people," she says. "It felt like a professional university course and I feel more confident now that I have these tools to better support people in grief." ♦

Residence Update: A Busy and Eventful Year

SUBMITTED BY: Jeannette Larsen, *Manager of Hospice Residence*

Staff provided excellent and compassionate care to first resident with COVID-19 diagnosis and residence was integral in helping Hospice achieve full provincial accreditation

Since the start of the pandemic, the Hospice Peterborough Residence has had to balance safety and compassion, but we dealt with a new challenge this past fiscal year when we served our first resident who had COVID-19.

Staff dressed in full PPE, including full-length gowns, gloves, N95 masks and face shields to serve this resident, and although we were well prepared, it was admittedly still very emotional.

When I spoke to staff shortly after the resident's admission, I recall reminding them how thoroughly we had prepared for this moment and letting them know: 'We've got this.'

I'm extremely proud of how our staff quickly overcame our fear as we realized we were not looking at a virus but rather at a person who needed compassion, kindness and reassurance that there'd be no change to their care just because of this added diagnosis. My hard-working staff of RNs, RPNs and PSWs, as well as our custodian Mike and cook Andrea, as always, provided excellent and compassionate comfort and care.

This was just one of many admissions during a busy year for Residence, which had 170 admissions – 39 who came from a home setting and 131 who were transferred from hospital.

The majority (142 residents) were over the age of 65 and the average length of stay was 12.6 days.

136 residents had a malignant diagnosis. The 34 residents who did not have a malignant diagnosis had diagnoses including ALS (Lou Gehrig's disease), heart disease and neurological failure.

Adding to our busy year was the residence gearing up for the accreditation process through Hospice Palliative Care Ontario. While Hospice Peterborough as a whole achieved a near-perfect score of 98.67%, the only recommendations made



Nursing staff enjoy a chili lunch during National Nursing Week.

to the residence was to install privacy screens on the computers in the nursing station. Staff ordered those privacy screens before the accreditors left the building.

I give a huge thanks to my predecessor Jodi Dunn, who retired in Spring 2021, for doing the enormous amount of legwork to ensure the residence was ready for accreditation. I walked into my new job last year with the accreditation processes already in place and was happy to help our team be able to maintain them.

The work is never officially done, though. My team is committed to continual improvement including improved professional development opportunities in an ever-changing medical landscape.

As we eventually learn how to live with COVID post-pandemic, we look forward to opening our doors even further and getting back a stronger sense of community. We look forward to families gathering again in larger groups in our common spaces and enjoying food and drink together, whenever that may be.

I want the Hospice Peterborough Residence to offer all that it can offer to residents and families as we continue to support community members through end-of-life journeys. ♦

THANKS TO YOU:

We can offer Hospice Peterborough's virtual Day Hospice program where community members with a terminal illness have found support throughout an unprecedented time of isolation and social distancing. Chrystine Somerville says joining the program through Zoom has helped her make new friends, feel supported and learn more about her medical condition, all without ever setting foot in the Hospice Peterborough building. Chrystine says she's thankful for the program, which can also direct participants to other Hospice services such as a supportive care counsellor. She's also overwhelmed that this service has no fee, thanks to generous community donations from businesses as well as individuals.





Finance & Administration Update

SUBMITTED BY: Andrew Graham, *Manager of Finance and Administration*

Amazing Support, Camaraderie Helps See the Finance and Admin Department Through a Year of Change and Growth

Our department went through a major change over the past fiscal year with the departure of long-time Finance Manager Angela Vandebroek in March 2022 but I stepped into this new role feeling very supported by Hospice Peterborough staff and by Angela herself who has continued to share her 25 years of expertise throughout this transition.

While Angela has new full-time employment, she has offered fantastic ongoing support to our department as I navigate our processes and policies that were well established under her leadership.

The terrain isn't entirely new, as I'm a Chartered Professional Accountant who comes from a healthcare background having worked as an Accounting Supervisor at the Peterborough Regional Health Centre. But I am very happy to join the team at Hospice Peterborough where I'm learning staff are not only experts in their field but also deeply passionate about the mission, as evidenced by Angela's ongoing enthusiasm and support. It is truly a pleasure to be here.

Also new to the department this past fiscal year is Sharon Cupples, our Human Resources and Payroll Administrator. Sharon has taken on learning Payworks - a new online payroll system for our 47 employees - and is doing a great job ensuring that our HR policies and procedures are up to date while utilizing many of the additional features Payworks has to offer. Sharon and I work very well together and I thank her for showing me our payroll processes in Payworks.

In fact, the Hospice Peterborough finance and



L to R: Wil Pialagitis, Meaghan Blodgett, Andrew Graham and Sharon Cupples

administrative team is great across the board.

Wil Pialagitis, Administrative Assistant and Bookkeeper, is a hardworking and dedicated employee who has a great understanding of the accounting systems that we use. Wil promptly generates receipts for donations and processes all of our supplier invoices while ensuring we have accurate and secure financial records.

We also implemented Quick Books Online in Spring 2021 and this new software has helped us streamline our processes and be more efficient.

