



**HOSPICE**  
PETERBOROUGH

# YOUR COMMUNITY HOSPICE

2020-2021



# Board of Directors & Staff



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Webster



Jacob Van Haaften

## 2020-2021 Hospice Peterborough Staff

Hajni	Julie	Linda	Wil	Natalie
Justin	Alison	David	Siobhan	Amy
Grace	Linda	Melissa	Jennifer	Amy
Meaghan	Jodi	Lesley	Patti	Sarah
Sheila	Alley	Brooke	Jody	Jane
Elizabeth	Julie	Sherri	Kortney	Laura
Mike	Carolyn	Catherine	Jacob	
Cheryl	Kim	Tannis	Angela	
	John	Aimée	Ann	



# A Message from Board President & Executive Director

Many people say there are “no words” to describe the year we’ve all just endured but we can think of one that sums up how we feel about Hospice Peterborough.

Proud.

We’re so proud of our board, staff and volunteers who, despite the enormous challenges posed by the COVID-19 pandemic, have pulled together to support our clients and each other remotely, stayed out of deficit despite fewer fundraisers, developed an ambitious strategic plan and are close to achieving a huge milestone of accreditation.

When the pandemic started, nobody truly understood all of the ways it would impact our lives and our work. We didn’t understand how much stress we’d be under by being isolated from family and friends, how much we’d miss our colleagues’ company when things got tough or how hard it would be on us physically to stare at a screen for Zoom meetings all day.

We’ve watched in awe, however, as board members and staff overcame these personal challenges even as they tackled new professional challenges such as how to comfort a grieving mother through a computer screen, how to offer palliative services from a distance, how to give a retiring colleague a proper farewell without a hug or handshake, and how to hold a major fundraiser when nobody is allowed within six feet of each other.

Through hard work, innovation and dedication, we’ve come up with ways to not only accomplish our goals but accomplish them well, all while being nimble and prudent with donor dollars.

In fact, we’ve gone beyond overcoming the challenges of the pandemic and have embarked on

exciting new initiatives that will carry us well into the future, long after COVID-19 is over.



We spent months working on a four-year strategic plan, which the board approved in January. Following a comprehensive engagement and planning process, we established four strategic priorities: trusted leadership in hospice palliative care, exemplary programs and services, organizational excellence and financial sustainability.

We’ve made sure our plan translates into specific action items and, using the plan for everyday guidance, management will report back to the board quarterly about progress.

One of the most important ways we’re looking ahead right now is the rigorous accreditation process through Hospice Palliative Care Ontario.

This accreditation, which we plan to achieve by the end of 2021 will signify to health professionals, the public and funders that Hospice Peterborough meets high standards of quality programs and services, fiscal responsibility, professional development and transparency.

Coupled with our strong strategic plan, this accreditation will stand us in good stead for years to come.

These have been challenging issues in challenging times but, in true Hospice Peterborough spirit, we have all risen to the occasion.

When all is said and done, we can think of another word that sums up our feelings about Hospice Peterborough over the past year.

Thankful.

Thank you to everyone for your hard work, ability to adapt on the fly and ongoing support of our mission.

We couldn’t do it without you.

Bob Campbell

Hajni Hős



## 'Relief to See Some Normalcy'

*Hospice Peterborough residence endured difficult year of pandemic restrictions and loss of usual comforts but now there's a light at end of tunnel*

Of all the challenges faced by Hospice Peterborough during the pandemic, RPN Kim Keating says one of the hardest to accept was that, despite staff's valiant efforts, the 10-bed residence lost that feeling of "home."

Ms. Keating thinks back to April 2019 when the residence hosted its grand opening and the new facility was soon full of camaraderie, laughter, families coming and going thanks to a 24/7 open-door policy, "Happy Birthday" being sung in the hallways and couples celebrating wedding anniversaries.

"There were sleepovers, movie nights and it was always lovely when babies were brought in for a visit," Ms. Keating says. "Our focus was for the residence to be an extension of home and that's exactly what we provided. It was a hopping place!"

After COVID-19, however, everything changed.

Most staff were sent home to work, the essential staff had to cover up their smiles with a mask and there was an unease and fear as everyone adjusted to the new reality.

