



Annual Report

2020 - 2021

*Our report to
the community*

Hospice Simcoe | 2020 – 2021 Highlights

A Note from Kelly Hubbard, Executive Director

What an experience 2020/21 has been! The COVID-19 pandemic has proven to be challenging in many ways for everyone. Hospice Simcoe staff and volunteers have done an amazing job continuing to serve the dying and bereaved in our community. Our programs and services were never interrupted. Our Community Programs team quickly adopted virtual support and were up and running within a couple of weeks. We implemented infection prevention and control measures and practices that have kept us COVID-19 free! We had a few exposures that did not result in any internal transmission or outbreak; again, a testament to our commitment to follow the strict protocols. I am so proud of our team! Not only have we survived, we have thrived!

We have welcomed a new Fund Development Manager, Human Resource Manager, Volunteer Coordinator and introduced a new Resource Nurse role. We collaborated with RVH and implemented a new Palliative Care Nurse Navigator role into the Regional Cancer Centre, where we supported over 250 individuals in the first six months. We supported Roberta Place through a devastating COVID-19 outbreak where, tragically, 70 lives were lost due to the UK variant of the virus. We will continue to be diligent and navigate our way through the pandemic, with hopes that we can return to somewhat normal activities by fall of this year. We have a very high vaccination rate amongst our team, which will provide additional protection to our residents, volunteers, and staff.

We are very grateful for the ongoing support we receive from our volunteers, our donors and our community. Thank you!

Residential

- We provided care to 183 residents this year in our residential facility;
- The average length of stay for our residents was 14 days;
- 77% of our residents had a cancer diagnosis and 23% with a non-cancer diagnosis;
- Nurses have provided 20240 hours of 24/7 care with 5400 Personal Support Worker (PSW) hours;
- Spiritual Care Coordinator provided 609 visits to our residents;
- Our clinical team of RNs, RPNs, PSWs, Spiritual Care and Custodian has never wavered. Their dedication and commitment to providing high quality palliative care continues to be an inspiration!



"Our father passed today at Hospice Simcoe and I cannot say enough about the staff there. They are kind and welcoming, they listen, they offer advice when needed. They help guide you through the process. This place will forever have a place in my heart."

Community

Although 2021 continues to look different for our Community Programs, we are continuing to support our clients in creative ways with the support of technology.

Accreditation was successfully completed following a pause due to COVID-19.

The Bell Farm Community Program Team created a Peer-to-Peer Debriefing System for community volunteers. This past year, we received 416 new referrals for our Community Programs. These clients were supported through intake, consultation, system navigation, information sharing, and/or volunteer matching. Approximately 35 volunteers have provided 2253 non-face-to-face sessions (i.e. telephone, zoom, etc). Volunteers spent over 2575 hours supporting clients and families in many ways including: providing companionship, creating legacy pieces, providing respite and being a listening ear.

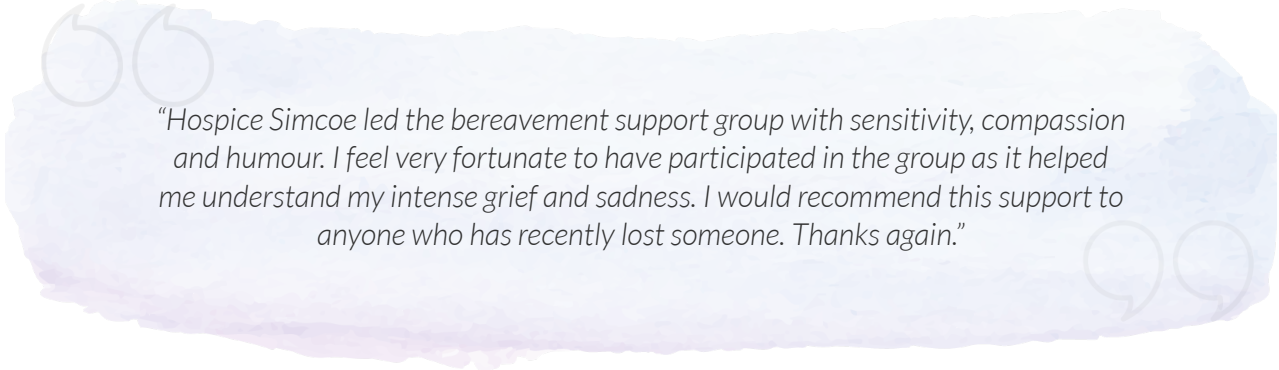
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Community (cont)

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 group sessions which have included our Living Well Support Program, Circle of Care, Caregiver Support group and Virtual Meditation. These groups are successfully run by staff and volunteers and provide participants a safe space to gather together, connect and find support in one another.