I'm also very fortunate to work with the amazing Meaghan Blodgett, Office and Information Coordinator, who is our IT expert, does a tremendous amount of work to support our Annual Appeal fundraiser and is the person everyone turns to if they have a question about anything.

(Continued on next page)



Your Investment in Hospice Care



HOSPICE PETERBOROUGH
Year Ended March 31

STATEMENT OF FINANCIAL POSITION

	2022	2021
CURRENT ASSETS		
Cash and short-term investments	\$ 1,937,044	\$ 1,741,497
Accounts receivable	23,540	60,728
Prepaid expenses	24,608	12,305
	<u>1,985,192</u>	<u>1,814,530</u>
INVESTMENTS	654,872	656,003
CAPITAL ASSETS	<u>8,635,385</u>	<u>8,918,702</u>
	<u>11,275,449</u>	<u>11,389,235</u>
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	71,159	194,506
Deferred revenue	9,136	117,167
	<u>80,295</u>	<u>311,673</u>
FUND BALANCES		
Unrestricted	666,620	527,459
Invested in capital assets	8,635,385	8,918,702
Internally restricted	1,893,149	1,631,401
	<u>11,195,154</u>	<u>11,077,562</u>
	<u>\$ 11,275,449</u>	<u>\$ 11,389,235</u>

STATEMENT OF OPERATIONS

	2022	2021
REVENUES		
Ministry of Health	\$ 2,236,566	\$ 2,367,118
Donations and bequests	738,433	603,082
Grants	95,642	45,150
Fundraising	85,308	93,193
Government assistance	38,860	112,056
Investment income	(2,146)	(9,393)
Other income	2,327	25,435
	<u>3,194,990</u>	<u>3,236,641</u>
EXPENDITURES		
Remuneration and contract fees	2,357,184	2,222,288
Office, general and professional	274,507	299,523
Program and education	52,962	86,631
Travel, training and association fees	39,141	28,539
Fundraising	34,910	17,391
Donations	10,000	-
Amortization	308,694	303,249
EXCESS OF REVENUES OVER EXPENDITURES	<u>\$ 117,592</u>	<u>\$ 279,020</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, 2022 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, 2022. We expressed a qualified audit opinion on those financial statements in our report dated May 26, 2022.

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 26, 2022. 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, 2022, 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, 2022.

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 26, 2022

Grant Thornton LLP
Chartered Professional Accountants
Licensed Public Accountants

**For a full copy of our financials, please visit hospicepeterborough.org/about*

(Continued from page 14)

While Meaghan and Wil are both busy with their formal roles, I also recognize their invaluable contributions to Hospice Peterborough's People Team, helping make sure staff bond, have fun and stay in touch, especially throughout ongoing social distancing.

Although COVID-19 restrictions are easing, the pandemic does continue to influence our operations and I would like to thank Wil, Sharon, and Meaghan for their help covering the reception

desk during periods when our volunteers were unable to be in the building over this past year. For me, my number one priority in the year ahead remains ensuring a continued smooth transition of leadership in this department and diligently overseeing a \$3-million operating budget.

I feel fortunate to work with this great team to help ensure Hospice Peterborough continues to be in good financial standing so we can continue to offer excellence in palliative and bereavement care for many decades to come. ♦

Hiking Together, Even While Apart



Virtual HIKE for HOSPICE

Participants made their own fun for the second Virtual Hike for Hospice, a week long event with days throughout the week such as the Opening Ceremonies, t-shirt decorating contest, and the Day of Remembrance.

THANKS TO ALL WHO JOINED, HELPING US RAISE \$66,000!

Left to right: Brenda shows off new puppy Davie, named after her late brother, David. A family Hike (four legged family members included!). Wava Brown holds a picture of her inspiration to Hike, her late husband. (Top) Staff member Jeannette got friends in on the fun. (Bottom) A magical moment in these ladies' Hike for Ed. Debbie and Elaine wave at traffic as they make their way through their self-led Hike.



Community Programs: Growing & Adapting

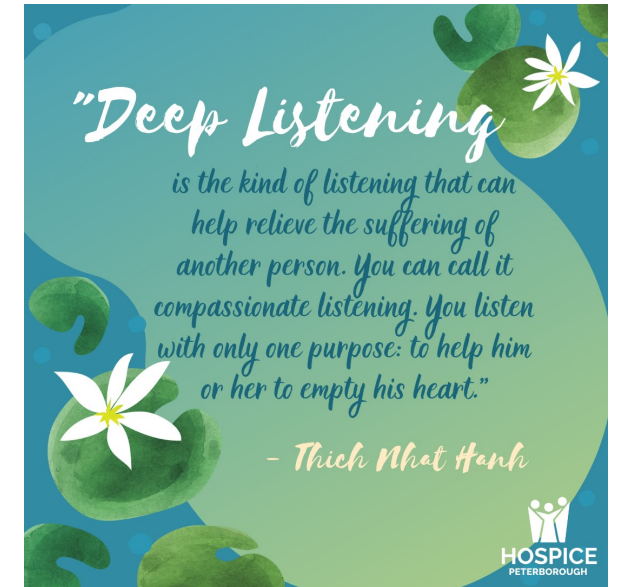
SUBMITTED BY: Natalie Warner, *Manager of Community Programs*