Restricting visitors for people in their final days was difficult and heartbreaking, Ms. Keating says, and the building felt especially empty without families chatting in the lounge over a communal pot of soup and garlic bread.

"We did what we could but it was hard because everything was opposite from the 'Hospice way,'" she says.

As months progressed, visitation rules changed to align with public-health guidelines and Hospice Peterborough granted some extra visitors on compassionate grounds during a resident's final 24-48 hours.

During the province-wide lockdowns, Ms. Keating notes that fewer people were admitted, likely because families would rather care for loved ones on their own than face visiting restrictions.



"And at the end of each lockdown, we'd see a surge," she says.

Along the way, Hospice Peterborough has innovated and made the best of a difficult situation.

The residence added laminated photos of staff members, without a mask, to each room so residents would know the face of who was caring for them.

As families still can't gather to eat in the communal room, Hospice Peterborough is also putting mini fridges into each room, which will stay post-pandemic.

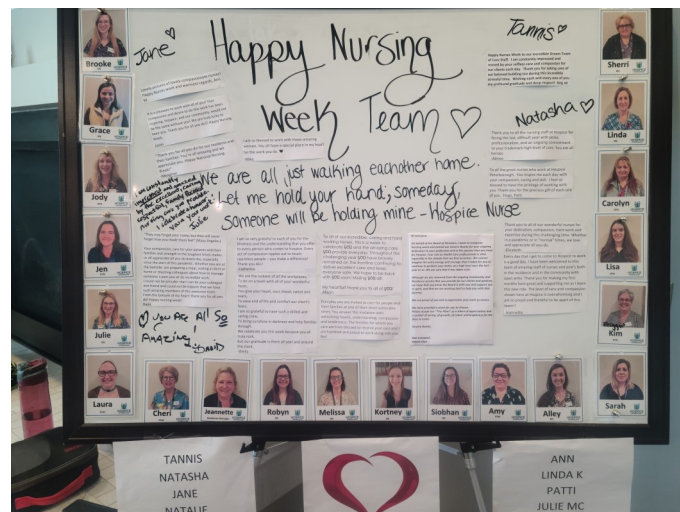
Through it all, community support hasn't wavered, she adds, as people continue to donate dollars, supplies and even hostas for the courtyard garden.

"We are so thankful for community support, which we rely on to keep our doors open," she says.

As vaccinations rise and cases drop dramatically across Ontario, Ms.

Keating says staff members are feeling hopeful, especially as they see some co-workers and volunteers returning to working on site.

"It's a relief to see some normalcy," she says. "It has been a different kind of hospice than we're used to and I'm looking forward to getting the old version back."



## Thank You to Generous Community Supports!

*This year, more than ever, grants and generous support from community organizations were vital to keeping our doors open and our programs and services running. THANK YOU!*



Community Foundation of Greater Peterborough



COMMUNITY FOUNDATIONS OF CANADA



Ontario Health



Kawartha CREDIT UNION

Ontario Trillium Foundation



Fondation Trillium de l'Ontario

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario

Rotary Peterborough Kawartha



## Your Gifts at Work!



638 bereaved clients received support through 1 to 1, grief groups, and grief chats.

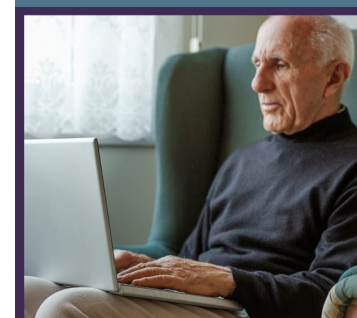
380 new palliative clients were supported in their homes.



183 youth were supported through 16 group and 99 one-on-one sessions, overall supporting 90 families.



33,261 interactions by staff and volunteers with clients.



Provided care through 312 virtual program sessions.

We provided 7 unique community education sessions attended by 224 individuals.



Provided 9,001 phone calls to palliative and bereaved clients.



Supported 224 people who were caring for someone with a life-threatening illness.

