



**HOSPICE**  
PETERBOROUGH



# ANNUAL REPORT

**2023-2024**

*Supporting you through life-threatening  
illness and grief.*





Board President Mary Blair snuggles a newborn lamb while visiting Executive Director Hajni's farm.

## MESSAGE FROM BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Reflecting on the past year is always inspiring. This year marked the 35th anniversary of Hospice Peterborough. Registered as a non-profit in 1989 and initially volunteer-run with a few grief programs, Hospice Peterborough has evolved significantly over the decades. Today, with nearly 50 staff members and hundreds of volunteers, we offer 26 programs and services, all at no cost to the recipient, from the original grief groups to providing 24/7 end-of-life care in our Residence. It is always a relief to end a year with a balanced budget, and on March 31, 2024 we were able to close a very strong financial year. The Ministry of Health provided significant one-time funding for our Residence and programming that covered most of the expenses of our Hospice Residence,

and generous community support allowed us to help more people than ever. We are profoundly thankful to our community for recognizing the importance of our mission and remain dedicated to helping us achieve it. Your support is an incredible

gift to your friends and neighbours. Thank you.

Every year we are in awe of the meaningful, creative ways staff support our clients and our work. Two of our staff created curriculum for a new program, tailored to support those who have experienced a death by overdose, we held two one-day nature based retreats, and our podcast, "What Now? On the Threshold of Life, Death, and Grief," continues to reach international audiences with thousands of downloads. We also cherish special moments, such as celebrating birthdays or anniversaries with families, or coordinating live bedside performances of residents' favourite songs.

The primary strength of Hospice Peterborough is our staff and volunteers. Our diverse workforce and volunteer team includes nursing staff, front-line workers, custodians, cooks, finance, IT, communications, HR, fundraising, admin, intake, coordination, navigation, and more. Embracing our diverse roles each team member works harmoniously to deliver exceptional care in the residence, and in the community. Each person's unique contributions make Hospice a truly special place. We are incredibly proud to have been named Employer of the Year at the Peterborough Chamber's Business Excellence Awards, reflecting the dedication of our outstanding staff.

This year, we held several staff development days, focused on crucial topics like trauma-informed care, compassion and care for the dying, and advanced care planning.

These days also offered opportunities to build rapport through activities like hiking and escape mazes, providing a welcome break from the heavy demands of our work.

We are thrilled to announce that, after decades of dreaming, we have introduced the Healthcare of Ontario Pension Plan (HOOPP) for our staff. The Board of Directors is committed to taking care of our team, and we are excited to offer them this well-deserved benefit.

Our fleet of dedicated volunteers has grown significantly this year. We trained a record number of volunteers, who provide invaluable work whether it is in the community, at our front desk, at the bedside, in our gardens, in the Boardroom, or elsewhere. In fact, the hours contributed to Hospice Peterborough by our volunteers equates to more than SIX full-time employees! We truly could not support as many people as we do without all of you!

The organization is so fortunate to benefit from a Board of Directors that is not only overflowing with a variety of talents and skills, but also one with truly special people who care deeply about Hospice and show an unmatched dedication to its staff and mission. The Board has showered the staff with various appreciation events and surprises and provided the most professional guidance and support to the Executive Director while steering the organization with best governance practices. Thank you to our board members for all of their contributions.

Looking ahead, we have much work to do. We are already underway with the re-accreditation process with Hospice Palliative Care Ontario, to be completed by late 2024, which is a huge undertaking and will involve every staff member and volunteer across the organization.

As the Executive Director and President of Hospice Peterborough, we are grateful for all of your ongoing support. We could not fulfill our mission to enhance the comfort, dignity and quality of life of individuals and families living with or affected by life-threatening illness or grief without you!

From the bottom of our hearts: Thank you!

*MBL* Hajni Hős

Mary Blair,  
Board President

Hajni Hős,  
Executive Director



TOP: Board of Directors meet outside Hospice Norwood.

BOTTOM: The Board holds their Holiday Staff Appreciation breakfast.



# HOSPICE VOLUNTEERS ARE NOTEWORTHY!

SUBMITTED BY: Carolyn Parkes, Volunteer Services Lead & Barb Ross, Volunteer Services Coordinator

The inscription on this year's volunteer appreciation gift (a notebook with 'Volunteers are Noteworthy') couldn't be more true. If there is one thing we know, it's that Hospice Volunteers are a special group of people – a fact that is demonstrated each time we connect with one or a group of Hospice Peterborough's 170 active volunteers.

