



ANNUAL NEWSLETTER



A MESSAGE FROM

Kelly Hubbard, Executive Director

I could not be more proud of the entire Hospice Simcoe team for their continued dedication to ensuring the delivery of high quality palliative care and bereavement support. The team has been flexible and diligent in adapting to the COVID-19 pandemic infection prevention and control (IPaC) protocols. We have not just survived during COVID-19, we have thrived!

Here are a few highlights:

- Our doors remained open for in-person care while introducing innovative virtual ways to provide support and deliver our programs and services.
- We have remained COVID-19 free! We passed (with flying colours) two external partner IPaC inspections! We had exposures to the virus with no internal spread! We have adequate supplies of personal protective equipment and a very high vaccination rate amongst our staff and volunteers, which will provide additional protection to those we serve.
- Last fall, we collaborated with RVH and implemented a new Palliative Care Nurse Navigator role in the Oncology Symptom Management Clinic at the Regional Cancer Centre, where we have supported over 500 individuals in the first 12 months. More exciting news to come.
- We initiated a Research Team! We are preparing our first research project exploring Medical Assistance in Dying (MAiD) practices in Residential Hospices across the province. Stay tuned for the results!
- In January, a small team supported residents, family members, and staff at Roberta Place through a devastating outbreak where, tragically, 70 lives were lost due to the UK variant of the COVID-19 virus.
- Despite our challenges, we ended the fiscal year with a balanced budget and a very successful virtual "Hike for Hospice" which exceeded our target!
- The Barrie & Area Ontario Health Team (OHT) received official Ministry approval. The goal of the OHT is to provide better care that is more integrated. Our first population of focus will be frail seniors and adults requiring palliative care.

We are extremely grateful to all who support Hospice Simcoe: our ambassadors, our volunteers, our donors, and our partners. You all make this happen! We cannot do this important work without your very generous and ongoing support. We promise to be diligent and continue to navigate our way through the pandemic to ensure we can continue to serve our community!

Hospice Simcoe was there for my entire family including my precious Dad who passed away there. The gentleness, kindness, understanding of all those who serve there, from the volunteers, to the administration - it is an amazing place....This is a need that we certainly didn't realize that needed to be filled - and Hospice Simcoe fills it beautifully. Thank you so very much!

- Kimberley



A MESSAGE FROM Chris Nichols, Board Chair

It's hard to believe another year has passed. Time has flown despite the restrictions of the pandemic, particularly dealing with social isolation. There have been many words and phrases, describing this ordeal. In some ways, I hope I never hear 'unprecedented' and 'new normal' again. I must admit that the repetition and constant media releases have tried my patience. I have heard the same from others.

As the pandemic has unfolded, communities are now looking to build the "next normal." We have all had to deal with loss and grief, which will likely linger in the months ahead. This experience has been one of the hardest we have faced. It may have involved losing a loved one, a job, or routine. One of the most distressing things about the pandemic was the amount of loss that many needed to process. Rather than focusing on the negativity and fear, these life crises can provide an opportunity for personal reflection and growth. It truly makes us count our blessings and hopefully builds compassion and understanding for others less fortunate.

Of course, it is no surprise that the Hospice team rose to the challenge! Staff came to work, continuing to provide exceptional care to patients and families. Volunteers remained engaged through zoom meetings, dropping off meals, and sending beautiful cards and notes. Our donors have been extremely supportive, ensuring Hospice remains financially secure. We are so grateful!

I am sending heartfelt thanks, best wishes and caring thoughts to everyone. Take moments each day to connect with loved ones, stay positive and enjoy all the gifts your life has to offer!



A MESSAGE FROM Dr. Brian Morris, Medical Director

"Palliative care is really easy."

A few years ago I was teaching one of the family medicine residents from Royal Victoria Hospital's Family Medicine Teaching Unit. Dr. Leslie Morrison had asked to spend a month of her elective time with me, learning about palliative care in the community. We had just spent our first morning together seeing a couple of new patients who had come under my care, visiting in the patients' homes. I had spoken to the patients and families, listening to what they needed, describing palliative care and what I could offer to help them, while Leslie listened attentively. As we were driving back to my office we were chatting together, and that is when she said very insightful words. "You know, Dr. Morris, it looks like palliative care is really easy. You just find out what the patient wants, then you give it to them." Wow.

