

ANNUAL REPORT TO THE COMMUNITY



ST. JOSEPH'S
Hospice
OF LONDON

ST. JOSEPH'S HOSPICE OF LONDON

NO. 9 // 2021-2022

Together in care.



Welcome



We warmly welcome you to our 2021-2022 Annual Report to the Community. Whether this is your first interaction with St. Joseph's Hospice or you're already acquainted, we invite you to read our latest updates and be inspired by our real-life stories.

In these pages we hope you will learn more about our programs and services and increase your understanding of the ways St. Joseph's Hospice makes a difference in the lives of those living with a terminal illness, their caregivers, and those who are grieving.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

It's been another year riding the waves of an ever-changing pandemic. Uncertainty, challenge, and change were in no short measure this year, yet, I believe this has been an incredible year of growth and accomplishment for St. Joseph's Hospice. This growth is a credit to our staff, volunteers, and donors, who demonstrated strength and resilience along with flexibility and understanding through every ebb and flow of our pandemic response.

Through everything, compassionate care for patients and their families - delivered safely amidst changing guidelines and restrictions - remained our top priority. At times this required us to be innovative and envision new ways to continue delivering programs and services in a predominantly virtual environment. I am incredibly proud of the work of all our teams.

At the time I write this, many staff are back in the office, our Wellness Centre is open for patients and families, and many of our grief and bereavement programs and services are available in person. Though many unknowns still lie ahead, it feels good to be in a place of normalcy and connection again.

We saw unbelievable generosity and support from our community again this year, raising an incredible \$1.77 million in support of our programs and services.

Without the generosity of our donors and community partners, the holistic care we provide at St. Joseph's Hospice wouldn't be possible. In place of in-person fundraising events, we introduced two exciting new initiatives last year, our 50/50 Lottery and Light up the Night event. Kudos to our fundraising team for continuing to engage our donors and community in exciting and meaningful ways.

In the Fall, we began planning and engaging stakeholders for our next strategic plan. We're thrilled to be working with the Centre for Organizational Excellence on the development of a roadmap for the future.

To date, we have completed extensive stakeholder engagement with staff, volunteers, donors, families, and community partners through an online survey, focus groups and a planning summit. I'm looking forward to the culmination of this work in our next - and what I believe will be the most transformative - strategic plan yet.

Our annual report is an opportunity to look back and celebrate our accomplishments over the last year. This year more than ever, I believe we are setting the stage for an exciting future of growth for St. Joseph's Hospice. I hope you are inspired by what you read on the following pages, and I look forward to embarking on another exciting year together.



Janet Groen,
Executive Director

A handwritten signature in black ink that reads "Janet Groen".



ST. JOSEPH'S
Hospice
OF LONDON

Living our mission.

Our Mission and Vision

St. Joseph's Hospice is a charitable organization that provides compassionate care and companionship to those with a life-limiting illness and their loved ones, recognizing and embracing their unique needs.

Our vision is to create a community that honours people as they journey to life's end and to provide a haven where the palliative, the caregiver and the bereaved experience compassion, hope, and healing.

We respect the values and beliefs, choices, experiences and diversity of all individuals and their families.

We provide continuity and consistency of care that is accessible and responsive to a client's wishes, concerns and priorities. We also act as an advocate for the client's needs.

We empower our staff and volunteers to be leaders in the provision of compassionate care, support, and companionship to our clients.

We provide volunteer training, and opportunities for the public and healthcare professionals to further promote and raise awareness about hospice care.

Board of Directors

Thank you to our 2021-2022 Board of Directors for their vision, leadership, and guidance this year.

- David Nash
- Paul Fox
- Steven Stefanko
- Kimberley Chesney
- Casey Dockendorff
- Corrie Gicante
- Paul Hogan
- Shawn McConville
- Marcin Weryk
- Glen Pearson
- Richard Corneil



ST. JOSEPH'S
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Care when it matters most.

Patient & Family Care in our Residence

Our hospice residence offers 24-hour state-of-the-art palliative care provided by specially trained medical care staff and volunteers. Our residence is an inviting and home-like space where families can visit freely without worrying about day-to-day care.