**Participant  
Stats**



465 Individuals  
Engaged



4 Specialists



384 Online



8 Focus Groups

To view the complete  
2021-2025 Strategic Plan  
Visit our website  
[hospicepeterborough.org](http://hospicepeterborough.org)

**Mission**

To enhance the comfort, dignity and quality of life of individuals and families living with or affected by life-threatening illness of grief.

**Vision**

To be a central hub for the delivery of hospice palliative care.



**Strategic Direction**

**1. Trusted Leader in Hospice Palliative Care**

- Continuing to strengthen existing community partnerships
- Explore opportunities to connect with educational partners working with diverse populations
- Provide leadership and partner with smaller and/or rural hospices
- Continue to actively participate in discussions related to hospice palliative care

**2. Exemplary Programs and Services**

- Continue to strengthen, evolve and increase awareness of existing programs and services
- Explore opportunities for new or enhanced programs and services
- Investigate and define Hospice Peterborough's position on Medical Assistance in Dying (MAID)
- Integrate constant quality improvement to meet evolving needs of the Peterborough community

**3. Organizational Excellence**

- Provide training, professional development opportunities, and integrate succession planning for staff, volunteers and Board
- Achieving HPCO Accreditation
- Review and update governance policies and procedures to ensure best practices

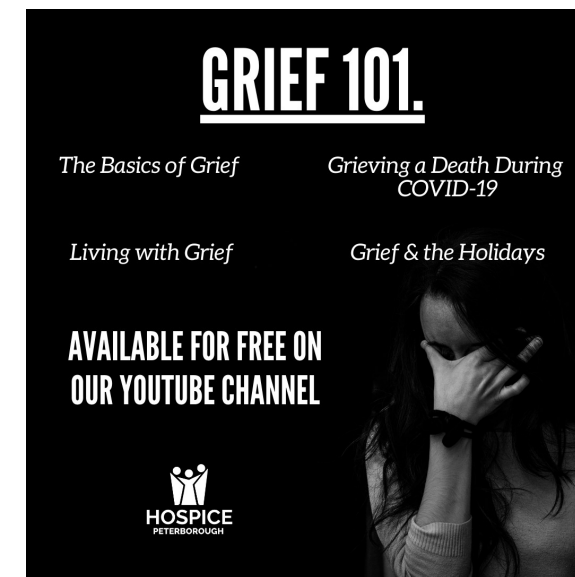
**4. Financial Sustainability**

- Continue to nurture strong relationships with all stakeholders to maintain a strong community profile
- Continue to evaluate and explore giving programs to ensure sustainability
- Assess the financial impact of COVID-19 and adjust an appropriate response plan
- Continuously strengthen financial and administrative processes, monitor revenue and expenditures

**Community Programming Update**

By: NATALIE WARNER, *Manager of Community Programs*

Covid-19 has united the world in grief and brought out the best in many people. We are connecting in new ways through acts of hope and compassion. In the past year, we have seen heartbreak and joy with our community clients. This is not unique to dying and grief however, it is amplified by Covid-19. Humans are innovative and Hospice is uniquely placed as we create an environment for sharing the strategies people we serve have used to navigate dying and grief.



We also share innovations from across the province that we learn about through our membership in Hospice Palliative Care Ontario which connects us with Hospices across the province.

For the Community programs, it is not only the way that we deliver service that has changed in this last year – we said goodbye to David Kennedy who retired and welcomed Supportive Care Counsellors Red Keating, Julie Brown and most recently Lynn Galeazza. Referrals for clients living with a palliative diagnosis have increased over the past year. Amy Watson, Intake Coordinator and Palliative Nurse Navigators Ann Wannamaker and Linda Kehoe continue to support over 250 clients

in the community, connecting them with the palliative physicians, supportive care, Hospice programs and other services as needed.

Grief group membership has been lower because the human connection that people so value in grief is not the same online but staff and contract facilitators have made lemonade from the lemons. Covid-19 offered and have come up with new ways of sharing important information on dying and grief with people in this community and beyond. If you haven't already, you might want to check out Grief 101, a series of video presentations Sheila Bourgeois and Alice Czitrom have created or listen to Conversations on Dying, an audio podcast by Supportive Care Counsellors David Kennedy, Julie Brown and Red Keating. The wonderful support provided through the Grief Recovery series Lyle Horn facilitates, the peer support through Parent



group facilitated by Tracy Condon, Grief Chats facilitated by Jamie Stephen and Alice Czitrom, and the Survivors of Suicide Loss Follow Up Group are all still available via Zoom.