We are thankful for the ongoing, dedicated support from our volunteers as we pivot and thrive during the COVID-19 pandemic.



"Hospice Simcoe led the bereavement support group with sensitivity, compassion and humour. I feel very fortunate to have participated in the group as it helped me understand my intense grief and sadness. I would recommend this support to anyone who has recently lost someone. Thanks again."

Bereavement

Despite the challenges brought on by COVID-19, our Bereavement Program offered ongoing support throughout our 2020-21 fiscal year. In fact, integrating virtual platforms has opened up new possibilities for reaching more individuals, offering a way to bypass barriers we've faced in the past (i.e. poor weather, travel time, lack of child care, etc.).

Due to the high volume of referrals we receive, we are able to offer loss-specific groups, including: Teen/Adult Child Loss, Sibling Loss, Young Spousal Loss (for individuals < 60), Young Parent Loss (for individuals < 45), Parent Loss (for individuals > 60), and Spousal Loss (for individuals of retirement age). We offered 184 group sessions this year, with a total of 747 group participants. Although there was a decrease in the number of group sessions offered, the number of participants was consistent with those of our previous year.

In total, 302 individuals sought support from our programs (including children and teens), and we provided support for 388 people during the year. While this is a slight decrease from 2019-20, it is still an 89% increase from 2018-2019 fiscal year.

Our 1:1 Peer Support Program moved to providing primarily virtual and phone support this year, connecting with individuals over 1,410 times.

The Ended Beginnings Program has seen an increased response from the community, offering 1:1 support, a psycho-educational support group, and educational workshops to address the specific facets of pregnancy and infant loss. Our Children's/Teens' program has been steadily growing, with over 59 individual referrals received this year, and over 30 families supported by our staff and volunteers. We continue to work closely with Season's Center to ensure that seamless, quality care is provided to those under 18 years old.

This year we have also seen an increased complexity in the needs of those we serve, as people have not had the opportunity to mourn with others through funerals and other social gatherings. The Bereavement staff have been anticipating the changing face of grief by completing both Trauma Training Levels I & II through Sick Kids Centre for Community Mental Health, and other training programs as we move forward with our commitment to providing high-level, trauma-informed care for our community.

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Volunteers

What a year it has been! COVID-19 has required us to pivot. We had to look at our volunteer program through a different lens and thoughtfully support each other and our community in new ways. Our volunteer team has continued to provide exceptional care for families and their loved ones when they needed it most. We thank our volunteers for their compassion, dedication, and flexibility to move forward together as a team in our new way!


In March 2020, the on-site volunteer work ground to a halt. Our volunteers reacted by asking, 'How can I help? What can I do?' They began sewing face masks, making meals and treats and dropping off to the residence. Our complimentary therapy volunteers adapted by offering their talents virtually! Volunteers working within the Community Programs team adapted quickly, supporting clients over the phone and hosting virtual Zoom meetings. They continue to provide online and phone support to best meet the needs of our community.

This year, the hours that our volunteers have contributed reflects the changes of the onsite portion of the volunteer program, however, the strength and compassion and their care for others has shone above and beyond it all!!

Over 11,200 hours of volunteer time has been donated this year in the residence, from home and in-community.

A team of over 200 volunteers generously supported our compassionate community through excellence in palliative care. The donations of time are as follows:

- Home visiting team: 1197 hours
- Residential Client care: 395 hours
- Administration volunteers (including newsletter, data entry & reception volunteers): 2572 hours
- Kitchen volunteers (in-house and from-home to prepare meals and treats for the residence during lockdowns): 1648
- Grief & Bereavement support: 1571
- Fundraising: 288
- Board of Directors, gardening, decorating, maintenance, special projects and education events: 937 hours



"Hospice Simcoe is a most welcoming, supportive and forward thinking place to volunteer. There are unlimited ways to help (I have tried a few!) and develop personal skills as well."

