



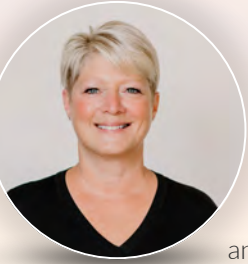
# ANNUAL NEWSLETTER

2024 | COMPASSION. SUPPORT. CARE.



# A welcome message from...

**Kelly Hubbard, Executive Director**



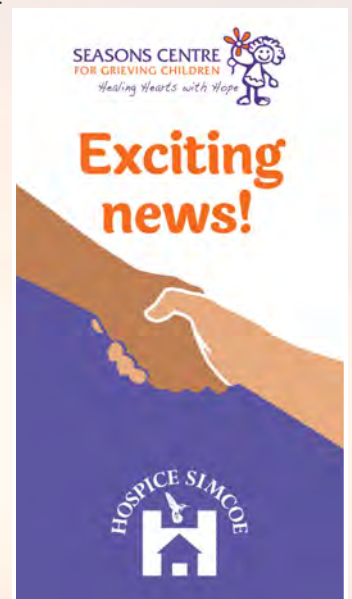
As I reflect on the past year, it amazes me how far we have come in expanding our programs and services to provide bereavement support to so many, especially children. Developing and deepening our partnerships with like-minded community organizations is essential; we cannot do this work alone. I recall when I first started as the Residential Care Manager at Hospice Simcoe 14+ years ago. We cared for a young woman who had three children under the age of 15. Our clinical team and volunteers were concerned about how to care for and prepare her children for her death. The first place I called was Seasons Centre for Grieving Children. Joan Kennedy, Outreach Manager/Acting Program Director, came to the residence and met with the family, staff and volunteers. Her knowledge, guidance and support were incredibly helpful!

Joan provided us reassurance, appropriate language to use and essential resources for the family. Since that time, the two organizations have worked very well together, to ensure we are providing comprehensive children's bereavement programming for our community. The programming staff met regularly to ensure we were not duplicating children's services, with Seasons Centre providing peer bereavement support groups and Hospice Simcoe providing anticipatory and one-to-one bereavement support.

I am pleased to announce a very exciting partnership. Rowley Ramey, the founder of Seasons Centre, and I sat together many times over the years building a relationship based on respect, collaboration and a shared passion for those who are dying and bereaved. The amalgamation with Seasons Centre for Grieving Children once was an idea and is now a reality! It just makes sense for two smaller charitable organizations to come together to make us stronger. We are now sharing staff, volunteer knowledge and talents, policies, donor software etc. The new combined Board of Directors and I are excited to make a positive impact within our community.

*We look forward to an incredible future together!*

*Kelly Hubbard*



## ACCREDITATION PROCESS

Hospice Simcoe was the first hospice in Ontario to successfully complete the In-Home Visiting and Residential accreditation through Hospice Palliative Care Ontario (HPCO) in 2017. Since then, we have also received accreditation for all our programming including, Day Program, Spiritual Care, Grief and Bereavement, and Volunteer Management. Accreditation signifies to health care professionals, the public and donors, that our organization meets industry standards and delivers consistent, high quality palliative care and bereavement programming.

Hospice Palliative Care Ontario's accreditation is a 3-year cycle, which includes a rigorous internal and external review of all organizational policies and procedures, audits, review of feedback forms and numerous interviews from industry peers.

***Hospice Simcoe is proud to once again commit to ongoing learning and quality improvement through the completion of HPCO's accreditation process.***



# A welcome message from...

## Dr. Brian Morris, Medical Director



There are some time-honoured truisms that are often used because they are – well - true. For me, the expression “Time flies when you are having fun” could not be more true. It is ten years now that I have been Medical Director at Hospice Simcoe – the time has indeed flown, and I have indeed had fun. It has been professionally exciting to be a part of this organization. I would like to look back at some of the changes that have happened in the last decade, not to take any credit, but to marvel at it all. We have grown physically. The successful Hummingbird campaign in 2015 raised over \$900,000, allowing the purchase of the large lot behind our building, construction of a new parking lot, and providing space for future expansion.

Our staff has grown, with more grief and bereavement coordinators, allowing new programs to develop to serve families dealing with life-limiting illness and with the loss of a loved one. When we ran out of space for our programs, renting space on Bell Farm Road was a solution – another growth. In addition, our Board is totally different now than it was a decade ago. Previous members have ended their terms with our thanks and new members have come on with a variety of backgrounds, bringing new and different strengths to the Board.