We will never go back to what was prior to Covid-19, but that is okay. Our community programs staff will heed the lessons learned during this time of restrictions and utilize what worked well to continue to build stronger, innovative approaches and programming for all clients in Peterborough.



## Residence Update

By: JEANNETTE LARSEN, *Manager of Hospice Residence*

It has been a tough year with many pandemic-related challenges but in a time of anxiety, masks and social distancing, we have worked hard to make sure people at the end of their life still have a personal, peaceful, comforting and meaningful experience when in the Hospice Peterborough Residence.

### Thanks to you...

We could offer end-of-life care to 177 residents, giving them comfort and dignity in their last weeks of life.



We realized, for example, how hard it must be for residents to not know what we look like behind our masks, as it takes away most of our face and our expressions. So we embarked on a new initiative this Spring of posting large, laminated staff photos in each room so residents could know our faces and our smiles.

Small gestures like these have made a big impact.

And while we limited the number of people coming into the building throughout the pandemic, staff has worked hard on compassionate grounds to establish rules that allowed each resident six essential visitors who could rotate through, two at a time, every 24 hours.

Since starting as the new Manager of Residence in March, I have been blown away by the compassion, generosity and care that Hospice Peterborough staff provide to our residents every day.

We had 177 total admissions this past fiscal year but let me tell you just a couple of stories behind that statistic. There was a resident in her final days who desperately missed her beloved dog. We helped arrange for the dog to visit and the resident lit up when she saw him; he wouldn't budge from her side for the entire afternoon.

Then there was a resident whose adult daughter visited daily and we knew they had a special bond. When we found out it was the daughter's birthday, staff used our resources to get her a card, flowers

and cake. Her father was able to surprise her with a special birthday celebration and we were so thankful to be a part of this special memory.

Out of 177 admissions (and 177 unique stories!) during this unprecedented year, here is a breakdown of some of our statistics:

- We cared for 130 residents who have come from the hospital and 47 who have come from home
- 30 residents were between the ages of 19-64 while 147 residents were over the age of 65
- 135 residents had a malignant diagnosis
- The 42 residents who did not have a malignant diagnosis had diagnoses including end-stage dementia, ALS (Lou Gehrig's disease) and heart disease
- The average length of stay was 12.8 days

My hardworking staff of RNs, RPNs and PSWs are dedicated to our residents but we have also been busy this year preparing for accreditation through Hospice Palliative Care Ontario (HPCO).

My predecessor Jodi Dunn was a powerful force in making sure the Residence met all of the HPCO guidelines and we are all thankful that, although she retired this Spring, she is continuing to work on a contract basis for this process until we achieve full accreditation at the end of 2021.

I knew I had big shoes to fill when I took on my new role and I have to tell you that it has been a joy to join this hardworking team who work so collaboratively with our hospice community team, volunteers and palliative physicians.

Throughout COVID-19, Residence staff members have not let the pandemic bring them down and they certainly have not let the public-health restrictions affect how they care for and share in the lives of the residents and their families.

If anything, the pandemic has just made them more creative.

What makes this work so rewarding is to know that everyone's hard work, creativity and kindness has a meaningful impact at the end of each resident's journey.



## Volunteers: A Different Year

By: CATHERINE MILLINGTON, *Volunteer Coordinator* and NATALIE WARNER, *Manager of Community Programs*

Hospice Peterborough volunteers remain committed to both Hospice and to furthering hospice palliative care and grief support. Even in a year where Covid-19 has limited volunteer activities more than 3,000 volunteer hours have been given to supporting Hospice. Remarkably, even though Reception volunteers who were only back in the building for 2 brief periods, still managed to answer nearly 1,700 phone calls and welcome more than 1,050 visitors including families, delivery

people and a limited number of grief group participants. We have heard from both volunteers and visitors how meaningful those brief interactions were. Volunteers have also continued to assist in new ways by phoning clients and caregivers instead of visiting and by continuing to help with support groups on-line. Board and committee members have also contributed hours

of time to assist with operations and with developing tools, policies, processes, and preparing for events such as Hike for Hospice. Garden volunteers pulled up countless weeds and turned compost piles to make the outdoor environment beautiful. Many volunteers have used the circumstances Covid-19 has created to further their knowledge of hospice palliative care and grief by reading and attending on-line lectures, courses,



and the Hospice Peterborough Book Club.