Volunteers are integrated into all aspects of Hospice and, with Covid-19 restrictions largely lifted, 2023/24 was a busy year that saw volunteers able to fully re-engage in all their many roles. At the Hospice building volunteers greeted visitors at reception, supported clients and families in the residence, gardened, arranged flowers, provided admin support, worked on special events and projects, attended board and committee meetings, assisted in the kitchen, and provided facilitation support to grief groups, caregiver groups, and Day Hospice. Outside Hospice walls, community volunteers provided respite and companionship in client homes, the Hospice Singers sang at Hospice events, volunteers assisted



with client retreats at Tecasy Ranch, and fundraising and development volunteers contributed to the success of events like our annual Hike for Hospice and Summer Sips. In partnership with Hospice Norwood, over a dozen Norwood area volunteers completed training to support clients in their homes in the eastern part of the county.

Hospice volunteers don't shy away from the tough stuff, in many roles they walk alongside individuals and families facing some of the most difficult experiences of their lives. They give their time to offer compassionate support and, as



if that isn't enough, they frequently share that they feel so privileged in their roles that what they receive in return is more than they could ever give. We want to echo that having the opportunity to work with our incredible volunteers is a joy and a privilege, and we are proud of the work they do. As Hospice celebrates 30+ years serving the City and County of Peterborough, we recognize that the ongoing success of our organization is due in large part to the dedication and unique contribution of each of our noteworthy volunteers.

Volunteers contributed **11,240.5 hours** to Hospice Peterborough.

That's the equivalent to more than 6 full-time employees.

Reception volunteers fielded **8,325 phone calls** and welcomed **12,814 visitors** to Hospice Peterborough.

That's an average of 23 phone calls and 35 visitors every day!

Volunteers attended **222 home visits** with clients in our community.

Providing company and respite to clients at end-of-life and their caregivers.

We ♥ our volunteers!





## FINDING COMFORT IN COMMUNITY: YVONNE'S STORY

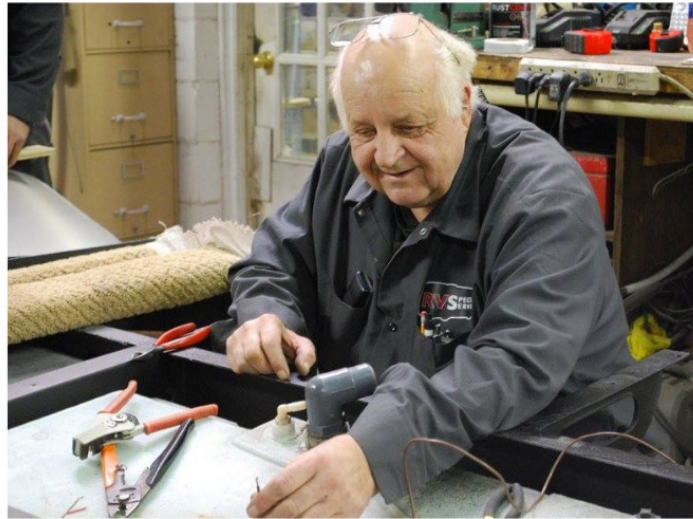
They called him “RV Eddy”: a nickname earned – and well deserved – for his far-reaching expertise in all things Recreational Vehicle. “He was the best Recreational Vehicle repair person in North America, people said,” shares Yvonne Hollandy, his eldest daughter. “It was generally accepted that if he couldn’t source the part or fix the problem, then the part simply didn’t exist or the problem was unfixable.” Edward Hollandy’s brilliance was outmatched only by his generosity – “he would do anything to help others.”

When Ed died suddenly in March of 2021, Yvonne was devastated: “It was the worst thing that had ever happened to me. Everything about it was new.” Ed was not only Yvonne’s father, he was her best friend. Losing a parent for the first time in her early forties, she felt overwhelmed with grief. “All of a sudden, it’s like you’re in this club that you’re not sure you want to be in.”

A year-and-a-half after her father’s death, Yvonne made the courageous decision to join the Grief Recovery Group 1 at Hospice Peterborough. Recalling walking into the room on her first day in the group, Yvonne shares: “The vulnerability in the room was palpable. As soon as you walked in, there was a rawness. People were crying. Kleenexes were going around. You could feel the pain, but it was a resonance. It was almost like looking at how you felt and seeing it in people around you that you had never met before.” Though the early moments in the group were difficult, once the group began sharing and holding space for each other with care and with patience, that feeling of “resonance” grew. It began to feel “like a really safe, comfortable place,” she remembers.

Yvonne describes Lyle Horn’s facilitation of the group as “incredible,” noting his “gracious, kind, solid back-bone of a way of holding that space for everybody, guiding people to where they don’t even know they need to be.” He also shared some “hard truths” with the group that were difficult but necessary to hear; like the reality that there would be no new memories with the person you had lost. “Death is as real as it gets,” Yvonne has learned.

And while most members of the group shared their experiences willingly, Yvonne says that sharing



was always an invitation, there was no pressure. She also notes that in being open about your grief, you could “disperse and share the pain.”