I have thought about her statement a lot since then, and often quoted her. I agree with her – and I gently disagree. I agree with her about the essence of palliative care – find out what the patient (and family) wants, then move heaven and earth to provide it. Pain control? Absolutely! A death at home? Make it happen! A reconciliation with an estranged family member? Get on the phone! A compassionate caregiver, providing round-the-clock bedside care? For sure! The support of other people who are walking your same journey? We can make that happen! A death with dignity, a death with meaning, a death surrounded by love? ***Let's get to work!***



When I went to Hospice Simcoe it felt safe and it made me happy...

My name is Declan...

I was six years old when my dad (Mike/Bones) was diagnosed with stage four colon cancer on September 16, 2020. When my dad got sick I felt sad. The first time I went to Hospice Simcoe to speak with Danielle it made a big difference in my life. I finally had someone to talk to about my feelings. We talked about my dad having cancer and how I felt scared that my dad would die.

I would talk with Danielle and the volunteer, Cathy, at the Bell Farm Community Programs' office. We made art, read stories and made things for my memory box while I would speak about my feelings. When I went to Hospice Simcoe it felt safe and it made me happy to see Cathy and Danielle. As my dad became more sick my mom took me to Hospice once a week.

During my dad's second visit to RVH, Danielle brought art supplies so we could create legacy memories. We created canvas artwork including a fingerprint tree, hand print of my dad and me, also a family hand print including my mom. I was excited to create the artworks to hang at home.

On my first visit to the Hospice Simcoe residence we met Cathy there. We read a story about Loveland which talked about love. I continued to build my Loveland out of Lego. Then she gave my mom and I a tour of the residence so I could tell my dad about the rooms that have hospital beds and big windows so he could look outside at the birds. There was a kitchen with snacks and a TV room to hangout.

After my dad's fourth visit to RVH he was moved to Hospice Simcoe on Sunday, January 24th. I helped my mom pack his things so he would feel comfortable and have our photos to think of us. He just got settled into his room when we arrived. He was really happy to see us since there were restrictions in place at the hospital where he came from. We hadn't seen him for four days. The first thing I did was give him a hug. He told us he was happy to be at Hospice so he could watch the cardinals outside his room and they said they would even make him pancakes even if it was the middle of the night.

...continued on page 5

I finally had someone to talk to about my feelings.





Often we would hangout for the day with my mom working on her computer and I would do my schooling in the family room. Then on our breaks we would hang out with my dad and have snacks. My dad asked me to make a snowman outside his window so he could watch me build him and he could enjoy looking at him from his bed.

We also made hand molds for a keepsake. I helped Dan mix the rubber for the molds. I also liked volunteering with Dan to wash floors, and make signs for the hallway that said to be careful not to spill your coffee. Being at Hospice Simcoe we could visit as often as we wanted and I could hug my dad as often as I liked.

On Saturday January 30th, 2021 my dad died, I was sad. It made me happy to have Cathy there. We worked on my Loveland, made a feeling jar and made Valentine Cards while my mom organized things. Garrett played Amazing Grace as my dad left Hospice. I sometimes still talk to Cathy about my feelings. My mom and I want to start volunteering at Hospice.

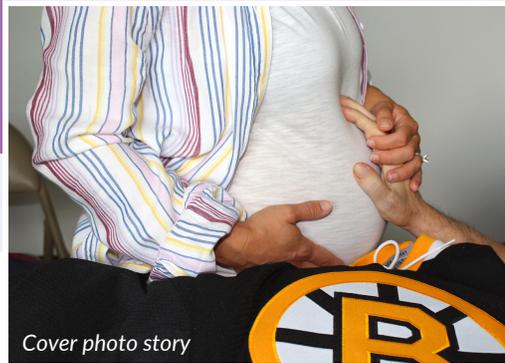
- Declan, with help from Mom



Being at Hospice Simcoe we could visit as often as we wanted and I could hug my dad as often as I liked.

Thank you to Hospice Simcoe for giving us the space, time and the memories that we will forever hold so dear to our hearts.

The legacy of our loving father passed down to the next generation.



Cover photo story



Our experience at Hospice Simcoe was one we will cherish forever. Being 9 months pregnant at the time, with my parents' first grandchild, we had a lot to look forward to, but at the same time, we also wanted time to stand still. When asked what our father's goal was, he would say "I want to meet my grandchild." Unfortunately, our dad left us 11 days before. Although we will always feel this tremendous sense of loss, we know parts of him will continue to live on through myself, my brother and now his beautiful granddaughter.

