



2019-2020

Your Community Hospice

A Message from Shelley Barrie, Board President and Hajni Hős, Executive Director

It was a landmark year for Hospice Peterborough!

The doors to our new Hospice Care Centre had opened; we were now able to support clients and their families in one beautiful central location. Months were spent finishing the final details on the building. Staff spent time becoming familiar with the workings of the Programming and the Residence sides. This period of growth and transition was an exciting and exhausting time for staff. As always, they rose to the occasion and jumped in with both feet!

Hajni Hős joined the Hospice team as Executive Director in August after Linda Sunderland's retirement and after a thorough and lengthy hiring process. Kudos to all staff and Board members who supported this transition period.

Nothing could have prepared us for the challenges that COVID-19 would present for our Hospice community. These past months have shown how united, creative, and dedicated our staff is as they continue to provide programs, support, and care for individuals living with life threatening illness and grief.

Some exciting initiatives were also underway before we had to take a step back because of the pandemic. The Board started the process of developing a new Strategic Plan to guide our work in the years ahead. We hope to continue the process when it is safe to do so. Hospice Peterborough has also registered for Accreditation

for the Visiting Hospice Program and the Residence. This in-depth process takes a great deal of time and work and supports us in providing the best available care to our clients.

We would like to express our sincere gratitude to all who have played a role to make this year a success for Hospice

Peterborough: clients, volunteers, staff, donors, partners and our supportive community. A special thank you to Board members who continue to share their time and talent in order to provide solid governance for the Organization. It would not have been possible without you.

Thank you!

Shelley Barrie

Hajni Hős



"We respectfully acknowledge that we are on the treaty and traditional territory of the Anishnaabeg. We offer our gratitude to the First Peoples for their care for, and teachings about, our earth and our relations. May we honour those teachings."

A Room to Grow

By: SHEILA BOURGEOIS, Bereavement & Wellness Coordinator

The Beamish Room has offered a space where those grieving or living with significant illness can create to express emotions and process their grief. The Beamish Room is open to everyone and has been utilized by clients in the Hospice Residence, our Day Hospice Women's group and young adults. However, the real magic of the Beamish room is the safe and comfortable space it offers children, youth and families. Since our move, we have experienced a significant increase in referrals for support for children and youth. We have also



started a monthly "Family Night" in the expressive arts room where families can come together to create art and process their grief. In early March, families gathered and worked together to create trees and discuss their roots (values, traditions), the trunk (family members and strengths) and to consider where there

has been growth (or new buds) since their loss.

I want to provide a small window into a few more of the stories that have found space to grow within the walls of the Beamish Room. Names and details have been changed to ensure confidentiality but the stories not only speak to the magic of this special space but the continued commitment of Hospice to comfort, dignity and quality of life.

Lucy, an 8-year-old grief client, was using drawing to express how she experienced different emotions in her body. When it came to discussing her sadness she filled the body outline with drawings of rocks to show how heavy her body felt with sadness. She was then able to talk about what helps when she is feeling sad, discussing what has helped in the past and new strategies she could try.

The Day Hospice Women's group engaged in a guided mediation where they acknowledged innate strengths that had helped them during their journey. They were then invited to create a lantern that connected them to these strengths and were encouraged to light the lantern when they were having a difficult day to reconnect their "light".

Mya and Lucas had a family member who was in the residence. During their time in the Beamish Room they decorated blankets with images that depicted their

own strengths, qualities they cherished in their family member who was at the end of life and memories they had together. They could be seen

wandering the halls of the residence wrapped up in their memory blankets or snuggled up with it in the family room with it.



A group of grieving children aged 6-12 held a "funeral for Zebra". During the fictional funeral, which provided an opportunity to clarify misconceptions around funerals and death, each child shared a tile they had decorated in memory of their significant person who had died. Each child stood at the "alter" and shared one very special thing about their person.