But something special emerged as the group continued on: a growing rapport and a desire to stay connected beyond Hospice walls. “Lyle had encouraged us to stay in contact, to reach out to one another if that was something that we wanted to do.” Since groups took place on Tuesday nights from 4:15-6:15 p.m., there was naturally discussion about dinner plans. With many in the group being widowers or newly on their own, eating in the company of others was appealing. Group member Elaine managed reservations, and off they went. “Every week, it became a thing,” Yvonne says. Almost everyone in the room began joining the dinners, “realizing we had a deeper connection to one another, meeting in this vulnerable space.” Over casual dinners, the group shared further reflections on their grief journeys, practical tips and advice on things like planning a celebration of life and tying up legal matters after a loved one has died, and generally checking in on each other. Over the course of their ten weeks as group members, they shared lively and honest conversations at Swish Chalet, St. Veronus, Castle John’s (a few times!), the Railyard Café, and more.

Even when the group officially ended, this emerging community stayed connected via a group chat, organizing a Christmas party, showing up together to Summer Sips – a Hospice Peterborough fundraising event featuring wine, food, and live music at Rolling Grape Vineyard – and continuing a monthly dinner on Tuesdays. When it came time to register for Grief Recovery Group 2, many of the group members registered and stayed together, growing the dinners with new faces. Last fall, the group even held a book sale to raise funds for the organization that brought them together. Group member Jackie Woodard had the idea, and hosted the sale, with everyone pitching in in some way, lending tables and collecting books. Yvonne designed a poster and promoted the event on Facebook. Exceeding everyone’s expectations, the book sale raised over \$1,400.

Yvonne and her siblings, Shawn and Trisha, also hosted a Celebration of Life for their father (at the Peterborough Airport to pay homage to his love of flying and his history as a pilot) and members of the group attended in a show of support, despite having never met Ed. “It’s so precious. It’s like a second family,” is how Yvonne summarizes her relationship with the group.

While the pain of Yvonne’s father’s death still feels tender over three years later, being connected to others with shared experiences has brought immense comfort and support. “In this group, everybody knew, there was just this knowing. I made a toast once: ‘to our loved ones lost that brought us together.’

“We’d do anything to bring those people back, but it’s something we can say ‘thank you’ to them for, for bringing us together.”

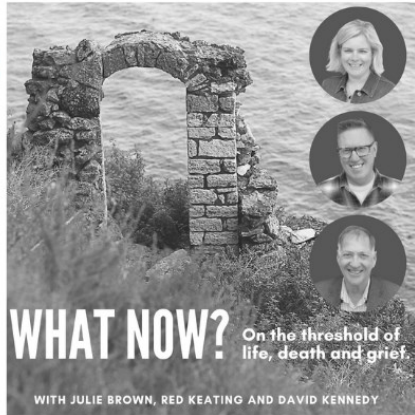
Sharing her plans for the rest of the day following this interview, Yvonne’s eyes brighten. She’s meeting the group for dinner.





## 'WHAT NOW?' CELEBRATES 5 FIGURE DOWNLOADS IN THE LAST YEAR!

In the past year, the 'What Now?' podcast has reached over 10,000 downloads across 64 countries, offering listeners diverse insights and inspiration. From personal growth to practical advice, to equity in palliative care, each episode has intended to spark meaningful conversations.



Featuring thought-provoking interviews with industry leaders and change-makers, to intimate discussions on navigating life's challenges and embracing moments of joy, we hope you found an episode that resonated. As we reflect on the past year, we're grateful for our dedicated listeners and excited to continue amplifying diverse voices and inspire hope for people wherever they are in their life journey.

Thank you for being part of the What Now? community. Here's to another year of growth and discovery ahead!

### Check out what our listeners shared:

*I will be eternally grateful for this. The world is so lucky to have all of you, helping people who need support. Much appreciated.*

*Just listened to this podcast on a small island in B.C. I got lots of ideas from it to apply to things I am doing in my life. Thanks so much.*

*Thank you SO much for these conversations that at once comfort and inform. They are incredibly helpful for normalizing those big emotions of grief, and feeling there will be a path forward.*

*Your easy, calm, and open attitudes are so appreciated as the conversation naturally unfolds. This is just such a gem of a resource. Thank you! Thank you! Thank you!*



## BROUGHT TOGETHER BY GRIEF: A COMMUNITY UNITED COMMUNITY PROGRAMS UPDATE

SUBMITTED BY: Natalie Warner, Manager of Community Programs

For the past two years Hospice Peterborough has offered all adult grief support through groups. The decision to enhance group programming and stop offering one-to-one appointments was based in evidence which suggests that most grief is best supported within the community, by the person's social network, and by connecting people experiencing grief with one another. Sheila Bourgeois continues to support children and youth in grief by supporting their parents and through arts based programming.

Last year we trialed two day-long retreats in partnership with Tecasy Ranch and the Kindred Foundation. One retreat was funded by the Canadian Mental Health Association and was for survivors of suicide loss, the other was a family retreat for children, youth and their carer who had experienced the death of someone who cared for them. Staff Sheila Bourgeois and Amy Watson, and community partner Alice Czitrom were selected to present on this model of grief support at the Hospice Palliative Care Ontario Conference this June!