We named our baby girl Tilly after my Father's nickname. Ironically the name means "mighty in battle" and one couldn't agree more that this name defined my dad during his two-year fight with brain cancer. His legacy among many other amazing qualities will be passed now onto Tilly and the next generation.

At first, we were hesitant to send our father to Hospice because we knew this would be the final leg of our battle. Upon arrival however, our palliative doctor greeted us and our new Hospice team welcomed our family with open arms and a beautiful acoustic concert playing all of Dad's favourites. We're guessing there has never been more Led Zeppelin, Pink Floyd, or Tragically Hip played at Hospice than during our Dad's stay.



He loved music, and was treated to incredible live performances by the team almost every day. During our 20 days we brought our father outside for family meals in the sun, arts and crafts, and enjoyed the peaceful places to talk and express the love we all had for him. The staff and the facility accommodated our lifestyle more than we could have imagined. Our father was an avid golfer who shared his passion and love for the game with his kids. It was tradition for my brother and Dad to watch The OPEN golf tournament every year, so on Sunday July 18th, the day of our fathers passing we watched the final round of the OPEN one last time together; followed by a walk of life, where friends lined the pathway as we played one final song, Tragically Hip's 'Wheat Kings', to send our dad off as he began his new journey.

A beautiful place staffed with the most amazing individuals. My family's gratitude is insurmountable. Thank you to Hospice Simcoe for giving us the space, time and the memories that we will forever hold so dear to our hearts.

Forever in our hearts, our best friend, hero, and our Dad.

- The Tilleczek Family

My family's gratitude is insurmountable.

PROGRAMS & SERVICES

Residential

2021 Highlights | Annual Newsletter

**Photo taken pre-COVID-19.*

Our clinical team of Volunteers, Spiritual Care, Personal Support Workers, Registered Practical Nurses, Registered Nurses and Physicians provide 24/7 exemplary care to residents and their families during their final days and weeks.

The team has been incredibly flexible and dedicated to providing high quality end-of-life care despite the difficulties faced during the pandemic. Having to implement visitor restrictions was our most difficult decision, as we recognize the importance of family and close friends being able to be present during this precious and difficult time. We continue to work following infection prevention and control guidelines and ministry directives to ensure our residential facility is as safe as possible and remains COVID-19 free!

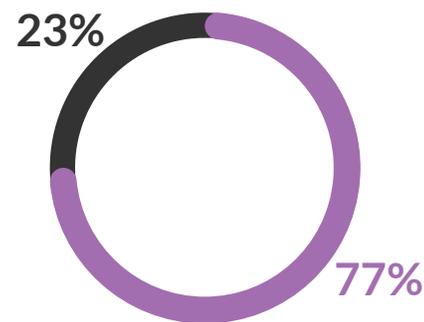
OUR RESIDENCE IN A YEAR

183

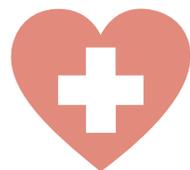
We provided care to 183 residents and their families last year in our residential care facility.

14

The average length of stay is currently 14 days.



Did you know?
77% of residents had a cancer diagnosis and 23% of residents had a non-cancerous diagnosis.



27,558 HOURS

of 24/7 care was provided by our Clinical Team.

+ 20,240 HOURS — provided by Nurses

+ 5,400 HOURS — provided by PSWs

+ 1,772 HOURS — provided by Spiritual Care Coordinator

PROGRAMS & SERVICES

Community Support

2021 Highlights | Annual Newsletter

*Photo taken pre-COVID-19.

Hospice Simcoe's Community Support programs continue to expand to serve people in our community who are living at home with a life threatening illness or who are grieving the loss of a loved one. Our Community Programs team is housed at a separate location on Bell Farm Road in Barrie. This space is open to the public for scheduled one-to-one support and group activities. We are also offering a variety of virtual support options using telephone or electronic devices. We have a compassionate team who are deeply dedicated to providing dignified care and support. The team consists of many volunteers, four social workers (two degree-prepared and two masters-prepared), a registered nurse, and an office administrator. The team is highly skilled and trained to work with individuals through the loss of a loved one, including a traumatic or unexpected death experience of any age group.

Our team strongly recognizes that the family is as important as supporting the dying individual. A tragic reality is that dying individuals may have young children. We support these families as a whole. We work with the parents and children and provide support, tools and language to promote open dialogue, reduce anxieties, fears, and to complete important legacy work. No parent wants to be forgotten by their child. Our team has supported many clients and families, doing what we can to ensure they have the best journey possible leaving lasting cherished memories.