There are many more stories and for those of you who have used the Beamish Room for meetings or visited on other occasions I hope you were able to sense the magic that happens within those walls. Know that before you entered and after you left there was love, grief, laughter, tears and memories shared in that space and then art was created to connect to all of those. If you haven't visited yet, we invite you to... just please excuse the mess... there are children and teens and grown-ups creating and grieving...which can both be messy.

Programming Update

By: NATALIE WARNER, Manager of Community Programs

This year has proven to be one of the most challenging and yet, remarkable for community programs at Hospice Peterborough.



Our new building provided a much appreciated larger space, benefitting all our programs but especially groups like our men's and women's Day Hospice. This long-awaited luxury accommodated everyone, so participants no longer had to stand and wheel-chairs finally had adequate space, unlike the cramped confines at Rubidge Street.

Grief groups also benefited from this gift of space, finally being able to comfortably meet in small

break-out groups. The new expressive arts room with its bright open space has been a welcoming place for children and teens attending one to one appointments and groups.

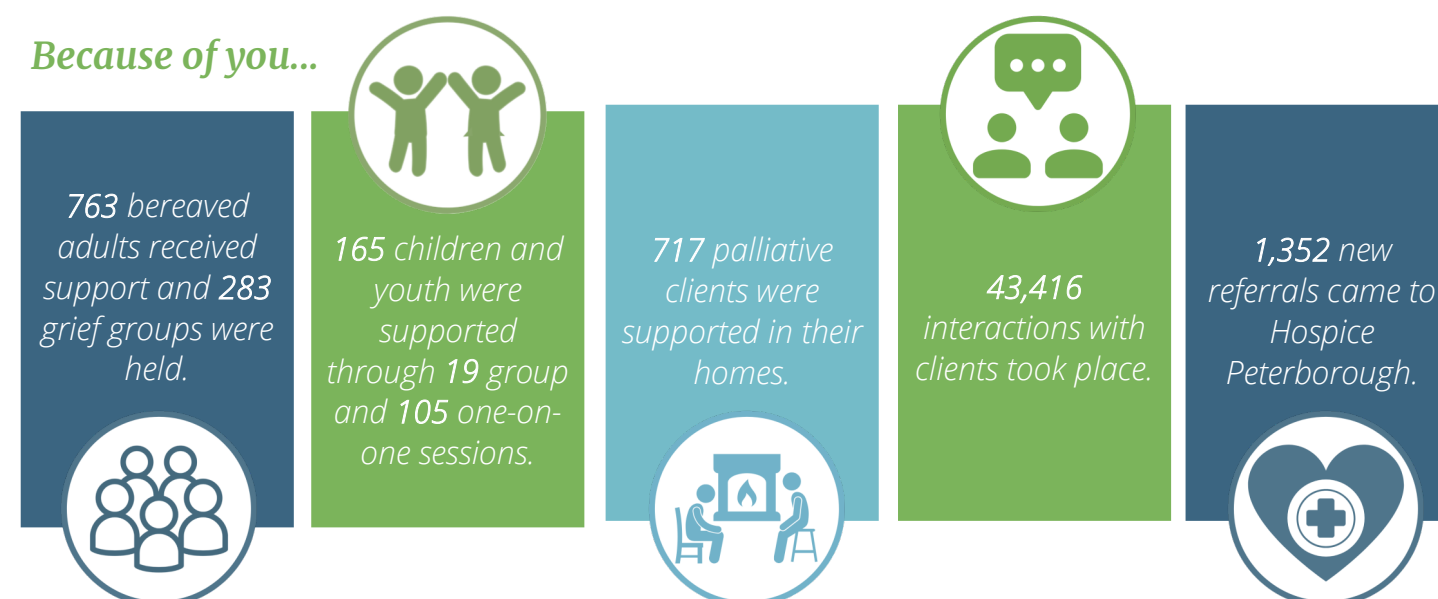
In spite of not being able to gather, COVID-19 allowed Hospice Peterborough to draw on past experiences of needing to be flexible and community programs found new ways to meet the needs of our clients, of all ages while self isolating at home.