A new category that should be highlighted is 'Miscellaneous During COVID-19' and 'Group Meeting/Education' – which, in fact, has been Zoom/virtual connections over the past year: 2517 hours

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

Each and every volunteer, their skill sets, their talents and their time is a gift to Hospice Simcoe, our staff, our clients and families. Hospice Simcoe is volunteer driven and without you, we could not do all that we do and be who we are! We value you and thank you for being such an important part of our hospice family.

Ceremonies and recognition events continued to be on-line only. What a pleasure to honour all of our volunteers each and every day, during National Volunteer Week, annual luncheons, monthly volunteer support meetings and, of course, the June Callwood Outstanding Circle of Volunteers Award. Congratulations to Sandi Porter for being honoured with this year's award!

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Fund Development

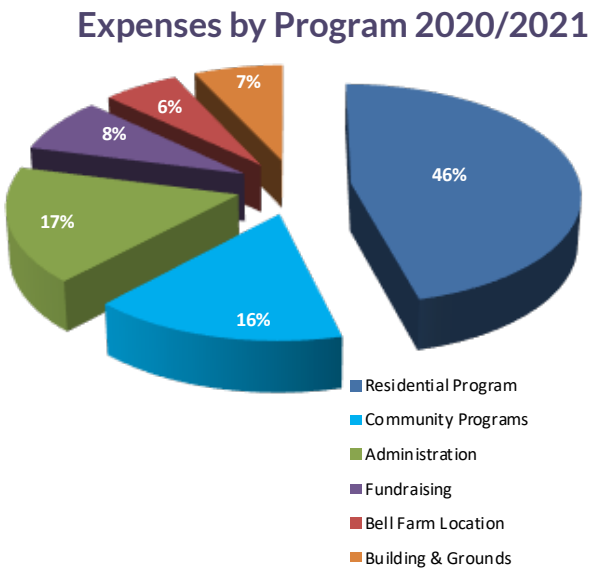
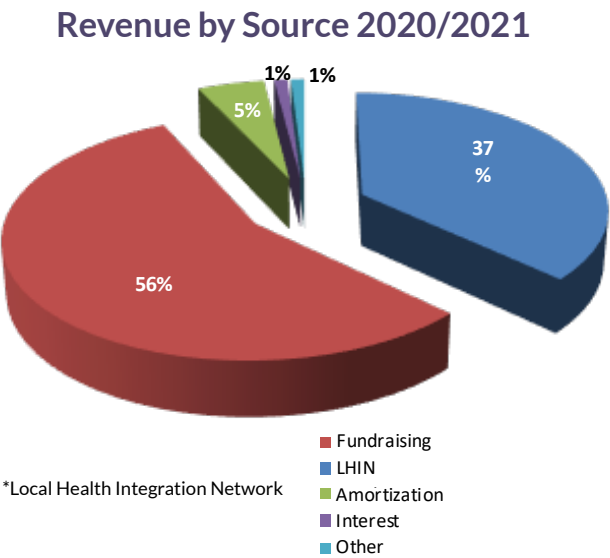
As many of you know, our community programs and services are provided at no cost to the people of Simcoe County. We rely on our community for more than 55% of our operating budget - approximately \$1.3 million each year for our daily operations including food, heat, hydro, building maintenance, equipment, etc.

The last year and a half have been a difficult time for fundraising. Many people and businesses have experienced financial challenges and, as a result, their regular charitable giving has been affected.

As well, our ability to host most of our popular in-person fundraisers; events like our Gala, Hike for Hospice, Dish for Hospice and Golf for Hospice have been impacted. Our Hike for Hospice was held virtually this year for the second time, and we are very grateful to those who hiked, biked, and donated in support of Hospice Simcoe.

We are grateful to those who donated to our Annual Appeal at the end of last year and to those who hosted Third Party Events on our behalf. As well, we are thankful for the donations 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 our programs and services to an increasing number of people in our community. Thank you!



"Hospice Simcoe was there for my entire family, including my precious Dad who passed away there this February. 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!"

Hospice Simcoe

Board of Directors 2020/2021

Chris Nichols, Chair
Cindy Taylor, Vice Chair
Andrew Matthews, Treasurer
Sharon Hannigan, Secretary
Kelly Hubbard, Executive Director
Dr. Giulio DiDiodato, Director
Simone English, Director
Katie Grasmeyer, Director

Don Gregor, Director
Rachel Kean, Director
Anita Moore, Director
Carolyn Moran, Director
Bob Savage, Director
Ray Trask, Director
Scott Ward, Director



Compassion. Support. Care.

Residence

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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

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