The ways in which we serve our population have evolved and expanded. When Medical Assistance in Dying (MAID) became legal in 2016, we were one of the first hospices to offer this to clients who requested it. When the value of palliative care for cancer patients early in their journey became better known, we partnered with Royal Victoria Regional Health Centre (RVH) to provide nurse navigators for an Oncology Symptom Management Clinic. Initially just one, now two nurse navigators, employed by Hospice Simcoe, ensure that patients on their cancer journey have the best access to palliative care. We have partnered with other organizations to form the Barrie Ontario Health Team, coordinating comprehensive care for our population. By merging with Seasons Centre, our community's services are helping grieving children and young adults come under one unified roof. Finally, the newest program, just developed this year, involves funding for a Palliative Care Clinical Coach, which consists of a Bereavement Coordinator, Residential Care Manager, and a local Medical Doctor who specifically work together to organize palliative care and bereavement for those in our community who are vulnerably housed. The ranks of physicians providing care in Hospice Simcoe have changed, with some retirements and a number of new colleagues joining us. Many of these young doctors have special additional training in palliative care and bring new knowledge and enthusiasm into their care.

As I read back over those last few paragraphs, I see that I kept repeating words like “growth”, “expanded”, “partners”, “new”. The most important aspect of Hospice Simcoe, however, is what has not changed. Over the last decade, indeed over the 36-year life of our organization, we have worked to provide the very best, the most advanced, the most compassionate palliative care possible. And shall it be ever thus.

*Dr. Brian Morris*

# A message from our Board Chair...

## Bob Savage, Board Chair



The past year has been one of many changes for the organization. First, the amalgamation of Hospice Simcoe and Seasons Centre for Grieving Children. These two organizations share a common goal of comfort and dignity for those who are at end of life and/or grieving the death of a loved one. Together we are better able to serve those who are dealing with love and loss. Secondly, we are excited to share that we have secured the architect, Salter Pilon Architecture, to help physically bring all services together under one roof by adding community program space on the property adjacent to the residence on Penetanguishene Road. This new building will enable us to provide care and compassion to those whom we serve through our courageous volunteers and staff.

*For that...we are truly thankful. The newly formed Board of Directors are looking forward to our future!*

*Bob Savage*



# A message from...

**Tammy Pollard, Residential Care Manager**

## Care at Hospice Simcoe's Residence

Hospice Simcoe provides 24-hour end-of-life care by compassionate registered nurses, registered practical nurses, personal support workers, volunteers, physicians, nurse practitioners, our spiritual care coordinator, social workers, and two COPE service dogs. The average length of stay at the residence is 11 days but can be as brief as a few hours or as long as a few months. Our goal is to provide comfort and dignified care for the person living with a life-limiting illness; as well as support for their loved ones. The interdisciplinary team approach to care at Hospice Simcoe is essential to ensure that not only the physical needs, but the psychological, social, religious, cultural, emotional, and spiritual needs of each person and their family are met to ensure comfort and dignity.

## Transition From Community to the Hospice Simcoe Residence

It takes a community to support those living with a life-limiting illness and the people who love them. Hospice Simcoe has a transparent, equitable admission process to the residence at end-of-life which includes a continuity of care and support from our care team. Hospice Simcoe uses a validated 'Triage Tool' in the admission process in conjunction with assessments and referrals from care providers in the community including physicians, nurse practitioners, volunteers, Ontario Health at Home, County of Simcoe Paramedic Program, and other agency providers. The client and family are essential to this process. This collaboration of care is integral for a dignified end-of-life journey at the client's area of choice.

## Collaboration of Care is Essential

The collaboration of care is essential for clients and family both while in the community and during their transition to Hospice Simcoe. This interdisciplinary approach to care continues at Hospice Simcoe with exemplary, compassionate care to individuals and their family and friends.

*Tammy Pollard*

## EXCLUSIVE HOSPICE SIMCOE RAFFLE

Purchase a ticket for your chance to win this beautiful 14K white gold **Hospice Simcoe Hummingbird Necklace\*** designed and handcrafted by local jeweller, **Michael Smiley**.

**PURCHASE TICKETS NOW  
UNTIL DECEMBER 16, 2024.**

Visit [www.hospicesimcoe.ca](http://www.hospicesimcoe.ca) or scan this QR Code to purchase tickets now.