Not only have Hospice volunteers remained attached to the organization but they have also broadcast the seeds of compassion in very personal and meaningful ways into the Peterborough community and beyond. They have shown kindness and support to people who are ill or grieving, and also taken the time to notice people's needs, including the need to have

someone listen, even for a moment. Whether it be picking up groceries for a neighbour, or listening to the grief of a stranger met waiting in a line, volunteers continue to unofficially do hospice work and often don't even recognize it because it's a simple extension of who they are, their empathy and their 'hospice way'.

Over the next year we are all eager to get back to 'normal'

but we all understand that 'normal' at Hospice is likely going to look quite different for quite some time. Know that Hospice treasures each volunteer and values all contributions both the official and the unofficial. Even in the midst of uncertainty one thing is sure – all those tiny seeds of compassion that you have sown, will continue to bloom into moments of genuine kindness that touch the hearts of those in our community.



# Finance & Administration Update

By: ANGELA VANDENBROEK, *Manager of Finance and Administration*

Like organizations across the world, Hospice Peterborough has been deeply affected by the COVID-19 pandemic and through all our changes – big and small – I have to say that I’m incredibly proud to work alongside my administrative team of Meaghan Blodgett, Justin Anderson and Wil Pialigitis. They have worked tirelessly throughout 2020-21 to ensure that staff were minimally impacted by the ever-changing work routine that included abruptly being sent home to work, returning to the office part-time and then working from home again under yet another provincial stay-at-home order.

With a staff of 40 all trying to support our clients and each other virtually, Hospice Peterborough has huge technology needs and Meaghan has worked hard to ensure our network infrastructure was up to the task. Over the past fiscal year, we have needed additional software, computers and office equipment to keep up with demand and thanks to our various grantors, Meaghan was able to acquire the new items quickly to ensure we could work from home efficiently.

After a lot of research this year, we also made a huge switch to a new payroll/HRIS system and Justin has been working hard to ensure a smooth

transition. Justin has done many trainings with staff including Health and Safety, Fire Safety, WHMIS, AODA, WSIB and Payworks. Justin and Hajni also worked hard to completely revise our HR policies to ensure they were fair and consistent for both community and residence staff. And while we were all working from home, Justin kept a close eye on our beloved building and oversaw all inspections and maintenance on the building itself



and on our equipment. Justin recently announced his resignation after accepting a position at a much larger company in Peterborough. They are lucky to have him and we wish him the very best!

We were so happy to welcome Wil Pialigitis this year. He is our Administrative Assistant/

Bookkeeper and is helping the Finance and Admin team with bookkeeping, prompt tax receipting and audit tasks. Since he started in November, he has had to be very flexible and pivot to meet the changing needs of Hospice Peterborough during the pandemic. Not only did he help with visitor screening at the front desk when we couldn’t have volunteers in the building but he also became one of our two Pandemic Recovery Assistants. In this new role, he is working with Mary Pat Goodridge to ensure the building is safe and sanitized and that our families are properly screened prior to entering the building.

Our administrative team often works behind the scenes to ensure our care staff and managers can continue to do their important work in the community and in the residence. I am so proud of my team’s hard work during this challenging year and thank them for their professionalism and dedication.

## Thanks to you...

380 people living with a life-threatening illness were supported.