Something that is experienced more commonly than people think, but is not widely discussed, is pregnancy and infant loss. The trouble in not discussing such a loss is that it leaves too many isolated in their grief, and without information that could be of benefit. Hospice Simcoe's new Ended Beginnings program provides support for parents and families who have experienced the loss of a pregnancy and death of an infant. Our team collaborated with community partners to host a series of workshops to provide support, information, and public awareness for matters relating to grief due to a pregnancy and infant loss.

We have seen a marked increase in our referrals for bereavement support due to death from fragile mental health, drug addiction, and suicide. Opioid use in the Barrie community is a crisis within this pandemic. Our team collaborates with several community partners who serve this especially vulnerable under-housed population. For example, we work with the Busby Center to provide their members and staff bereavement support and memorial services, as this group of people experience significant losses within their community whom they consider family.

If you or anyone you know would benefit from our support or haven't seen our new space on Bell Farm Road, we encourage you to visit our website anytime or drop by the office during regular business hours!

3,050

visits with bereavement & community clients.

959

participants took part in Community & Bereavement groups.

416

referrals for the Bereavement & Visiting Hospice Programs.

562

people served in the Bereavement & Visiting Hospice Programs.

PROGRAMS & SERVICES

Volunteer Program

2021 Highlights | Annual Newsletter

Photo taken pre-COVID-19

Community Members who contribute their talents to us are greatly valued. With a global pandemic for the past year, we had to adapt the way in which volunteers could still contribute and remain safe.

Throughout COVID-19, our volunteer team has continued to provide exceptional care for families and their loved ones when they need it most. We thank our volunteers for their compassion, dedication, and flexibility to move forward together as a team in our new way!

During a period where the volunteers could not come on site, our residential program volunteers donated their time by sewing face masks and making meals and baked goods at home to drop off at the residence. Our complimentary therapy volunteers adapted and began offering their talents virtually! Volunteers working within the Community Programs team adapted quickly, supporting clients over the phone and hosting virtual Zoom meetings.

This year, the impact of the pandemic has resulted in a decrease in hours of donated time, however, their strength, compassion, and their care for others has shone above it all! A total of 11,200 hours of volunteer time has been donated this year in our program areas.

Despite all these obstacles and hurdles, we continue to have interest in our volunteer program and welcome new volunteers to our incredible team!



1,192 — Visiting Hospice Services



437 — Administration Support



3,804 — Residence, Kitchen & Reception



288 — Maintenance, Decorating & Gardening

1,500 — Bereavement Support

3,120 — Training, Education & Awareness

286 — Fundraising

VOLUNTEER HOURS DONATED

FUND DEVELOPMENT

2021 Highlights | Annual Newsletter

*Photo taken pre-COVID-19.

Grateful...that's the first word that comes to mind. We are truly thankful for the ongoing support we get from so many people, organizations, and businesses that allow us to provide services and programs to hundreds of individuals and families in our community every year.

Our services are provided at no cost to the individuals we serve. We rely on donations for more than 50% of our operating budget. Approximately \$1.3 million must be raised annually for our daily operations including food, heat, hydro, building maintenance, equipment, PPE, training, and more. The last year and a half has been a challenging time for charitable organizations. Many people in our community were financially affected by the pandemic and were unable to support us. We understand. To the others who were less affected financially, we are asking for your help.

Throughout the pandemic we remained open. PPE protocols and Zoom calls, along with several community and other adaptations, allowed us to continue to safely serve the community at our residence and with our community & bereavement support programs. It was truly remarkable the speed at which our team adjusted to the new norm and found ways to continue to provide the compassionate care which Hospice Simcoe is known for.

Our fundraising initiatives and events have been dramatically affected. Events like our annual Gala were cancelled again this year. Our Hike for Hospice took place virtually and, thanks to our hikers and donors, we surpassed our target. We look forward to next year and hope that we will be able to gather in person and Hike in remembrance of loved ones.

We have seen a decline in our memorial donations that would normally be made in person at funerals and celebrations of life. As our residence moved to restricted visiting, in person donations declined as well. Due to these circumstances, we have alternative ways in which individuals can continue to support Hospice Simcoe.

If you are able, please consider a donation to Hospice Simcoe.