\* Comes with an 18" - 14K white gold chain. The total value of the set is \$2800.



*Smiley*  
MICHAEL SMILEY FINE JEWELLERY

The draw will be held on Dec 17, 2024.  
All proceeds from the sale of tickets will go to support Hospice Simcoe's Programs & Services.

# A message from...

**Teneal Campbell, Community Support Programs Manager**



This past year has been a year of expansion, innovation, collaboration and high-quality support in our Community and Bereavement Programs. Our team of staff and volunteers continue to provide grassroots programming, such as our In-Home Visiting program, while also exploring new initiatives to best support our community.

*Teneal Campbell*

## Highlights from this past year include:

- This last fiscal year our Community and Bereavement team provided support to more than 1100 individuals.
- In collaboration with Seasons Centre, almost 70 children were provided one-on-one anticipatory grief and/or bereavement support through our social work and volunteer teams.
- 363 group sessions were provided including our Living Well day program, caregiver support, and bereavement groups.
- Our peer support groups continue to be highly requested. These groups include Expressive Arts, Walking Group, Writers Club, Book Club, Coffee Talk, Introduction to Mindfulness Meditation and Yoga for Grief.

## We have expanded our bereavement programming!

- Due to a large increase in referrals for traumatic deaths, we developed and delivered 'trauma support groups' including substance related loss groups, and suicide loss groups. To ensure confidence and competency, all our Social Workers have completed their Trauma Certification through Sick Kids Hospital.
- Our first ever "Men's Bereavement" group was initiated. This monthly group is open to men who have experienced the death of a loved one within the last 5 years. This group is facilitated by 2 of our well-trained volunteers and held externally in the games room at Amica Retirement Home.
- Bereavement orientations are offered twice a month with the goal of initiating support quicker.
- Our Innisfil programming continues to grow including group support, drop-in support, and educational workshops.

**If you or someone you know is in need of bereavement support, please contact us at 705-725-1140.**



## DAISY & KYLE



We are thankful for our two wonderful COPE Service dogs; Daisy (10 years), and Kyle (5 years). They have brought a level of compassion, support and care to our residents, their loved ones, community clients, staff and volunteers alike.

Our COPE dogs are on staff at Hospice Simcoe for the purpose of providing social interaction, and therapeutic intervention, not to mention a good cuddle from time to time.







# A message from...

**Marilyn Guest, Fund Development Manager**



We realize that there are many organizations in our area that need support. To those of you who choose to support Hospice Simcoe, either with your gifts of time or donations, thank you very much. No donation is too big or too small, and all go towards helping us achieve our annual fundraising goal of \$1.5 million. These donations allow us to continue to provide end-of-life care and grief support programs to those who are dying and their loved ones, and/or those who are grieving the loss of someone special.

## Where do those funds come from?

From general donations, memorial donations, monthly giving, wills & estates, gifts of securities, corporate giving and more. The funds generated go to support our general operations - things like groceries for our kitchen, heat & cooling, hydro for our Residence, and rent for our Bell Farm Community Programs office. They also go to support the development of our ever-expanding grief programming, training for our staff, personal protective equipment to help keep everyone safe, and much more.

In addition, this year's signature events - our Gala and our Hike for Hospice - were successful, collectively raising over **\$300,000**. And of course, a special thank you to those who held third party events. From golf tournaments to lemonade stands, to birthday and memorial celebrations, neighbourhood haunted houses, and so much more. Together they raised more than **\$230,000**. Incredible! If you'd like to host a third party event, please let us know. We're happy to help any way we can. And, if you are considering donating to Hospice Simcoe, thank you on behalf of all of us, and those we serve.

*We look forward to continuing to provide compassionate care to our community for many years to come.*

*Marilyn Guest*

**\$1.5 million must be raised annually**

# ANNUAL APPEAL OUR SERVICES NEED YOUR SUPPORT

## OUR ANNUAL APPEAL GOAL THIS YEAR IS \$300,000

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 approximately 50% of our operating budget. For those who are interested in making a donation there are many ways to give: memorial donations, wills & estates, securities transfers, one-time giving, and monthly giving.

## A VARIETY OF WAYS TO GIVE - FOR YOUR CONVENIENCE:

### 1. SCAN THE QR CODE

Scan this QR code to make an online donation now.