*Moving with Grief* is another new option where people experiencing grief can join a twice a month walk to connect with other people in grief. In the winter months this group meets at the Cavan Monaghan arena and uses the indoor walking track. In the summer months the group meets at Rogers Cove.

Over the winter, Amy Watson and Red Keating researched and put together an eight week program; *Grieving Their Absence – support after a death by overdose*. Each week of the program will build on the week before and it will be tested with a small group of participants in the Spring of 2024 with the hopes to grow the program.

The Grief Recovery Groups which have happened since the early days of Hospice continue to be a popular option for people and this year 86 people participated in Grief Group One and 54 continued on to Grief Group Two. Grief Chat continues to offer support to people in the first six months of grief with two grief chat groups happening at Hospice Peterborough and one happening at Hospice Norwood.



# NURSING COMPASSIONATE CARE: RESIDENCE UPDATE

SUBMITTED BY: Erin O'Brien, Manager of Residence



My first year as the Manager of Residence has been one of the most challenging yet rewarding experiences of my career. The position came with a steep learning curve, and I am deeply grateful for my colleagues, who were always available to answer questions and offer encouragement. A special thank you to Jodi Dunn, who returned in a supportive capacity to help me settle into my new role. Witnessing and participating in beautiful moments of love and compassion has made this journey truly fulfilling.

One of the most special experiences we shared this year were the Honour Guards. This ritual allows families to choose how they wish to say goodbye when their loved one dies. Family, staff, and volunteers line the hallway of Hospice Peterborough, seeing the person out of the building for the last time to their favorite song. Among the many special Honour Guards, one stood out when the Hospice Singers, a volunteer group, happened to be practicing at the same time. Serendipitously, the song chosen for the Honour Guard was the same one they had been practicing, and the individual, surrounded by family, was serenaded to a live version of their favorite song. Another unforgettable moment was witnessing a Resident being danced out by a traditional Indigenous dancer in full regalia.

Despite the challenges, whether policy-related, pandemic-related, or emotional, it is an absolute privilege to be present with your loved ones in the Residence.

I owe the residence staff a huge amount of credit. Each person leaves their mark - each RN, RPN, and PSW brings a unique touch to their amazing care. Andrea's food truly feeds the soul. I am incredibly grateful for my team. This year, we also welcomed Danielle LeMoine as Clinical Lead, a new position created to ensure adequate support for the department. Danielle is leading the re-accreditation process, meticulously collecting and reviewing hundreds of pieces of evidence, including all our policies and procedures. Needless to say, I am grateful for the help!

The Residence has been very busy over the last fiscal year, with 197 admissions—68 from home settings and 129 from hospitals. The average length of stay was 9.3 days. Of the 197 residents, 144 had a malignant diagnosis, while 53 had diagnoses including ALS, heart disease, and neurological illnesses.

In the upcoming year, we are excited about wrapping up accreditation and developing new projects to better serve our community.

# SNAPSHOTS OF OUR YEAR!



The Palliative Pain and Symptom Management Consultant led 182 sessions.



219 participants joined 19 meditation sessions.



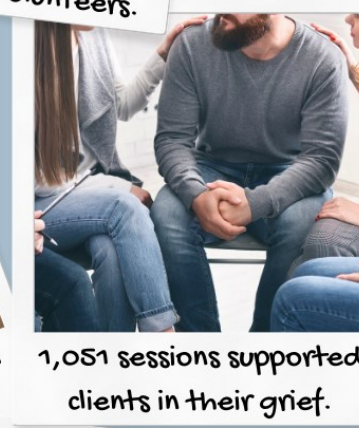
39,704 client interactions by staff and volunteers.



Received 161 new community bereaved clients.



44 new child and youth referrals.



1,051 sessions supported clients in their grief.



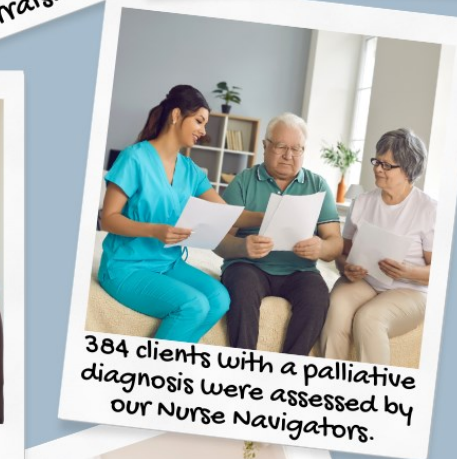
166 palliative support groups held.