All of our programs and services are offered at no charge and are available irrespective of gender, sexual orientation, religion, race, ethnicity, or economic status.

As COVID-19 restrictions and recommendations changed throughout the year, what remained constant was the exceptional, compassionate care provided in our residence. This care was made possible because of the dedication and resilience of our amazing care team and volunteers.

After a dip in occupancy rates during the first year of the pandemic, we saw an 86% occupancy rate this year. We were also pleased to welcome back Direct Support Volunteers as restrictions lifted and it was safe to do so.

Care in our residence includes:

- Expert medical care provided by a team of nurses, physicians and personal support workers
- Meals prepared by our on-site chef
- Access to counselors and spiritual care providers
- Home-like amenities and comforts



Care in our Residence by the Numbers:

Patients served: 185
Average length of stay: 20 days
Occupancy rate: 86%
Volunteer visits to patients & families: 819
Volunteer hours provided: 6,511



"If you're looking for a place where people will open their hearts and take care of you while caring for the person you love, Hospice is it!"

- Family member

REMEMBERING STAN FLOOD

Patient & Family Care in our Residence



Kimberly and Michelle Flood joke that if their dad could write a Trip Advisor review for St. Joseph's Hospice, he would. He loved it that much.

Before he arrived at Hospice, Stanley (Stan) Flood's health was deteriorating quickly. It had been a difficult roller coaster battle with a rare and aggressive form of lung cancer; he had lost thirty pounds and was almost bedridden. As his health declined, one thought was top of Stan's mind: he did not wish to be a burden to his family. Stan, Kimberly, and Michelle were the primary caretakers for Stan's wife when she chose to pass away at home only two years earlier. Despite strong community supports, it was emotionally and physically taxing, and Stan wanted a different experience for his family.

After only four days at Hospice, Stan's health took an unexpected turn – for the better. After receiving the proper pain and symptom management medication, his appetite bounced back, his energy and sense of humour rebounded, and a once immobile Stan was up walking again with support. “They gave us two more weeks of my real dad,” Michelle explains.” This time was a gift they didn't think was possible considering the sudden progression in their father's illness.

The day Stan came to Hospice, his lunch was a piece and a half of Melba Toast. “That's all he could handle,” says Michelle. “After spending time at Hospice, he was eating seconds and went from one scoop of ice cream for dessert to three scoops overflowing.”

Kimberly and Michelle's collective sense of humour doesn't come from a stranger. Stan was known and admired among the Hospice staff and volunteers for his jokes, quick wit, and appreciation for a good one-liner.

He developed a friendship with and appreciation for the team and thought so highly of the care he received that he would joke, “being here almost makes a man want to stick around longer.”

Kimberly also remembers Stan light-heartedly recommending that his friends consider coming to stay at Hospice for a while too.

Another part of Stan's Trip Advisor review, says Kimberly, would have been that there was room for him to host visitors. At Hospice, Stan was well enough to visit with his friends and family from the recliner chair beside his bed. “That was a big deal for him,” Kimberly remembers. “Having the ability to say goodbye sitting in his chair and not in his sick bed gave him the dignity and control he wanted.” Michelle and Kimberly also decked the suite with personal items and stocked the fridge. They did everything they could to make the space their temporary home and comfortable for their dad.

Stan was so moved by the care he received at Hospice that he wanted to give back. “A week before dad died, I told him I was going to make a gift to Hospice and he was really quizzing me about it,” says Kimberly. In their next conversation, Stan asked about adding to Kimberly's donation and doubling the money. Kimberly assumed she would take care of the donation after her father died, but Stan didn't want to wait. “He looked at me and said, ‘why would we wait until I'm gone?’ Let's do it right now.” Sitting in his lounge, Stan presented the donation to staff on Dec 1, 2022 with a heartfelt message of appreciation, and died only two days later.

Stan's legacy will live on through his family's generous donation to St. Joseph's Hospice, allowing others to experience compassionate end-of-life care and the ability to die with dignity and control. “The incredible competence plus warmth and compassion is the right balance for the family members and the person dying,” Kimberly shares when asked why Hospice was the right choice for them. “At Hospice we got to stop being caregivers and just be family.”