### 2. E-TRANSFER DONATIONS

Log into your online or mobile banking app. Enter our e-transfer email: [donate@hospicesimcoe.ca](mailto:donate@hospicesimcoe.ca)

### 3. VISIT OUR WEBSITE

By visiting our website, [www.hospicesimcoe.ca](http://www.hospicesimcoe.ca) and click the 'DONATE NOW' button.

### 4. TAP-TO-GIVE

Visit our Residence, and ask staff or volunteers for more information.



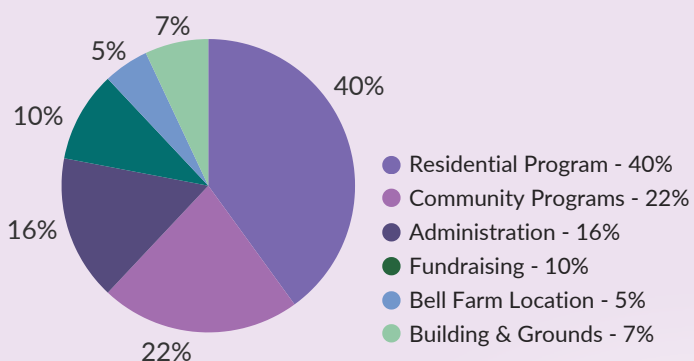




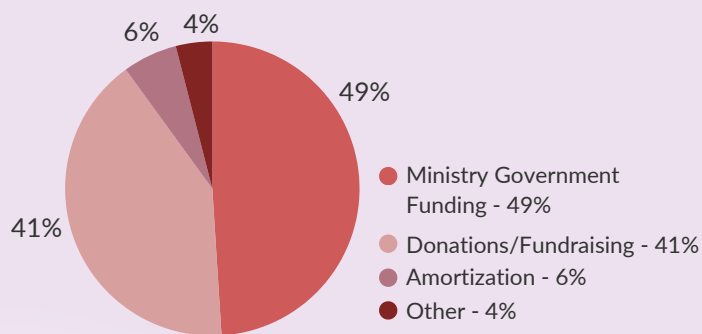
# THANK YOU FOR YOUR FUNDRAISING SUPPORT



## EXPENSES BY PROGRAM 2023/2024



## REVENUE BY SOURCE 2023/2024



Thank you for supporting our community by contributing to Hospice Simcoe. Every dollar you donate stays within our organization and is used to support people in our community with excellent Programs & Services.



# HOSPICE SIMCOE LEADING THE WAY



## Hospice Simcoe leading the way in best kept secret; changing the stigma around the word hospice.

This is the story of John and Isabel Crickard and the journey that brought them to Hospice Simcoe.

Our family story started out with a sense of being scared, sad and depressed, thinking that I was failing and could not keep up with being a caretaker at home. My darling wife,

Isabel (Doll), was a 55 year old, who battled Glioblastoma brain cancer for three years. After her second operation in April she could no longer express herself. Her vocabulary was limited, and she could no longer walk or use her right arm.

The day that changed Isabel and our family's life forever was June 13, 2024, when I made the decision to refer her to hospice. "Hospice", I understood, was where people go to die - was I ever wrong! There was so much more than I could have imagined! I always associated "Hospice" to the word hospital, but I truly can't say it is like a hospital setting; I want to say this is more like a home.

## The entire staff went to the limit. They let me be a husband again. They made sure that Isabel kept her dignity and pride every single day.

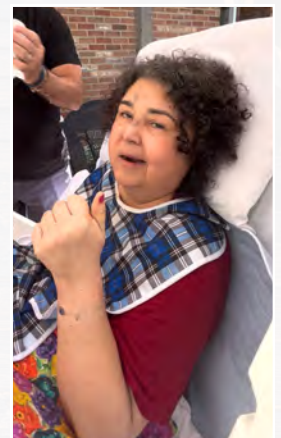
They made her smile again. Something I had not seen for months. The nurses & PSWs are guardian angels. There are not enough words I can say about this team. My wife was treated first class. Even when she struggled to find her words, the Hospice Simcoe angels always took their time with her to make sure she got what she needed. The kitchen volunteers were also amazing. They made sure our entire family were looked after and they always took their time to visit Isabel and pass on words of encouragement. It doesn't stop there...the doctors kept us well informed on Isabel's progress and they made sure that she was very comfortable.

