



Annual Report

2019 - 2020

*Our report to  
the community*

# Hospice Simcoe | 2019 – 2020 Highlights

## A Note from Kelly Hubbard, Executive Director

We had an incredible start to the year as we settled into the new Bell Farm location, continued to provide 24/7 care at the residence and develop community partnerships. We prepared for accreditation and submitted our evidence to Hospice Palliative Care Ontario (HPCO) to be the first in the province to obtain accreditation for Grief and Bereavement, Day Hospice and Spiritual Care programs. Unfortunately, we are ending the year facing an unprecedented pandemic putting our growth and accreditation on hold until further notice. We will learn to not only survive during these challenging times, but we will thrive! We are very grateful and thankful for the support we receive from our volunteers, our donors and our community. We can't do this important work without you!

## Residential

- We provided care to 256 residents this year in our residential facility;
- The average length of stay for our residents was 13 days;
- 76% of our residents had a cancer diagnosis and 24% with a non-cancer diagnosis;
- Nurses have provided 20,346 hours of 24/7 care with 5,413 Personal Support Worker (PSW) hours;
- Spiritual Care Coordinator provided 840 visits to our residents;
- Emily Freethy, RN, has completed the CAPCE (Comprehensive Advanced Palliative Care Education) that takes approximately 5 months to complete;
- PSW students, from Georgian College, were mentored throughout the year by our clinical team;
- Clerks and residents, from the Family Medicine Residency Program at RVH, shadowed Tammy Pollard, Residential Care Manager, each month for education in hospice palliative care;
- Many of the clinical team members have attended Learning Essential Approaches in Palliative Care and NSMHPCN conferences and workshops.

## Community

What a year it has been for our Community Programs!

This past year, we received 152 new referrals for our Community Programs. This is an increase of 46% from last year! These clients were supported through intake, consultation, system navigation, information sharing, and/or volunteer matching. Approximately 32 volunteers have provided 763 in person visits with clients and 578 non-face-to-face sessions (ie telephone, zoom, etc). Volunteers spent over 2,275 hours supporting clients and families in many ways including: providing companionship, creating legacy pieces, providing respite, and being a listening ear.

We continue to provide support to children and youth who are anticipating, or have experienced, the death of a loved one. Our well trained volunteers provide these children/youth with 6-8 sessions.

In addition to one-on-one support, we also provided 49 group sessions reaching 298 clients. This included our Mindful Meditation group, Living Well Support Program and Circle of Care; Caregiver Support group. These groups are successfully run by staff and volunteers and provide participants a safe space to gather together and find support in one another.

Although 2020 has looked different for our Community Programs, we are continuing to support clients in creative ways, and look forward to providing ongoing support through many different avenues!

## Bereavement

With the move to our location on Bell Farm Road, our capacity to serve the Barrie community increased tremendously. In 2019-2020, we served 546 individuals, including 51 teens and children. We had an over 100% increase in referrals, with 326 people seeking support from Hospice in their grief journey, in comparison with 160 referrals in 2018-2019.

Again, this additional space allowed us to offer new programs and groups, including our SmartGrief series, a monthly drop-in workshop where we offer support and education for practical issues (i.e., budgeting, cooking for one, using technology) that are often additional struggles often related to losing a spouse/partner. We also offered a Teen Drop-In group, and a new Grief Literacy Group to our core group programs. Overall, we offered 219 group sessions, with 738 attendees, with a 13.5% growth in this aspect of our program.

Our 1:1 program continues to be an essential part of our bereavement program. The bereavement volunteers offer compassion and support to many, being a touchstone and reassuring presence often in the early days following a loss. Through phone, email, and in-person, they have provided care over 2423 times in the past 12 months.

While our bereavement programs continue to increase in size, we are also working hard to build capacity to provide more and more person-centered, trauma-informed bereavement care for all ages. We are developing partnerships with other community organizations in order to reach individuals and parts of our community who may have not had access to grief support in the past!

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## Volunteers

“Let’s all cheer for our Volunteers” is Volunteer Canada’s theme to celebrate National Volunteer Week this year. “Cheer” is probably not a word that you might associate with palliative care but the many cards and letters that we receive from the families to thank volunteers tell us that you bring a different kind of cheer and joy into their lives at a very difficult time.

We had an increase of 1,200 volunteer hours recorded this year up 17% over last year. That number speaks to the increase in programs and services while keeping the well-established volunteer positions such as home visiting and the residence filled and working at capacity. Our biggest growth has been in the bereavement, the complementary therapy and family volunteering programs.