ST. JOSEPH'S
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Support for the journey.

Community & Supportive Care

Community and Supportive Care at St. Joseph's Hospice addresses the physical, psycho-social and spiritual needs of clients, caregivers, and their loved ones. We understand that grief is a natural and necessary accompaniment to loss and offer a variety of supportive care programs and services that support the emotional, spiritual and social well-being of individuals and families along their palliative care journey.

Programs and services offered by our Community and Supportive Care team include:

- Caregiver Conversations
- Complementary Therapies (Including Massage, Reiki, Healing Touch, Therapeutic Touch, Reflexology, and Reconnective Healing)
- Counselling
- Exploring Grief
- H.E.A.L.
- Memorial Services & Social Events
- Mindfulness Meditation
- Practicing Self-Compassion
- Spiritual Care
- Understanding Your Grief
- Volunteer Visiting Program
- Wellness Programs
- Caring Calls
- Connected Through Cooking



Community & Supportive Care by the Numbers:

Clients & caregivers served: 599
Total visits to clients: 8,326
Visits in the community: 2,048
Individual counselling sessions: 1,452
Group sessions held: 1,145
Group session attendance: 427
Volunteer hours provided: 11,612
Virtual memorial attendance: 226



“Thank you for providing these services. I know that my grief journey has just begun but I feel like I can tackle it with the support from the caring staff at St. Joseph’s Hospice.”

- A grateful client

We continued to provide support groups, counselling, spiritual care, and volunteer visits without interruption this year.

The Community and Supportive Care team diligently followed public health guidelines to ensure the safety of our staff and clients, which meant that some services were made available in person and then transitioned back to online. Now, with restrictions lifting across the Province, our plan is to offer a hybrid service model so that programs and services are available both in person and online to meet the needs of our clients.

To better support those we serve, we also added new programming this year, including virtual art therapy and a program to support community palliative clients with caring phone calls when in-person visits aren't an option.

We experienced several technical challenges while providing care in an online environment, but issues were identified and resolved swiftly with the support of our software providers and IT team. Now, we are equipped with technology that will allow our programming to continue growing in new and innovative ways, and we're excited about the future.

Every change, transition and interruption experienced this year was approached with open and honest communication. We are extremely grateful for the patience and understanding of our clients and volunteers during this unpredictable year of change.

The demand for services, especially counselling and spiritual care increased exponentially this year, which has meant longer client wait times. It also signals that Community and Supportive Care programs and services are critical, and there is a need for increased support and capacity in the future.

Compassionate Companionship



Providing companionship to community palliative care clients is one way that volunteers make a difference in the lives of those we serve. Volunteers visit the person living with a terminal illness in their home or for outings in their community, and each client is matched with a volunteer who supports their unique needs. A visit from a volunteer can include:

- Conversation
- Reading
- Watching movies
- Legacy work (photo albums, videos, etc.)
- Neighbourhood walks
- Companionship calls when in-person visits are not possible (or safe to do so)

Sheetal Woods has been a volunteer visitor since 2019. She felt a calling to become a Hospice volunteer after visiting a dear friend at Hospice and experiencing what she describes as a gentle, nurturing passing. Having had previous careers as both a nurse and a teacher, volunteering in the community allows her to use the soft skills she gained in both jobs, with empathy and caring being at the top of the list.

Sheetal says she is deeply grateful to be part of a client's final journey. "Volunteering at Hospice has allowed me to positively impact another's life, no matter how long or short that may be," says Sheetal. "The concept of Hospice dovetails with my own belief that every human deserves to go through their last journey with gentleness, dignity and compassion."



The "Art" of Healing

The launch of our new virtual art therapy program was a welcomed addition to our calendar of programming this year. We were thrilled to partner with Toronto Art Therapy Institute to offer this meaningful experience to our clients. The program aims to give participants a deeper understanding of their personal experience and sense of self, develop coping mechanisms, and foster a sense of community and support during a time of transition. This program's imaginative, exploratory aspect also aims to reduce stress and promote relaxation. ***Pictured left: a meaningful piece of artwork completed by a participant this year.***



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The heart of Hospice.