# Your Investment in Hospice Care



## HOSPICE PETERBOROUGH Year Ended March 31

STATEMENT OF FINANCIAL POSITION			STATEMENT OF OPERATIONS		
	2021	2020	2021	2020	
<b>CURRENT ASSETS</b>			<b>REVENUES</b>		
Cash and short-term investments	\$ 1,741,497	\$ 1,628,097	Ministry of Health (CE-LHIN)	\$ 2,367,118	\$ 2,345,848
Accounts receivable	60,728	62,532	Donations and bequests	603,082	1,120,519
Prepaid expenses	12,305	57,725	Government assistance	112,056	-
	1,814,530	1,748,354	Fundraising	93,193	144,081
<b>INVESTMENTS</b>	656,003	-	Grants	45,150	12,422
<b>CAPITAL ASSETS</b>	8,918,702	9,317,303	Other income	25,435	-
	11,389,235	11,065,657	Interest and investment income	(9,393)	21,182
				3,236,641	3,644,052
<b>CURRENT LIABILITIES</b>			<b>EXPENDITURES</b>		
Accounts payable and accrued liabilities	194,506	229,934	Remuneration and contract fees	2,222,288	2,160,067
Deferred revenue	117,167	37,181	Office, general and professional	299,523	238,700
	311,673	267,115	Program and education	86,631	106,523
<b>FUND BALANCES</b>			Travel, training and association fees	28,539	48,925
Unrestricted	527,459	469,306	Fundraising	17,391	37,576
Invested in capital assets	8,918,702	9,317,303	Interest	-	20,936
Internally restricted	1,631,401	1,050,000	Amortization	303,249	299,947
Externally restricted	-	(38,067)		2,957,621	2,912,674
	11,077,562	10,798,542	<b>EXCESS OF REVENUES OVER EXPENDITURES</b>	\$ 279,020	\$ 731,378
	\$ 11,389,235	\$ 11,065,657			

### 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, 2021 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, 2021. We expressed a qualified audit opinion on those financial statements in our report dated May 27, 2021.

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 27, 2021. 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, 2021, 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, 2021.

#### 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 27, 2021

*Grant Thornton LLP*

Chartered Professional Accountants  
Licensed Public Accountants

Despite the "heart-wrenching" decision by the **Peterborough Naval Association** to officially close they continue to put community first by donating the proceeds from the property sale to local non-profit organizations including a \$25,000 gift to Hospice Peterborough through their 'Giving Back' initiative. The spirit of the Naval association will live on through the work these generous gifts help to fund. Thank you.



After struggling with his grief after the loss of his beloved wife, and family matriarch, Jan, Bill Paris found solace in a Hospice Peterborough support group. As a way to give back, Bill and his daughters worked with Hospice staff to launch '**For the Love of Jan**' a fundraising campaign that matched donations given in February up to \$10,000. The campaign ended up raising more than \$26,000 to support children and teens programs. Thank you.



# Fundraising & Communications Update

By: ALISON CASEY, *Manager of Resource Development*  
& AIMÉE O'REILLY, *Fundraising & Communications Coordinator*

*This peculiar past year of fundraising and communications*

COVID-19 has dominated and dictated most aspects of our lives this past year.

This has been a time of great change, steep learning and lots of nail biting!

Words like pivot, virtual, e-vites, and new-norm quickly became buzz words.

By April 1st 2020, all forms of in-person communication and fundraising ground to a halt as it became apparent the pandemic would continue.

Quickly realizing our annual fundraising plan wouldn't work, we attended hundreds of hours of webinar, conferences and Zoom sessions from fundraisers all over the world – adjusting our sails, anticipating the next wave, and weathering the storm.

Cautiously we baby stepped, forging a new path in a business as UN-usual world. The wellbeing of people we care about and others around the globe weighed heavy on all of us.

The first couple weeks working remotely seemed novel but after a year, Zoom has lost its charm, as we craved real interaction beyond the screen.

While our multi-platform communication increased exponentially we connected, informed and perhaps entertained anyone out there by email, snail mail, podcast, social media, YouTube, newsletter, phone and Zoom. With the help of the Community Foundation of Greater Peterborough COVID Recovery grant we were able to hire the talented Elizabeth Bower-Gordon.

With Elizabeth's help we told more stories, kept everyone informed of changing COVID-19 protocols and increased our newsletters and engagement. Elizabeth's talent for story-telling created connection with our beloved community that we had been cut off from. Stories of sorrow, and of hope, helped create a small bridge, and we are so grateful for that.

Aside from the pitfalls of this past challenging year there have been so many triumphs and silver linings.



As an organization we have fared well, due in large part to the people we are fortunate to be surrounded with.