The use of Zoom, conferencing technology allowed staff to continue to work remotely and support people to participate in groups via internet and telephone. While technology isn't most people's preferred means to meet, our clients quickly adapted and appreciated the opportunity to meet, given this time of physical distancing. Interestingly though, this technology has now allowed those having physical challenges, the opportunity to attend and re-engage with groups they had previously participated in.

Volunteers, who had previously visited clients in their homes were able to maintain their connection with clients by phone.

Community programming has experienced a year like never before and yet has continued to meet the needs and challenges of our clients - individually and in groups.

Because of you...



Retirements & Well Wishes!

Linda Sunderland accomplished immeasurable feats over the course of her 26 year career at Hospice Peterborough. Her dedication and enormous skill, saw the little organization grow to become the leader in hospice palliative care that it is today. Under her immense leadership, Linda worked hard to guide Hospice through the many twists and turns it faced before realizing the dream of offering 24/7 end-of-life care.

Among her many accomplishments, Linda steered 5 staff, and 5 programs through two capital campaigns, one renovation, ribbon cuttings, the expansion of 21 new programs and the team of 42 staff to the opening of 325 London Street.

When Linda assumed the role of Executive Director, Paula Greenwood stepped in to fill her

shoes as Volunteer Coordinator. Paula devoted 14 years to lovingly training, mentoring and supporting the work of volunteers. She spectacularly managed hundreds of volunteers each year to achieve the goals and mission of Hospice, including the transitional support of the Residence.

Disappointingly, COVID-19 derailed Paula's retirement celebration plans in March. While temporarily postponed, we look forward to recognizing her many contributions to Hospice in the future, - when we can be together again.

As we carry forward their legacies and bodies of work, we offer our heartfelt appreciation and wish them both, much happiness, good health and many adventures in their next chapters ahead.



“My dad passed away at Peterborough Hospice in comfort and dignity. Thank you for making a horrible time a little more manageable.”

- Resident Family Member

Volunteers—the heart of Hospice!

By: CATHERINE MILLINGTON, *Manager of Volunteers*

Volunteers are an essential part of the hospice fabric. One volunteer's thread may weave through many parts of the organization from visiting with clients to dusting to fundraising and events to chairing the Board- the ways in which volunteers help is endless. In fact, there isn't a role at Hospice Peterborough that does not intersect and benefit from the help of volunteers. In the last year alone more than 16,100 hours were contributed by volunteers.

This has truly been a year like no other. Moving into Hospice's new home was both exciting and challenging. Paula's guidance eased the transition as we developed new roles and fresh opportunities in addition to continuing the long-standing and essential contributions of all volunteers. In the same way they embraced the changes that came with the move, volunteers are also embracing the challenges we face with COVID-19 as they continue to support our work in new ways by phone, and in online meetings.

Volunteers share so many gifts with us, knowledge, skills, time, and above all, themselves. When days are rough, their enthusiasm buoys everyone. When days are smooth, their eagerness spurs everyone to do more and to do better. This time apart has highlighted that we are each a strand in the hospice fabric and this tightly woven tangle of threads is our strength and our beauty. We're not complete without you.