YOU, the volunteers logged 20,873 hours over the past year and a big thanks to everyone who diligently added their hours to Better Impact so that we can use this tool to celebrate your great work. The administrative volunteers logged over 3,600 hours, including newsletter, data entry, reception (residence and Bell Farm), kitchen support in both facilities was a whopping 3,821 hours, grief and bereavement accounted for 2,580 hours, residential support including complementary therapy, musicians, spiritual and residential care added 4,234 hours, the home visiting team had a record of 2,275 hours, fundraisers offered 1,000 hours and the important work of the Board, decorators, maintenance and gardeners added to the final total!

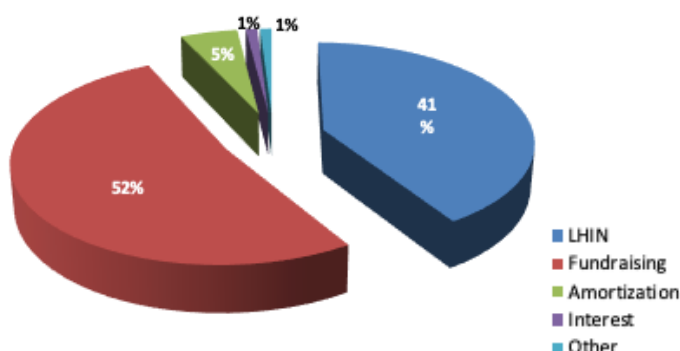
Each and every skill a gift is an important contribution that supports the meaningful care that is provided to our families, thereby enhancing the quality of life. As a reflection of the work of the entire volunteer team we have honoured:

- HPCO - June Callwood Outstanding Hospice Volunteer Award: Gaile Smiley
- Ontario Service Awards: Marjan DeJong Deller (20 years), Judy Odlozinski, Ron Barry, Sandi Porter, Lynda Villeneuve and Louise Marley all with 10 years of consecutive service

## Fund Development

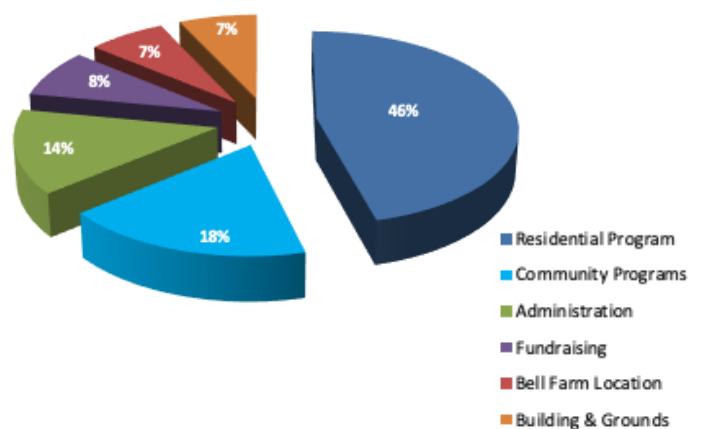
- Each and every year, we must raise approximately \$1.3 million for our daily operations (furniture, equipment, over the counter medications, food, heat, hydro, building maintenance, administration, etc.). We are so grateful to the very generous donors and supporters that make this happen so we can 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 were successful and well attended last year. We are very fortunate to have event planning volunteers who give their time and talents to ensure the events’ 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.
- Unfortunately, the outlook for this coming year is not as bright due to the restrictions on gathering and financial challenges felt by many due to the pandemic.
- 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 2019/2020



\*Local Health Integration Network

Expenses by Program 2019/2020



# Hospice Simcoe

## Board of Directors 2019/2020

**Chris Nichols**, Chair  
**Cindy Taylor**, Vice Chair  
**Andrew Matthews**, Treasurer  
**Sharon Hannigan**, Secretary  
**Kelly Hubbard**, Executive Director  
**Simone English**  
**Don Gregor**

**Rachel Kean**  
**Shane Mayes**  
**Alison McFarland**  
**Anita Moore**  
**Carolyn Moran**  
**Bob Savage**  
**Ray Trask**

*"My child felt supported and not alone while receiving bereavement support. It was great for them to see other kids going through the same thing & understand that grieving is natural. Thanks for everything that you do. You all go above and beyond."*

*"You all are angels. Thank you for the incredible work you do. You allow people to die with dignity while being surrounded by love and respect."*

*"Thank you for your continued caring and assistance while our loved one was in your care. It was a difficult time during Covid-19 to have her there, but she wanted to be there more than anything else. We appreciate your flexibility and regular communication when we were unable to see her."*



**Compassion. Support. Care.**

### **Residence**

336 Penetanguishene Road,  
Barrie, ON L4M 7C2  
Tel: 705-722-5995 | Fax: 705-722-0716

### **Community Support**

130 Bell Farm Road, Unit 1  
Barrie, ON L4M 6J4  
Tel: 705-725-1140 | Fax: 705-725-1710

[www.hospicesimcoe.ca](http://www.hospicesimcoe.ca)

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