Volunteer Services

Without the support of volunteers, Hospice simply wouldn't exist. Volunteers are a vibrant part of the tapestry that makes up St. Joseph's Hospice and impact every part of our organization. Over the last year, volunteers have stepped up to provide support in new ways, and have remained resilient throughout changing pandemic guidelines.

Our volunteers hold a variety of roles and responsibilities in including:

- Administrative Support
- Board of Directors
- Committee Members
- Complementary Therapists
- Concierge
- Direct Support Worker
- Drivers
- Fundraising and Event Support
- Gardeners
- Housekeeping & Maintenance
- Kitchen Support
- Music
- Pet Therapy
- Reception
- Residence Aide
- Spiritual Care
- Supportive Care
- Volunteer Visitors



Volunteer Services by the Numbers:

Number of volunteers: 179
 Total hours provided: 12,936
 In our residence: 6,511
 Community & Supportive care: 1,667
 Miscellaneous support: 4,759



"I couldn't think of anywhere else that I would want to be! It's such a sacred space that we share with our clients and their families and I feel privilege be part of the journey."

- Hospice Volunteer

To learn more, please visit:
www.SJHospiceLondon.com/volunteering

MAKING A DIFFERENCE & GIVING BACK

Volunteer Services



If you look for Deb Wiltshire during one of her volunteer shifts at St. Joseph's Hospice, you'll find her doing anything from welcoming families into the building, giving tours, fielding phone calls, and answering questions to unpacking boxes, folding laundry, and helping staff with tasks on the care units. Those are just a few of the many contributions that Deb makes to Hospice every day and why she's being recognized for her outstanding contributions as a volunteer.

Deb is one of this year's June Callwood Outstanding Achievement Award for Voluntarism recipients. This award is given annually and recognizes an individual or group for their commitment to volunteering and longstanding service to their community.

Carla McDonald, Coordinator of Volunteer Services for Hospice, couldn't think of a more deserving recipient for this year's award. "Deb is a phenomenal, dedicated, and compassionate individual, always going above and beyond her volunteer role and looking to offer help wherever needed," she shares.

Deb places a great deal of value on volunteering, and it's something that she's been doing since her now-adult daughters were very small. "It's such a fabulous way to get to know different parts of your community and meet different people," Deb says, encouraging everyone to engage in their community through volunteering. "It's a fantastic way to broaden your point of view and how you see the world you live in."

Deb's volunteer journey with Hospice began in 2014 when she was asked to serve a three-year term on the Board of Directors after retiring from a long and successful career in healthcare administration.

At the time, Hospice's 10-bed residence had just opened, and Deb spent much of her term getting policies and structures in place to ensure that residence operations ran smoothly. Then, in the Summer of 2020, when the Pandemic was in full swing, Hospice put a call out for reception volunteers. "Like many others, I felt a little bit stir crazy at home," Deb remembers. "I thought, hey, I could do that."

A specific memory comes to mind when she thinks about how volunteering has impacted her. "There was a resident that died, and I had the pleasure and the opportunity to spend some time with her son," Deb shares. The individual came back into Hospice to retrieve some of his mother's things, and she remembers him being very distressed. His mom was his best friend, and he talked to her every day. Deb had very similar feelings of loss when her own mother died and was able to offer compassion and understanding in that moment. "I had the chance to tell him that he could still talk to his mom," she says with tears. "It was a difficult conversation, but I was able to share that I understood how he was feeling because I was very close to my mom and miss talking to her, but that I still talk to her – all the time." It was only a 10–15-minute interaction, but she felt like it was an impactful interaction.

It's moments like this and many others that make volunteers such an essential part of the fabric of St. Joseph's Hospice. There are just as many – if not more – volunteers than staff on any given day. "Volunteers like Deb are truly essential to the function of the organization," Carla shares. "They are at the heart of what we do and play a fundamental role in our mission to provide the highest quality end-of-life care."

The power of philanthropy.

Community Engagement & Development

The Community Engagement & Development (CE&D) team's role is to position St. Joseph's Hospice strategically to sustain and grow its resources.

