



Annual Report

2018 - 2019

*Our report to
the community*

Hospice Simcoe

2018 – 2019 Highlights

A Note from Kelly Hubbard, Executive Director

Wow, what an incredible year full of accomplishments, expansion and compassion! We continue to serve our community and increase our programs and services. As you may be aware we opened a second location that gives us the perfect space to provide our community based programs including home visiting, day programs and bereavement support. This all happened because of you! Our volunteers, donors and ambassadors provide the skills, required funds and support to care compassionately for the dying and bereaved in our community.

Residential

- We provided care to 280 residents this year in our residential facility;
- The average length of stay for our residents was 11 days;
- 78% of our residents had a cancer diagnosis and 22% a non-cancer diagnosis;
- Nurses have provided 16,063 hours of 24/7 care with 4,733 Personal Support Worker (PSW) hours;
- The “Hospice Hearts” clinical team raised over \$7,000 in donations for the “Hike for Hospice”;
- Michelle Taylor, RN, received the Canadian Nurses’ Association designation in Hospice Palliative Care;
- PSW students, from Georgian College, were mentored throughout the year by our clinical team;
- Clerks and residents, from the Family Medicine Teaching Unit at RVH, shadowed the clinical team each month for a half day.

Community

As we reflect on the last year, we celebrate the work done by our Community team!

We received 104 referrals for our Community Programs. These individuals were supported by staff and/or volunteers through intake, consultation, system navigation, advocacy and/or volunteer matching. Our Visiting volunteers had 892 visits with community clients in their homes.

Our “Living Well” program continued to provide support to those diagnosed with a life limiting illness. Our volunteer facilitators promoted a safe space for participants to gather together and find support, while also allowing the caregivers some respite. We continue to receive increased referrals for this program, and positive feedback from participants, and therefore we will continue providing this program in 6-week blocks.

We piloted our first “Circle of Care; Caregiver Support” group this past February. Both our Living Well and Caregiver groups ran simultaneously which allowed multiple individuals to receive support at the same time. After receiving positive feedback, we have decided to continue providing this program.

As you can see, our programs are growing! This is largely due to the innovation, flexibility and commitment of our volunteer team. We look forward to this upcoming year!

Bereavement

Our Bereavement Support Team has had an outstanding year. Overall, we served 280 people through our individual and group programs, with 160 new referrals for our programs from the community in 2018-2019.

The one-to-one peer support program provides those who are grieving a chance to meet with a trained grief & bereavement volunteer up to six times. During these meetings, topics such as self-care, navigating changed relationships and managing challenging emotions are discussed. Originally offered to bridge the waiting period before a group could be formed, this program has proven to be an invaluable resource to many of our people who are not comfortable with participating in groups. We could not offer this to our community without the generosity of our volunteers, who provided over 1210 hours of their time to this program.

Throughout the year, we offered 17 different groups, including loss specific groups (such as Adult Child Loss, Young Spousal Loss, and Young Adult Parent Loss) as well as activity-focused groups (Book Club, Yoga for Grief, Walking Group and Coffee Talk). In total, we held 193 group sessions. With our move to the Bell Farm location, we are excited about the possibilities that the extra space will allow, and we continue to dream of more ways to support our community.

When comparing our 2017/18 and 2018/19 years, our Bereavement program had a 12.4% increase in referrals and our Visiting Hospice program had a 52.9% increase. In addition to this increase, our Social Worker Team completed 399 intakes (home visiting and bereavement) in the 2018/19 year in comparison to 293 the year prior (36.2% increase)

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Volunteers

The Volunteer Canada theme this year, “The Volunteer Factor-Lifting Communities”, celebrates and recognizes the exponential impact of Volunteers and how they lift our communities. Lifting communities epitomizes the work of the Hospice Volunteers. The team of 200 strong have certainly lifted our community and the people that we’ve served through their donation of 19,682 volunteer hours.