Here's how you can help:

- Donate to our Annual Appeal
- Give a One Time Gift
- Make a Memorial Donation
- Join our Monthly Giving Program
- Gift in your Will or Insurance
- Corporate Giving



\$1.3 MILLION

In order for us to continue to provide our programs & services at no cost, we must raise \$1.3 million each year.

ANNUAL APPEAL

ARE YOU ABLE TO SUPPORT?

Our Annual Appeal goal this year is \$200,000.

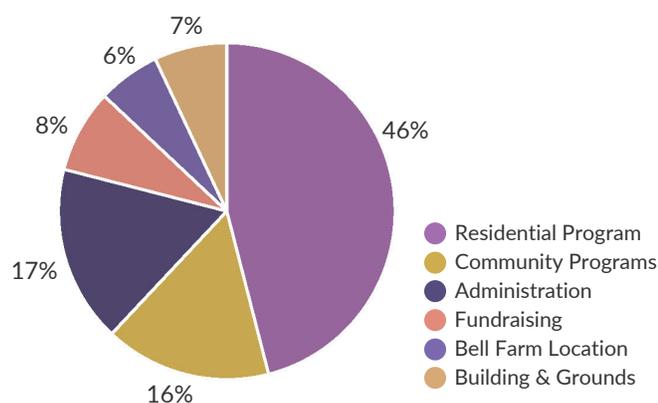
Our services need your support.

Your donation will help us to provide quality end-of-life services, as well as offer a variety of bereavement and community support programs. We rely on donations for more than 50% of our operating budget – approximately \$1.3 million must be raised annually.

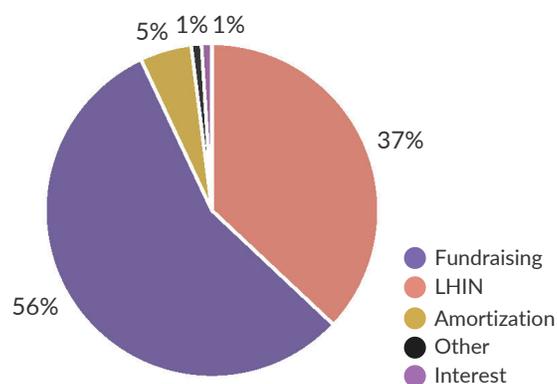
There are many ways to give. A donation slip and return envelope have been provided with this newsletter. For your convenience, you may choose to donate by using your credit card. Please give us a call at (705) 722-5995.

You may also donate online at: www.hospicesimcoe.ca/ways-to-donate/

**EXPENSES BY PROGRAM
2020/2021**

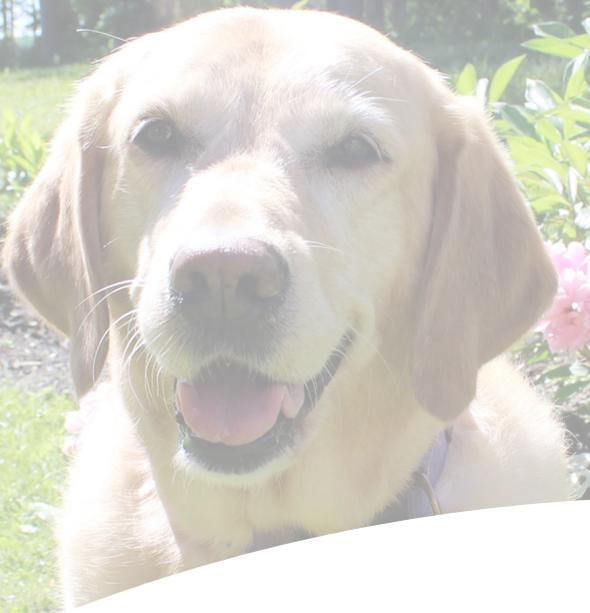


**REVENUE BY SOURCE
2020/2021**



Thank you for supporting our community by supporting Hospice Simcoe. Every dollar you donate stays within Hospice Simcoe and is used to support people in our community.

Please consider sharing your email address with us to help reduce our mailing costs. We will not email you more than three times a year. Hospice Simcoe does not sell, trade or share our mailing list or any personal contact information. If you would prefer not to receive communications from us, please let us know. You can contact judi@hospicesimcoe.ca or 705-722-5995.



Daisy is our C.O.P.E. trained Service Dog.
As a member of our care team, Daisy provides support and companionship to our residents, their loved ones, and to those receiving grief and bereavement support.



RESIDENCE

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COMMUNITY SUPPORT

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