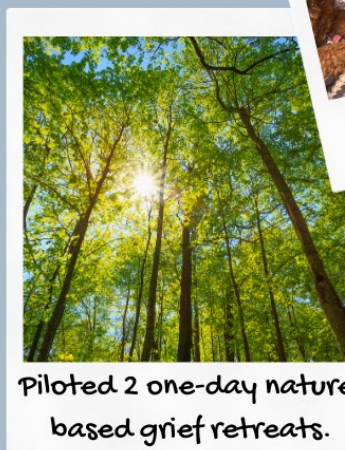
2,163 clients supported over the last year



We received 271 new caregiver support referrals.



384 clients with a palliative diagnosis were assessed by our Nurse Navigators.



Piloted 2 one-day nature-based grief retreats.



154 children were supported in their grief.



259 sessions of grief groups were held.



# CHAMPIONING COMPASSION: THE STORY OF HOSPICE PETERBOROUGH

Since our inception, Hospice Peterborough has been dedicated to enhancing the comfort, dignity, and quality of life for those facing advanced illness, grief, and bereavement. This timeline highlights the significant milestones and achievements that have shaped our journey and our impact on the community over the years.

For 35 years we have been proud to be **your community hospice**.

**1989:** Hospice Peterborough (HP) officially becomes a registered charitable organization on April 1st, with its mission to "enhance the comfort, dignity, and quality of life for people and families living with cancer, advanced illness, or grief."

**1989 – 1990:** HP becomes a United Way member agency, receiving annual funding. HP has a caseload of 37 active clients.

**1990 – 1991:** With 65 volunteers and seven committees, HP launches its first support groups for palliative clients and caregivers.

**1994 – 1995:** HP serves 20% more people than the previous year with 10% fewer dollars and one less staff member.

**1995 – 1996:** A Relocation Committee seeks additional space, and a new children's grief program is developed with local art therapist Brian Nichols.

**1996 – 1997:** HP extends its mission to those living with a life-threatening diagnosis.



**1998 – 1999:** HP expands its mandate to include "enhancing the comfort, dignity, and quality of life for individuals and families living with cancer or advanced illness or grief."

**1999 – 2000:** The Ministry of Health and Long-Term Care announces funding for caregiver support, counseling, and Pain and Symptom Management programs.

**2000 – 2001:** HP and the Palliative Pain & Symptom Management Program lead a two-year training pilot with the Canadian Palliative Care Association.



**2002 – 2003:** The move to 439 Rubidge Street, after completion of a \$175,000 capital campaign, allows for 'Day Hospice' programming, supporting men and women with a life-threatening illness, and providing respite for caregivers.

**2003 – 2004:** Strategic Planning begins initial steps towards establishing a residential hospice.

**2007 – 2008:** HP tackles healthcare concerns, including pandemic planning, with community partners.



**2011 – 2012:** HP's Strategic Plan commits to expanding services and developing a hospice residence aspiring to be a "Centre of Excellence."

**2012 – 2013:** Planning and zoning for 325 London Street progresses, including a site plan and rezoning.

**2014 – 2015:** The *Every Moment Matters* Campaign Cabinet begins its work, with a \$6.5M capital campaign goal.

**2015 – 2016:** The campaign continues, and the detailed design phase begins. Local governments are approached for investment.

**2016 – 2017:** HP announces \$7.6M raised at the Annual General Meeting, with a final public stage of the campaign's goal set at \$8.5M.

Groundbreaking takes place on November 1.

**2017 – 2018:** Construction faces delays due to weather, at-risk animals, and structural issues. The *Every Moment Matters* campaign wraps up, raising a total of \$10.8M.

**2018 – 2019:** HP's staff grows from 15 to 40. On March 7, HP completes the move to 325 London Street, with celebrations attended by over 4,000 people.

**2019 – 2020:** HP admits its first two end-of-life residents on April 8. Executive Director Linda Sunderland retires, and Hajni Hos becomes the new ED. The COVID-19 pandemic begins in March.

**2020 – 2021:** HP continues offering programming and support safely, despite COVID-19 lockdowns.

**2021 – 2022:** HP becomes a fully accredited healthcare organization with Hospice Palliative Care Ontario, achieving a top score of 98.67%.

**2022 – 2023:** With vaccinations and loosening restrictions, HP resumes in-person meetings and events. Dr. John Beamish, founder and Medical Director, retires after 36 years of service.

**2023-2024:** Hospice Peterborough is the Chamber of Commerce's Business Excellence Award 'Employer of the Year' recipient.

**For a complete history of Hospice Peterborough, please visit our website!**





## BUILDING COMMUNITY CAPACITY FOR QUALITY PALLIATIVE CARE

SUBMITTED BY: Erin Newman-Waller, Palliative Pain and Symptom Management Consultant

The Palliative Pain and Symptom Management Program is dedicated to enhancing the quality of palliative care across Peterborough, Northumberland, Haliburton, and the City of Kawartha Lakes. As the Palliative Pain and Symptom Management Consultant (PPSMC), my primary goal is to elevate the patient experience by equipping healthcare providers with the knowledge and skills needed to implement best practices in palliative care.