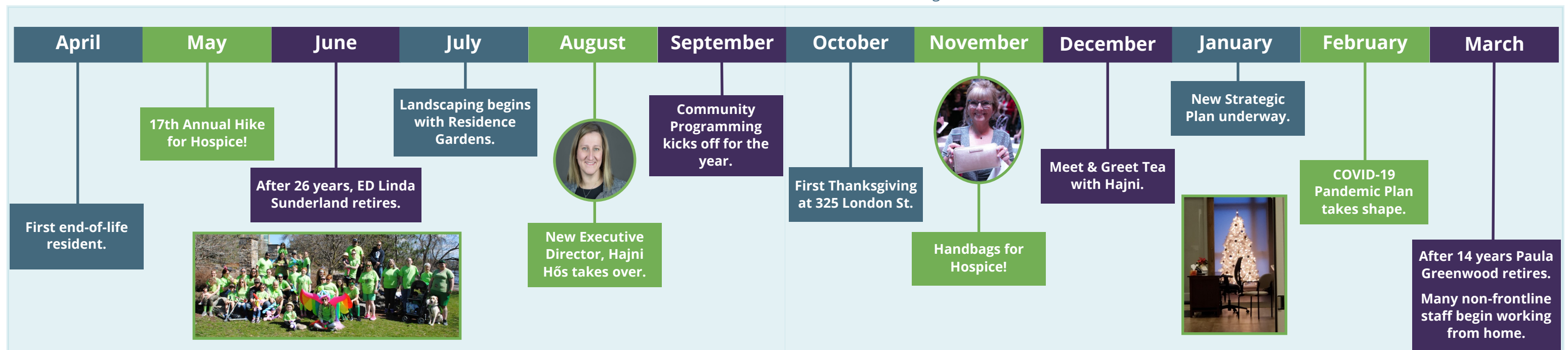


Did you know?

Volunteers donated **16,923** hours to Hospice Peterborough between April 2019– March 2020!

Thank you to each and every volunteer - your thread enhances the beauty and the resiliency of our unique fabric.

Timeline: 2019/2020 Highlights!



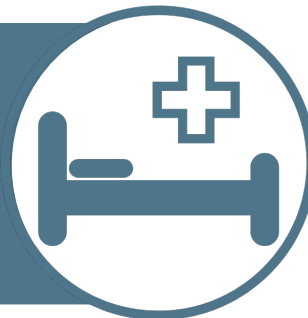
Residence Update

By: JODI DUNN, Manager of Hospice Residence

The 10 bed Hospice Peterborough residence opened on target in April 2019. We hired a phenomenal group of 23 RNs, RPNs and PSWs and orientated this new team through the last week of March and first week of April. We accepted our first 2 residents on April 8, 2019.

Because of you...

We could offer end-of-life care to **155** residents, giving them comfort and dignity in their last weeks of life.



We admitted and cared for 155 residents over the year. 80% of the residents had a diagnosis of cancer and 20% had a non-cancer diagnosis such as congestive heart failure, interstitial lung disease and dementia. Most of our admissions were over the age of 65.

The vast majority of residents admitted were from the Peterborough area. Approximately 60% of the admissions came from our local hospital and 40% of the admissions came from a community setting such as home or retirement home. The average

length of stay over the year was 14.9 days. There were 6 residents admitted with a non-cancer diagnosis that were discharged as their general condition improved and they no longer met the criteria for hospice residence.

New building, new staff, new processes and an evolving electronic medical record resulted in continuous planning, studying and redoing for the first 6 months after opening. The dedication of the residence staff and the wonderful collaboration with our hospice community team, volunteers and palliative physicians ensured our success. Our colleagues at Peterborough Regional Health Centre's Palliative Care Unit and the CE LHIN were supportive and enthusiastic from the start.

We reached a consistent daily census of 8-10 occupied beds by the third quarter and this continued into a very busy start to 2020. The impact of COVID-19 in mid March 2020 resulted in a significant drop in admissions for the remainder of the year and an abrupt change to our hospice environment.

Feedback from residents and families has been overwhelmingly positive.

Hospice Matters.
The end-of-life
deserves as much
beauty, care, and
respect as the
beginning.