When we think of the hundreds of people who helped, supported and donated, one word comes to mind – Heroes.

It is with immense gratitude that we thank everyone who donated! Donors continued to support all our programs, and made it possible to keep the lights on, our doors open and staff working.

Bob Campbell, Board Chair along with our stellar Board worked tirelessly to lead and guide our organization and support all staff through the complexities of operating a health care organization in our first global pandemic.

Dr. Heather Drysdale, Fund Development and Communication Chair along with an incredible group of dedicated fundraising and communication volunteers endured countless Zoom meetings to cheer us on, pick us up and help us forge a path to support the financial needs of Hospice Peterborough. We are eternally grateful for your wisdom in helping to navigate this past year.

In this year of heroes we also recognize our Executive Director and co-workers working remotely to continue to provide our programs, organize IT, manage administrative support and a host other roles, while our inspiring frontline and nursing staff cared for our residents and kept our new building functioning.

We are all forever changed but united.

Looking ahead, we will continue to rebuild cautiously and look forward to re-connecting with our volunteers, donors, friends, co-workers and community partners again.

It is a privilege to serve this organization and our community and with your help we go forward.

## HOSPICE PETERBOROUGH A YEAR OF COVID-19

**HERE'S A LOOK AT MAJOR MILESTONES FROM A YEAR WE'LL NEVER FORGET:**

- MARCH 4, 2020**  
HP management creates a four-stage Pandemic Plan
- MARCH 9, 2020**  
COVID-19 screening implemented for all people entering the building
- MARCH 13, 2020**  
All non-essential staff begin working remotely. All in-person group sessions and volunteer activities cancelled. Residence visitors are restricted.
- MARCH 15, 2020**  
Peterborough Public Health confirms the first COVID 19 case in Peterborough
- MARCH 16, 2020**  
Staff and essential visitors don PPE, practice social distancing and heighten infection-control. One-on-one support is by phone or Zoom.
- MARCH 23, 2020**  
HP maintains services by using virtual platforms including Zoom to empower adults caring for children in grief
- APRIL 6, 2020**  
HP faces dangerous shortage of PPE, reaches out to the community and is overwhelmed by hundreds of donations
- JUNE 2020**  
In a gradual reopening, palliative doctors and some community staff return to the building. HP's annual general meeting, however, goes virtual with nearly 60 stakeholders tuning in
- SEPTEMBER 2020**  
A limited number of reception volunteers start to re-enter the building and by mid-month, HP holds its first-ever virtual Hike for Hospice fundraiser
- NOVEMBER 2020**  
HP awarded grants through the Community Foundation of Greater Peterborough to host Virtual Family Art and Grief Groups and to support a Communications Support Assistant position. HP also launches virtual event Grief 101 series, which supports people over the holidays.
- DECEMBER 2020**  
HP marks first virtual Holiday Memorial ceremony with outdoor tree lighting
- FEBRUARY 2021**  
Employees and volunteers entering building without symptoms are screened through Panibo antigen rapid test pilot project. By mid-month, in a step towards reopening, in-person grief groups, reception volunteers and staff slowly start to return to the building
- MARCH 6, 2021**  
HP staff start to receive the first dose of the Pfizer vaccination













## Retirements & Well Wishes

### Happy Retirement David Kennedy, Supportive Care Counsellor

Within the first few months in his new counselling job at Hospice Peterborough, David Kennedy was already helping pioneer a new venture that would have a lifelong impact on local families trying to heal from the death of a child.

He recalls that within a single month, he was serving five different families who were grieving the sudden death of a child between the ages of 19 and 23.

When he and his colleagues decided to form a parent group – something new to Hospice at the time – he says he was overwhelmed by the full and generous support of the executive director, board of directors and staff.

“The meetings were an amazing support for families and sometimes more than 30 people attended at once,” he says. “And, for me, having that kind of impact while having the support from my new employer to think outside the box just solidified for me that this is where my work and life would find meaning and fulfillment.”

Since starting at Hospice in 2009, David has gone on to serve thousands of people through his role as bereavement coordinator and supportive care counsellor.

As of May 27, however, he has officially retired.