In the last year, our program made significant strides in various key areas. We focused on capacity building for frontline healthcare providers through case-based consultations and comprehensive palliative education, resource sharing, system development and interdisciplinary education. Overall, we had over 4,000 participants across the Central East Region. More than 300 healthcare providers in Long Term Care (LTC) were educated in palliative approaches, ensuring that residents receive compassionate and effective care.



I had the honour of being a guest lecturer at the Trent Fleming School of Nursing and Fleming College, igniting interest in palliative care among the next generation of RN and RPNs. Monthly virtual education sessions covered a wide range of palliative and symptom management topics, keeping healthcare providers informed and engaged.

Our efforts extended beyond individual training, as we actively engaged in system development within organizations and across the palliative service sector. Weekly and biweekly palliative care rounds in Long-Term Care (LTC) homes helped build capacity and improve pain and symptom management for residents. Collaborating with the Ontario Centres for Learning, Research, and Innovation in Long-Term Care (CLRI), we supported three LTC homes in the Ontario Health-East

region participating in their collaborative project to improve palliative care.

Recognizing the diverse needs of healthcare organizations, we conducted 185 topic-specific education sessions tailored to their requirements. Additionally, 120 healthcare providers participated in interdisciplinary courses, including provincially recognized programs such as Fundamentals, Advanced Palliative Practice Skills, Comprehensive Advanced Palliative Care Education, and Essential Pain Management.

The achievements of the PPSM Program in 2023-24 reflect our unwavering commitment to improving knowledge of, and access to, quality palliative care. Through education, collaboration, and system development we continue our work of empowering healthcare providers with the tools and knowledge they need, to better serve those in our region.

## PALLIATIVE COMMUNITY CARE TEAM (PCCT) & PALLIATIVE SUPPORTS

SUBMITTED BY: Natalie Warner, Manager of Community Programs

The Palliative Care Community Team includes our Intake Coordinators Amy Watson and Jill Duncan (who took over from Lisa who has moved to working full time in the Hospice residence), Nurse Navigators Linda Kehoe and Brenda Warner, and Supportive Care Counsellors Red Keating and Cheryl McFarlane. Sheila Bourgeois, Family and Child Life Specialist, supports children and youth who have a palliative diagnosis or who are living with a family member who is dying. Intake is the first contact for all clients, they receive referrals for the PCCT as well as for grief programs and for the Residence. In the year 2023-24 Hospice received 512 referrals for clients with a palliative diagnosis in the community and for potential residence admission. Amy and Jill reached out by phone to each of these families to introduce Hospice services and book the Nurse Navigator for a home intake appointment. Of these referrals, 384 people were seen in their home by nurse navigators Linda Kehoe and Brenda Warner. The Nurse Navigators meet clients and help connect them with hospice services and community resources including the palliative physicians. Red Keating and Cheryl McFarlane may see the client, or their caregiver, or both to provide supportive care and if they wish the client may be connected with our home hospice visiting volunteers.

People with a palliative diagnosis may also choose to join the Men's or Women's group in Peterborough or the Illness Support Group in Norwood. One family member noted "their parent loved the group and the ability to talk about their illness with folks who were experiencing the same things." Caregivers also have the option to join the weekly caregivers group.



Being a client of the PCCT is not a requirement for admission to the Hospice Residence but many of the people who come to the Residence have had their first introduction to Hospice through the PCCT and there is a lovely continuity that can happen when staff meet clients and family members within the building at end-of-life. Caregivers are also sent information about the grief groups after the death of their person and this echoes the Canadian Hospice Palliative Care Association model of palliative care.



## GRATITUDE AND GROWTH: REFLECTING ON A YEAR OF EXCEPTIONAL COMMUNITY GENEROSITY

SUBMITTED BY: Aimée O'Reilly, Manager of Development

It was an inspiring year in the Fund Development Department, marked by heartfelt stories from individuals whose loved ones received care at Hospice. Their narratives underscore the significance of our programs in their healing journey, and the vital role of community support.

We are deeply moved by the extraordinary generosity of our community. Thanks to one-time government funding and a transformational legacy gift, we ended the year with a surplus. Prudent investment decisions by our Board of Directors have brought us closer to financial sustainability, providing stability for long-term planning while remaining adaptable to community needs.

We celebrated 35 years of Hospice Peterborough, including five years at our location at 325 London Street, with a special exhibit in our café area.

Support for events like Hike for Hospice and Summer Sips continue to humble us. These gatherings, filled with camaraderie and shared memories, not only honour loved ones but also raise crucial funds to extend compassionate care to others.

Mary Blair bravely shared what Hospice Peterborough has meant to her and her family in our Annual Appeal, sent to over 10,000 households, inspiring countless individuals to give generously. We extend our heartfelt gratitude to each person who was moved to action.