Your Investment in Hospice Care

March 31,
2020

STATEMENT OF FINANCIAL POSITION

	2020	2019
Current Assets		
Cash & short term Investments	\$ 1,628,097	\$ 1,918,170
Accounts Receivable	62,532	636,661
Prepaid Expenses	57,725	65,497
	1,748,354	2,620,328
Capital Assets	9,317,303	9,212,166
TOTAL ASSETS	11,065,657	11,832,494
Current Liabilities		
Accounts payable & accrued liabilities	\$ 229,934	\$ 1,085,390
Deferred Revenue	37,181	13,783
Demand Loan		666,157
TOTAL LIABILITIES	267,115	1,765,330
Fund Balances		
Unrestricted	469,306	889,520
Invested in Capital Assets	9,317,303	9,212,166
Internally restricted	1,050,000	290,171
Externally restricted	(38,067)	(324,693)
TOTAL LIABILITIES AND FUND BALANCES	10,798,542	10,067,164
	\$ 11,065,657	\$ 11,832,494

STATEMENT OF OPERATIONS

	2020	2019
Revenues		
Ministry of Health (CE-LHIN)	\$ 2,345,848	\$ 1,804,335
Grants	12,422	7,787
Donations & Bequests	1,120,519	1,563,405
Fundraising	144,081	186,562
Interest & Investment Income	21,182	35,003
TOTAL REVENUE	\$ 3,644,052	\$ 3,597,092
Expenses		
Remuneration & contract fees	\$ 2,160,067	\$ 1,142,239
Travel, training & association fees	48,925	39,783
Office, general & professional	259,636	144,399
Program & education	117,143	45,943
Fundraising	26,956	45,274
Amortization	299,947	58,608
TOTAL EXPENSES	\$ 2,912,674	\$ 1,476,246
Excess Revenue over expenditures	\$ 731,378	\$ 2,120,846

You Make a Difference!

Please Donate

Hospice Peterborough programs and services are offered free of charge to community members because of YOU, and thanks to YOUR generosity.

To donate, call 705-742-4042 or visit hospicepeterborough.org



Supporting you through life-threatening illness and grief.

Thank you to our Community!

By: ALISON CASEY, Manager of Development

Thank you. We wouldn't be here today without YOUR help.

As we reflect on the many milestones of this past year, we recognize that nothing would be possible if not for the generosity of our donors and funders.

Because of you...

1,050 meals were provided to our day hospice and end-of-life care center residents.



While COVID-19 may have overshadowed the incredible accomplishments of this year, it can not change the achievements we celebrate together.

As the delivery of hospice palliative care in our province and globally, bends under the weight of this pandemic, our goal and mission remain unchanged - to ensure the very best hospice care is provided for our community. Hospice Peterborough has been responsive to changes in the healthcare system for over 30 years and we will continue to face of all obstacles, to fulfill our mission.



We are grateful to you for your continued investment in hospice care – now more than ever.

Board of Directors 2019–2020

Shelley Barrie, President
Karen Auger, Vice-President
Bob Campbell, Treasurer
Len Lifchus, Secretary
Karan Aquino
Mary Blair
Kirsten Burgomaster
John Corso
Dr. Heather Drysdale
Dr. Michael Gibson
Evelyn King
Bill Lockington
Christina Murphy
Otis Smith
Jacob VanHaaften

Staff 2019–2020

Hajni	Lezley
Justin	Robyn
Grace	Brooke
Cameron	Greg
Todd	Julie
Meghan	Catherine
Sheila	Natasha
Mike	Tannis
Tanya	Aimee
Cheri	Zainab
Alison	Jen
Chloe	Patti
Angela	Linda
Sarah	Jody
Tracey	Angela
Jodi	Partricia
Paula	Mike
Alley	Ann
Julie	Natalie
Carolyn	Amy
Kim	Amy
Linda	Sarah
David	Laura
Corrie	
Carol	

“The staff and volunteers at Hospice Peterborough are absolutely wonderful. They are so kind and helpful. They honestly make you feel like your loved one and family is their only priority. It almost felt like my mom was the only patient there. The care and gentleness shown to her in her last days was amazing. The Honour Guard when the funeral home picked her up took our breath away.”

-Resident Family Member