About 50% of Hospice's budget is supported by the community, and each year we must raise over \$1.3 million to continue providing the programs and services that Hospice offers at no cost to our community.

Each year we rely on the generosity of donors to meet our fundraising goals, allowing us to give the gift of moments and memories to families at one of the most important times in their lives.

As the need for hospice palliative care continues to grow, we depend on the generosity of our community to make Hospice care and the critical support and programs we offer a reality. Together we can improve the end-of-life experience for those living with a life-limiting illness, and provide compassionate grief and bereavement support for loved ones.

Enabling Care Through Generosity

A generous \$142,700 gift from the Ontario Trillium Foundation and the Resilient Communities Fund equipped all staff members with the necessary technology to continue offering programs and services at full capacity during this last year.

This gift allowed us to strengthen our IT infrastructure to meet the demand for service and begin rebuilding lost fundraising revenue. Remaining connected to our community and providing clients with the opportunity to access our programs and services from anywhere is essential. Because of the generous support from the Ontario Trillium Foundation, we were able to make that a reality.



CE&D by the Numbers:

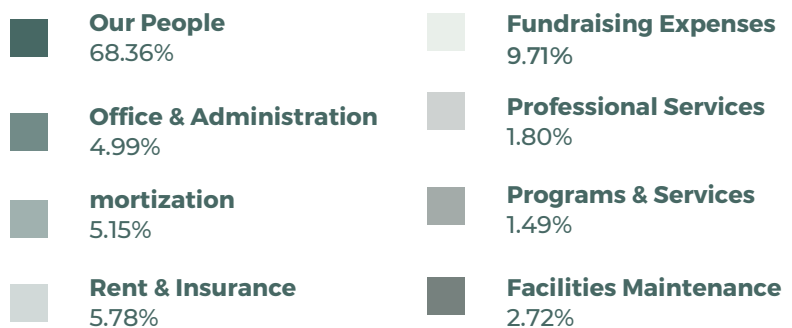
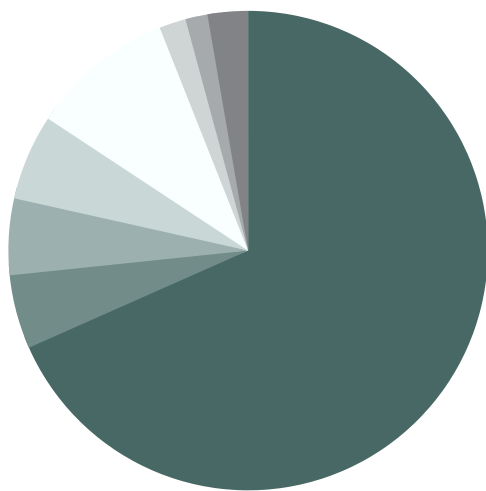
Total raised: \$1,776,190
Annual giving: \$619,213
Major gifts: \$671,893
Special events: \$485,083





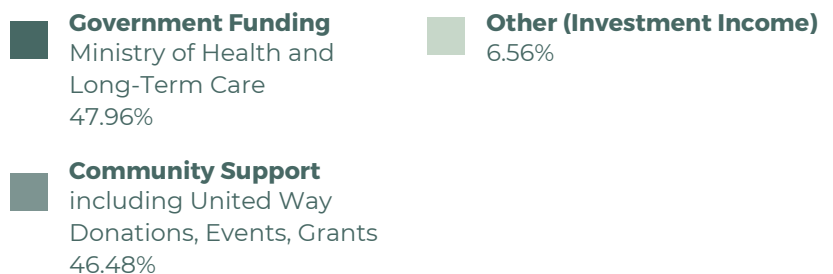
By the numbers.

\$ Your Gifts in Action



Results are for the period April 1, 2021 to March 31, 2022. St. Joseph's Hospice uses the auditing firm of KPMG LLP.

\$ Sources of Revenue



**Provincial statistics for Hospices show that for each patient served, more than five additional individuals, ie: loved ones, caregivers, relatives, etc. are touched by our care.*



Together in care.



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