As actress Gilda Radner neared death, she wrote: *"I wanted a perfect ending. Now I've learned, the hard way, that some poems don't rhyme, and some stories don't have a clear beginning, middle, and end. Life is about not knowing, having to change, taking the moment and making the best of it, without knowing what's going to happen next. Delicious ambiguity."*

We often talk about the effect this resiliency Radner describes has for palliative clients and people experiencing grief. The ability to embrace the ambiguity and recognize that clear beginnings, middles and endings don't always happen, helps clients and caregivers find their way through their illness and grief. Seldom do we talk about or even celebrate this type of resiliency within Hospice's own Community Team.

In March 2020 our story that had begun in 2019 when we moved into the new building suddenly changed directions due to COVID-19. And while we continued to deliver the same services, the means

building broke up a tightly knit team that valued being able to turn from their desk and share ideas and debrief with colleagues.



Intake Coordinator Amy Watson is the friendly voice who speaks to nearly every client or family member who uses Hospice Peterborough services.

by which we did so were changed and some of the core values we held dearly, such as being with people and understanding their broader life story through visiting them at home, were challenged. At the same time, the need to work from outside the Hospice

With vaccination, we were able to begin to return to in-person practice with clients and to be in the same office space together. The team also worked together to ensure our In-Home Hospice program passed accreditation. I am proud of the Community Team who kept clients at the forefront of their work while adapting quickly and gracefully to each change and remaining connected with one another. The statistics you read in this Annual Report are a testament to the team's hard work and resiliency. Lately the team has begun to talk about adapting existing programs, developing new programs and changing the way we deliver service to align with directions identified in the Strategic Plan and continue to offer clients excellent service and make the best use of funding and resources. Just as Radner wrote, we are not sure what is going to happen next but we are embracing the delicious ambiguity!

Thank you, Amy, Brenda, Linda, Red, Julie, Lynn, Sheila, Helen, Carolyn and all of the volunteers that work with Community Clients! ♦

Resource Development: Forging Strong Connections...While 6 Feet Apart

SUBMITTED BY: Alison Casey, *Manager of Development*, Aimée O'Reilly, *Fundraising and Communications Coordinator* & Elizabeth Bower-Gordon, *Communication Support Assistant*

It was another strange year of dealing with COVID-19 while the Resource Development and Communications team remained focused on our unique role – forging strong connections with supporters at a time when we are all kept at a distance.

While we rarely saw supporters face-to-face, we worked hard to connect and share stories through robust communications whether it was telling the stories of donors, staff, clients and volunteers; publicizing and promoting the amazing work of our colleagues; communicating 'thank-yous' from family and clients; or sending press releases about grants, donations and unique heartwarming stories.

When it was time for Hike for Hospice last Fall, pandemic restrictions were easing (nobody had yet heard of Omicron) but we opted for another virtual event to err on the side of caution. Making good use of technology, we had digital offerings such as a recording of staff member Sheila Bourgeois reading a children's book about grief that was posted to social media, and Executive Director Hajni Hős offering closing remarks from her family farm. We are proud that we exceeded last year's Hike goal of \$40,000 by raising \$66,000.

It wasn't long after we announced that total that we got the shock of learning about Omicron and were all sent back into total isolation. But we were so humbled that a local family bravely shared their story to support our Annual Appeal.

The Lockyer family – siblings Kim, Sherri and Rich – wanted to support us during a difficult year and shared the story of how Hospice Peterborough had provided comfort and expert care to their parents Wayne and Sue who shared a beautiful love story and died only days apart. We are so thankful to the

Lockyers for supporting the 2021 appeal that raised over \$214,000.

We celebrated the amazing feat of Hospice Peterborough achieving 98.67% to become fully accredited through Hospice Palliative Care Ontario. We're proud of our organization as a whole as well as our department, which fully demonstrated that we met the highest industry standards in fundraising and communications.

As with all non-profits, we know our department confronts a bold new future that will inevitably include

more hybrid events that will focus heavily on technology. We'll also focus on growing new audiences and reaching out to new demographics as we continue to support the amazing palliative and bereavement work of our colleagues.

A special thank you to our hard-working Resource Development Committee: chair Mary Blair, Dr. Heather Drysdale, Heather Eatson, Diane Czarnik, Katie Stewart, Michele Cavanagh and Shelley Barrie.

And of course, a huge thank you to our donors. We always say it's a privilege to serve this community and we truly couldn't do it without you. ♦



L to R: Alison Casey, Aimée O'Reilly and Elizabeth Bower-Gordon

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Through every act of kindness, volunteerism, donation or sponsorship you give to Hospice Peterborough, you ensure access to quality hospice palliative and bereavement care.

We thank you for the unwavering support, and care, you show our community.

YOU are an essential part of the care team.

THANK YOU.

A SPECIAL THANKS TO OUR MAJOR SUPPORTERS



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