He says he has no regrets about leaving his private counselling practice 12 years ago to join this not-for-profit organization that leads with its heart.

“When I started working at Hospice, I felt like I had come home,” Mr. Kennedy says. “This is where I belong.”

When Hospice Peterborough was looking for a bereavement coordinator, he jumped at the opportunity that allowed him to focus solely on

serving people instead of dealing with issues such as accounting and bookings.

He found Hospice culture to be like no other as co-workers supported each other as much as they supported clients. He says their professional connections deepened as they leaned on each other when the stories of grief became heavy.

All staff, he says, worked with the same goal: Welcoming new clients, engaging with them and staying with them through their journey to allow them to honour their grief while being able to continue living a meaningful life.



“Part of our Hospice culture is not being afraid of suffering but sitting with you, not to fix the pain, but with the hope that it will not always be this way,” he says.

The work could be exhausting but deeply meaningful, so he says it is hard to leave behind.

“I’m not anxious to leave,” he says. “But I know it’s time.”

He knew it was time to retire because, especially through his work, he knows that nobody is guaranteed tomorrow and he’d like to travel with his wife Brenda and enjoy some adventures while he is in good health.

Thinking back, he says he spent many years counselling others in grief but he knows he found the right organization for the final chapter of his career.

“It’s not so much that I found Hospice,” he says, “as much as Hospice found me.”

### Enjoy Retirement Jodi Dunn, Manager of Hospice Residence

When Jodi Dunn heard in Fall 2018 that Hospice was hiring a manager for its new residence, which would provide round-the-clock professional care for 10 residents at the end of their life, she seized the opportunity.

Ms. Dunn, a registered nurse and healthcare administrator, had recently retired from Ross Memorial Hospital in Lindsay but after nine months found herself missing the challenges of a busy, fulfilling professional life.

“After many years of planning and fundraising for a new building, Hospice was moving from a 9-5 community operation to a 24/7 healthcare and service organization,” she says. “It was a very exciting project and an opportunity to work with a fabulous group of staff, physicians and volunteers.”

Ms. Dunn, who retired at the end of March, looks back at that time in her life fondly as she joined a team who put their “heart and soul” into preparing a new residence to open the following Spring.

The job involved everything from developing the staffing model and record-keeping system to dealing with complex issues such as infection control and disposal of biohazardous waste. After many months of demanding work – with the support of staff, physicians and volunteers – she recalls the satisfaction of celebrating the grand opening with the team and watching the first resident arrive on April 8, 2019. By the end of June, all 10 beds were in use.

“It was so rewarding to see families in the building visiting and spending time together in a tranquil environment,” she says.

Although Ms. Dunn is originally from Grimsby, Ont., she and her husband moved to Peterborough in 1989 and raised three children here.

She initially worked as a registered nurse in the former St. Joseph’s Hospital and Peterborough Regional Health Centre where she gained experience in palliative care.

“I enjoyed building relationships and seeing the tremendous courage and strength in individuals and families who were coming to terms with impending death,” she says.

At this time, she worked closely with Dr. John Beamish and Dr. Stephan Ragaz and credits them for their leadership. “They are the reasons we have

such a strong palliative service in this region,” she says, adding that Dr. Beamish is a founding member of Hospice Peterborough.

Her job at Hospice Peterborough brought something different to her life:

“It felt so much like home,” she says.

“When you walk into Hospice Peterborough – at least before COVID – there’s such life,” she says. “It’s a vibrant place where families visit, people share experiences, there’s laughing in

the hallways and people using the library while others drop in for guidance and support. Volunteers are everywhere whether they’re touring people around or sitting at bedsides. Then there are open communal areas where there’s usually a big pot of soup as different families mingle and get to know each other.”

One special memory is of a Christmas open house when carollers sang in the hallways, families dined together in various rooms and staff donned elf ears and Santa hats.

Ms. Dunn always knew that she’d only stay at Hospice until the residence was well-established.

She says she’ll always look back on her time at Hospice fondly and be thankful she was able to play a unique role with an incredible team during an exciting project that benefits the entire community.

“I will always recognize the tremendous amount of work done before and after me at this wonderful community organization,” she says. “I’m just happy to have been a small piece of the puzzle.”