The beautiful voices of Lori, the Spiritual Care Coordinator, and Garrett, the Property Coordinator, not only lifted Isabel but my entire family. Amazingly, Isabel went from a woman that had limited vocabulary to actually getting her to sing along! It was very emotional with happy tears. They came by our room to visit every day and would ask Isabel if she wanted to go outside. She truly loved those days. One highlight that stands out: two of the nurses gave Isabel a spa day. It was really emotional for me when I walked back into her room after they were finished. She looked beautiful as ever. It's a sight I will carry with me forever.

## Some history on Isabel and the amazing woman we all loved.

Isabel came to Canada from Portugal at the age of six years old with her family: Mom, Maria, and dad, Mario, brother Mario Jr., and sister, Carla. During her early years growing up in school, Isabel became a real feminist at a young age. After graduating from college, she entered the world of retail. With her strong work ethic and ability to be a leader, she climbed the ladder to become a regional manager of the company. Isabel was the type of person who always wanted to be challenged, so she stepped away from the sales part of the business and stepped in the role leading a team in inventory control.

After 25 years in the same company, she decided she needed more.



*Continued on the next page...*



# HOSPICE SIMCOE LEADING THE WAY

She joined Sears Canada where she led a team in inventory control. Once again, her ambition and personality ensured that she would stand out. As a leader who took pride in her work, she was promoted to VP of Inventory Control at Sears. When Sears announced they would be closing its doors, she was there until the last light went out.

Knowing retail all her life, she wanted to change herself again, so she joined Sotheby's Realty. After writing and passing her exams in record time, Isabel started on the highway as a real estate agent. She never looked back. It was her dream job and she love all her clients. I believe she was so successful because her smile and personality were contagious and she could light up a room whenever she walked into it. Isabel had a strong faith. Her slogan was, "Stay humble because that's what God wants." She was a strong supporter of woman's shelters. When she had extra time, she made sure it went to someone who needed it.

I knew everyday how lucky I was to have this beautiful woman in my life. She was a great wife and a wonderful mom of two boys. She never put herself first and always took care of others. (I am a diabetic and, even the last day before she died, she pointed to my app to check my blood.) But, I think her biggest pride in life was to be a grandma. We have three little grand-babies and one on the way. When she saw these kids, she had the biggest smile.

I can't express enough our family's gratitude to this beautiful home called Hospice Simcoe. Today when I go back for a visit, I feel like I am going to visit friends. It's a happy place for my family. We know that Isabel was happy there also.



On July 6, 2024 I lost Isabel my "Doll". Her last hours were unbearable to watch, with great sadness. But the angels (nurses & PSWs) were in the room. They gave us space and truly, every time they spoke, it was coming from their heart.

I truly feel blessed to have Hospice Simcoe in our lives. The entire team never gave up on Isabel even though they knew her fate. They made her feel that everyday was a great day! Again from my family to your family: God bless and thank you for your pride and passion for your careers .

*John Crickard & family.*

## Sandy's STORY

My name is Sandy and I am the grandmother of two children who came to be in the care of myself and my husband, surrounding the death of their father to a fentanyl overdose last year. With their father gone and their mother continuously struggling with addiction herself, I have been tasked with the awesome responsibility of raising our grandson who is 11 years old, and our granddaughter who is 7. After my son died, I was told by a few people that we should seek help from Seasons Centre for Grieving Children. We sought out Seasons Centre hoping that they could help and have been with them for a year now. We have been blessed to take part in many of their amazing programs and the support that they have provided us has touched our lives so significantly.

Our grandkids have been through so much trauma in their lives and, within Season's Centre, they have found a place that is helping them to navigate this difficult time and bring them some healing and comfort. They have come to realize that they are not alone because of the people they have met and the friends that they have made through their peer groups. The centre is a wonderful place for children to work through their grief and frustrations with playtime and activities. The volunteer "buddies" and staff are so kind and caring that they have been able to find peace in their lives. Seasons Centre for Grieving Children has been so important to us and they have made our road less painful with all their love and support!

**Story is provided by  
Paula Coulter, Program Services  
Manager of Seasons Centre  
for Grieving Children.**







# THANKFUL FOR YOUR PARTNERSHIP WITHIN OUR COMMUNITY

Hospice Simcoe is truly grateful for the partnerships we've formed with various community organizations. Together, we share a common goal: to provide compassionate support and care to those in need. These collaborations amplify our efforts, allowing us to provide excellent palliative care and bereavement support to individuals and families during their most challenging times.