The Volunteer hours were shared over the following programs and services:

- 1376 – Home Visiting Program
- 3557 – Residential Client Care and Complementary Therapies, Musicians and Spiritual Care
- 3945 – Residential Kitchen
- 2287 – Reception Team
- 2385 – Grief and Bereavement Support
- 1567 – Fundraising Team
- 1465 – Administration Support
- 414 – Maintenance, decorating and gardening
- 2686 – Board of Directors, training/education, awareness

Each and every skill and gift is an important contribution that supports our mission to provide meaningful support to those touched by a life limiting illness, thereby enhancing quality end of life. As a reflection of your work we have honoured:

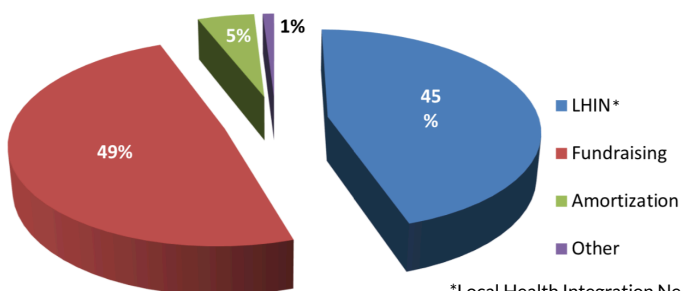
- HPCO, June Callwood Outstanding Hospice Volunteer Award: Mary-Ann Pope
- Ontario Service Awards: Sandy Dudley, Joan Jarvis, Donna Chantler, Jan Cole, Lorinda Weatherall, Sandra Barrett
- Ontario Service Awards for Youth Volunteers: Avery and Emily Tarcza

It is an honour and privilege to work with this team!

Fund Development

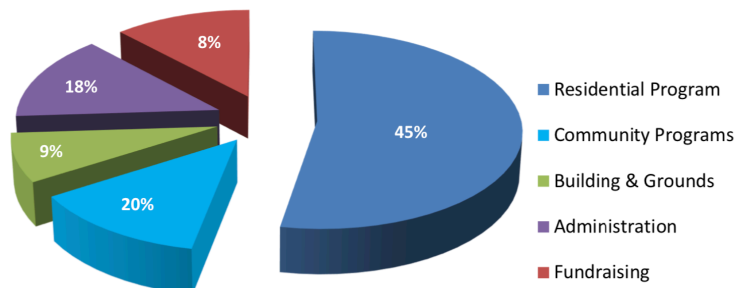
- Each and every year, we must raise approximately \$1.2 million for our daily operations (furniture, equipment, over the counter medications, food, heat, hydro, building maintenance, administration, etc.). We are so grateful to the very generous donors and supporters that make this happen so we can provide all of our programs and services at no cost.
- Our annual Hospice hosted fundraising events; the Gala, Hike for Hospice, Dish for Hospice and Golf for Hospice continue to be successful and very well attended. We are very fortunate to have event planning volunteers who give their time and talents to ensure our events are a success.
- We are grateful to those who donated to our Annual Appeal at the end of last year and for the many Third Party Events that were hosted by individuals, businesses and organizations on our behalf.
- We are very thankful for the numerous gifts we receive in memory of a loved one, for our monthly donors, for gifts of stock, shares and bequests and for those who contribute in other ways such as in-kind gifts. Every single donation, big or small, is appreciated and allows us to continue to offer all of our programs and services to an increasing number of people in our community.

Revenue by Source 2018/2019



*Local Health Integration Network

Expenses by Program 2018/2019



Hospice Simcoe

Board of Directors 2018/2019

Chris Nichols, Chair
Simone English, Vice Chair
Andrew Matthews, Treasurer
Carolyn Moran, Secretary
Alison McFarland, Past Chair
Kelly Hubbard, Executive Director

Val Bennett
Don Gregor
Sharon Hannigan
Rachel Kean
Shane Mayes
Cindy Taylor

*"I am really glad to have my volunteer visiting me. He and I are so much alike.
Thanks for his help and visits."* - Visiting Hospice Client

"Being in hospice with my mother, saved us as a family. I finally was a daughter, a mother to my children, and could sleep better at night knowing she was checked constantly. The funny part was my mother loved humming birds and they are like the mascot of Hospice Simcoe, everything was like it was meant to be." - Family Member

*"The volunteer who came to visit my mom was lovely. Although mom was a bit reluctant to the idea, once she met the volunteer, I believe she began to look forward to their visits.
Thank you all."* - Family Member



Compassion. Support. Care.

Residence

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Tel: 705-722-5995 | Fax: 705-722-0716

Community Support

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Barrie, ON L4M 6J4
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www.hospicesimcoe.ca

Registered Charity #134433234 RR0001

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