Behind our success stands an exceptional team of volunteers, including our Resource Development Committee: Mary Blair, Michele Cavanagh, Diane Czarnik, Heather Drysdale, Leslie Keating, and Jamie Westaway, led by Co-chairs Heather Eatson and Brooke Dickey. Their dedication and expertise have been instrumental in shaping our achievements.

Fundraising and Communications Coordinator Sarah van den Berg continued to share her exceptional talent for communications and story-telling. Sarah has also greatly increased the musical presence at Hospice, with her own talents, and through revamping and reinvigorating the Hospice Singers in her role as staff liaison, creating some of my favourite memories from this year. The coming year will bring significant changes as Alison Casey retires after 17 years with the organization. Her commitment and love for Hospice Peterborough cannot be overstated. We would not be where we are today without her and we have to express our immense gratitude for the foundation she has set, where the organization can continue to grow.

With the ongoing renewal of our monthly and legacy giving programs, we are optimistic about the future. The unwavering support of our community and the dedication of our colleagues ensure that we can continue to provide comfort and support to those navigating life's most challenging moments. We are profoundly grateful.



## A SUCCESSFUL YEAR FROM FINANCE & ADMINISTRATION

SUBMITTED BY: Andrew Graham, Manager of Finance & Administration

The Finance and Administration Department is honoured to share the results of another successful fiscal year. Amidst the busy backdrop of this past year, our department implemented several pivotal initiatives, notably a comprehensive pension plan for all staff, alongside ongoing efforts to strengthen Information and Technology and admin processes.

We are immensely proud of our stellar team Meaghan Blodgett – Office & Information Coordinator, Wil Pialagitis – Accounting & Payroll Coordinator, Mike Bowser – Building Maintenance & Custodian, and Rochelle Bowers – Human Resources Administrator for their ongoing dedication and hard work. Their efforts have been instrumental in ensuring the seamless implementation of our new pension plan, marking yet another milestone achievement for our department.

Each member of this department goes beyond in their work every day to ensure systems run smoothly, IT is current and secure, the building is in good repair, the grounds are properly maintained, payroll and accounting are accurate, data is managed, staff has supportive HR programs – to name only a few of their accomplishments, and ultimately providing the foundation for all of our work.

We are also grateful to our volunteer workforce, unpaid but equally essential, our Finance Committee - Marie Hynes (Chair), Adam Burns, Otis Smith, Dan Marinigh, Richard Johnston, Mary Blair, Jenny Lanciault, Jim Harries, and Max Moloney. With the Finance Committee's guidance, we have made prudent investments, and transparently and professionally managed finances, achieving Hospice's strongest fiscal year-end to date.





# 2023-2024 FINANCIAL SUMMARY

## HOSPICE PETERBOROUGH Year Ended March 31

STATEMENT OF FINANCIAL POSITION		2024		2023		STATEMENT OF OPERATIONS			
<b>CURRENT ASSETS</b>						<b>REVENUES</b>			
Cash and current portion of investments	\$	2,629,635	\$	1,145,596	Ministry of Health	\$	2,482,434	\$	2,246,760
Accounts receivable		30,055		263,882	Donations and bequests		1,344,286		810,123
Prepaid expenses		45,432		22,192	Fundraising		129,813		123,353
		<u>2,705,122</u>		<u>1,431,670</u>	Investment income		121,042		20,257
<b>INVESTMENTS</b>		1,555,651		1,568,566	Grants		32,906		56,074
<b>CAPITAL ASSETS</b>		<u>8,022,366</u>		<u>8,316,478</u>	Other income		<u>600</u>		<u>1,072</u>
		<u>12,283,139</u>		<u>11,316,714</u>			<u>4,111,081</u>		<u>3,257,639</u>
<b>CURRENT LIABILITIES</b>					<b>EXPENDITURES</b>				
Accounts payable and accrued liabilities		209,106		104,140	Remuneration and contract fees		2,641,108		2,479,444
Deferred revenue		<u>219,285</u>		<u>3,601</u>	Office, general and professional		378,724		315,348
		<u>428,391</u>		<u>107,741</u>	Program and education		66,537		61,380
<b>FUND BALANCES</b>					Travel, training and association fees		42,766		17,761
Unrestricted		708,375		829,137	Fundraising		40,225		37,744
Internally restricted		<u>11,146,373</u>		<u>10,379,836</u>	Amortization		<u>295,946</u>		<u>332,143</u>
		<u>11,854,748</u>		<u>11,208,973</u>			<u>3,465,306</u>		<u>3,243,820</u>
		<u>\$ 12,283,139</u>		<u>\$ 11,316,714</u>	<b>EXCESS OF REVENUES OVER EXPENDITURES</b>		<u>\$ 645,775</u>		<u>\$ 13,819</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, 2024 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, 2024. We expressed a qualified audit opinion on those financial statements in our report dated May 23, 2024.

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 23, 2024. 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, 2024, 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, 2024.