*Thank you to all our partners for your dedication and commitment to making a difference in our community!*

## **BIG NEWS:** Hospice Simcoe is now providing palliative care to our vulnerably housed!

We are pleased to announce that the Barrie and Area OHT (Ontario Health Teams) Palliative Working Group was successful in their application to Ontario Health (OH) and Ontario Palliative Care Network (OPCN) to provide a Palliative Care Clinical Coach (PCCC) for Barrie and area. This initiative will address the needs of the dying and bereaved who are homeless or vulnerably housed, as well as their care providers. The Palliative Care Clinical Coach team will work to develop relationships with key partners in the community, executing the OPCN Health Service Delivery Framework recommendations.



Hospice Simcoe's Bereavement Coordinator, Amy Pritzker (left), Palliative Care physician, Dr. Toni Mihaylova (middle), and Hospice Simcoe's Residential Care Manager, Tammy Pollard.

This project is one of six that were awarded in Central OH and has limited funding of two years. In the role is a team of experienced palliative care professionals including Hospice Simcoe's Bereavement Coordinator, Amy Pritzker MSW RSW, Palliative Care physician, Dr. Toni Mihaylova MD CCFP, along with Hospice Simcoe's Residential Care Manager, Tammy Pollard RN BScN CHPCN.

*We are grateful for their dedication and compassion as we care for the vulnerably housed community.*





# STATS FROM OUR PROGRAMS & SERVICES

## RESIDENTS IN A YEAR



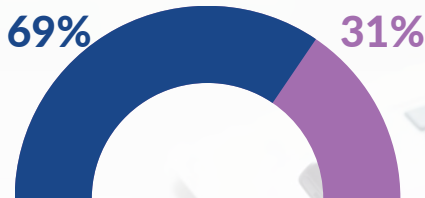
**293**

We provided care to **293 residents** in our residential care facility



**11**

The average length of stay in 2024 was **11 days**



**Did you know?**

177 residents had a cancer diagnosis and 80 residents had a non-cancerous diagnosis.



**RVH - ONCOLOGY SYMPTOM MANAGEMENT CLINIC**

**1,034** Referrals completed from August 2023 to August 2024

**+ 25,462 HOURS** of 24/7 care was provided by our Clinical Team.

**+ 16,582 HOURS** provided by Nurses

**+ 4,980 HOURS** provided by PSWs

**+ 3,900 HOURS** provided by the Residential Care Manager and the Spiritual Care Coordinator

**3,087**

visits with Community & Bereavement clients

**1,517**

clients served who took part in Community & Bereavement groups

**599**

new client referrals for Community & Bereavement support

**69**

children supported through our Community & Bereavement Programs

**363**

Community & Bereavement groups provided to our community

**63**

staff, volunteers, & students served in Community & Bereavement programs



**180+** VOLUNTEERS

**TOTALS**



**18,128 HOURS**

## VOLUNTEER HOURS DONATED



- 1,234 — Visiting Hospice Services
- 381 — Admin Support, including Board of Directors
- 10,606 — Residence, Kitchen & Reception
- 686 — Maintenance, Decorating & Gardening
- 1,468 — Bereavement Support
- 2,981 — Training, Education & Awareness
- 772 — Fundraising





# A message about volunteering from...

**Connie Devlin, HR Manager**

Each year we expand our network of compassion with our new and existing volunteers who are passionate about making a meaningful contribution to our community. We interview, train, and support our volunteers so that they feel prepared to help with our delivery of programs and services.

In the past year, our volunteers donated 18,128 hours of support services in our Community Programs and in different activities through the Residence. Our volunteers offer their compassion and skills to support grief and bereavement services, in-home visiting, outreach activities, residential client care, fundraising, complementary therapies, kitchen services, administration, groundskeeping and much more. We cannot do this vital work without them!

*Connie Devlin*

**If you would like to volunteer at Hospice Simcoe, please visit our website for details, or email our Volunteer Coordinator, Susan Haiplik at [susan@hospicesimcoe.ca](mailto:susan@hospicesimcoe.ca)**



## VOLUNTEERS IN ACTION PHOTOS FROM 2024



### HOSPICE RESIDENCE

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



### COMMUNITY SUPPORT

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



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

Registered Charity #134433234 RR0001