#### 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 23, 2024

*Grant Thornton LLP*  
Chartered Professional Accountants  
Licensed Public Accountants

# BOARD OF DIRECTORS 2023-2024



Mary Blair  
President



Adam Burns  
Vice-President



Heather Eatson  
Secretary



Marie Hynes  
Treasurer



Len Lifchus  
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Shelley Barrie



Kirsten  
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Keatings



Dan Marinigh



Max Moloney  
Youth Intern



Christina  
Murphy



Deborah  
Nayler



Otis Smith



Dr. Becca  
Webster

## Hospice Peterborough Staff 2023-2024

Grace Aziz

Andrea Barrett

Meaghan Blodgett

Sheila Bourgeois

Rochelle Bowers

Mike Bowser

Cheri Brolley

Erin Cain

Alison Casey

Linda Clark

Ashley Demers

Sebastien Deuchars

Jill Duncan

Jennifer Earle

Kathy Easton

Andrew Graham

Chrystal Harloff

Julie Hignett

Hajni Hős

Carolyn Jenkins

John (Red) Keating

Kim Keating

Linda Kehoe

Melissa Kenny

Lezley Latchford

Danielle LeMoine

Alexandra MacBain

Robyn MacDonald

Brooke Mahar

Sherri McCarthy

Julie McCleery

Helen Mead

Sherry Mossor

Alexandria Murphy

Erin Newman-Waller

Tannis Noble

Aimée O'Reilly

Erin O'Brien

Cheryl McFarlane

Carolyn Parkes

Wil Pialagitis

Barb Ross

Lisa Rossi

Jen Sager

Jody Taylor

Alisha Van Allen

Sarah Van den berg

Brenda Warner

Natalie Warner

Amy Watson

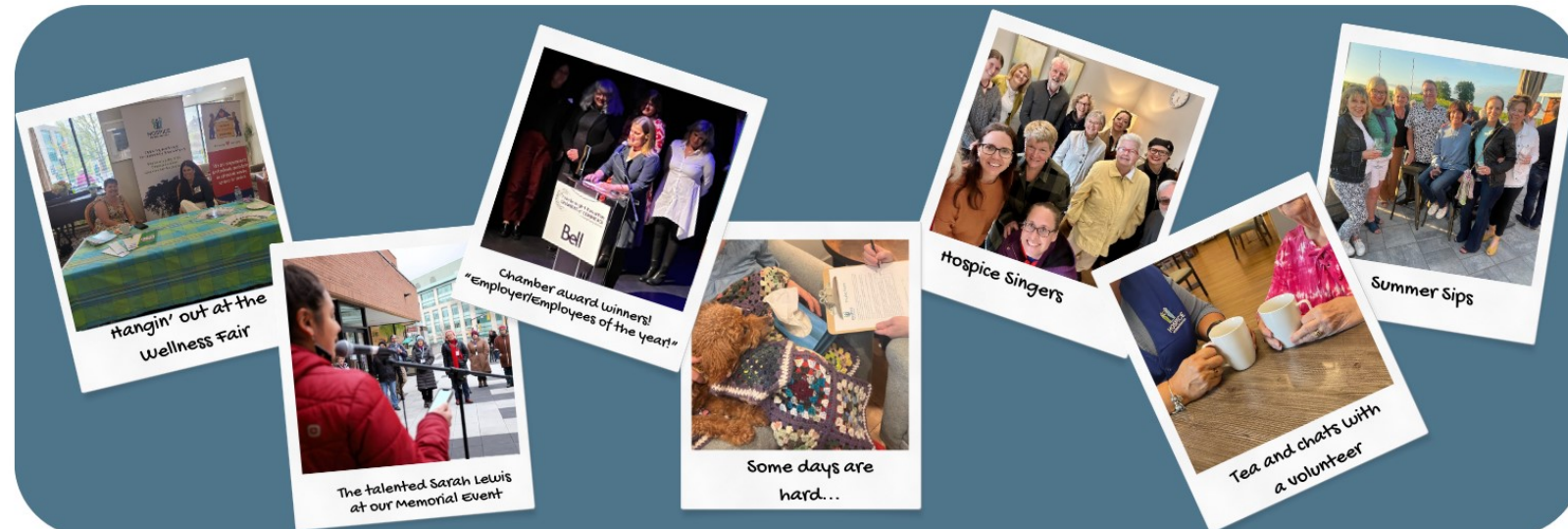
Amy Willshaw

Carolyn Wilson

Sarah Yeomans

Jane Young

Laura Zielinski





CONNECT WITH US:



**WE EXTEND A HEARTFELT THANK YOU TO OUR MAJOR SUPPORTERS. YOUR GENEROSITY MADE A MEANINGFUL IMPACT EVERY SINGLE DAY.**



**Nav-CARE**  
Making Connections, Making a Difference



**Canadian Mental Health Association**  
Haliburton, Kawartha, Pine Ridge



**Community Foundation**  
of Greater Peterborough



**KINDRED**  
FOUNDATION



**Ontario**



**Ontario Health**