



2017 Report to our Community





About Us

St. Joseph's Hospice is a Catholic organization committed to providing compassionate hospice palliative care. We provide exemplary service to people with a palliative illness, their families and caregivers; recognizing and embracing their unique needs.

On the cover: Eileen has volunteered in the kitchen helping to prepare nutritious and delicious meals for residents since 2015.

Our Vision

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.

Our Values

Respect
Client Centered Care
Empowerment
Education
Collaboration

Board of Directors

Frank Angeletti
President

David Nash
Vice President

David Bunce
Treasurer

John Callaghan
Secretary and CEO

Julie Johnston
Executive Director

Kimberley Chesney

Robert Murray

Paul Fox

Catherine Orr

Deb Wiltshire

Executive Report

The last weeks or months of someone's life can be the most difficult time for them, their families, friends and caregivers. When the healthcare system performs well during this time, patients receive care that reflects their values and wishes so they can live well, right until the end.

By 2026, the number of Canadians dying each year will increase by 40 per cent (330,000 people). On average, each death affects the well-being of five other people — families and loved ones. According to the Health Quality Ontario Report, that's more than 1.6 million people in total. This means that the need for Hospice care will continue to grow significantly and we must be ready.

This year, St. Joseph's Hospice underwent a thorough strategic review and created a plan to guide us as we move forward delivering quality care, educating the community, and raising awareness about the work we do. With the support and input from staff, service recipients and their families, volunteers and our community partners, our three year strategy aims to move us forward in four key areas: People, Care, Partnerships and Sustainability. In this report you will read stories about our volunteers and staff who were honoured to care for 164 residents and their families within our hospice home and supported more than 378 individuals in the community; the strategic partnerships we have nurtured and developed to improve access to our services; and how we're achieving organizational sustainability through the investment of our donors and community partners.

As we advance to achieving our goals for 2019 and beyond, know that we could not provide compassionate palliative care without you. Thank you to our donors, sponsors, volunteers and staff for your steadfast support and joining us along this journey.



Frank Angeletti
President, Board of Directors



John J. Callaghan
Chief Executive Officer



Julie Johnston
Executive Director

Our Impact



**Individuals and families
cared for within
residential Hospice**

164



**Hours spent by
volunteers supporting
St. Joseph's Hospice
and those we serve**

18,837



**Professional counselling
sessions provided by our
Grief and Bereavement Services**

290



**Community members who
attended group support
sessions and activities**

1,617

Areas of Care

Residential Care

Our residential program offers 24-hour end-of-life care within our 10-suite hospice home provided by a dedicated and compassionate team of registered nurses, registered practical nurses, personal support workers, spiritual care providers, physicians and volunteers. Each suite includes a private bedroom, sitting room, fridge, two televisions, an accessible washroom and a private balcony. As a home away from home, this inviting space allows families to visit freely, accessing our living room, bistro, quiet areas and Wellness Centre to ensure they are taking care of themselves while we take care of their loved ones. Fresh and delicious meals are prepared daily considering the needs of our residents while their families enjoy comfort foods like soup, cookies, muffins, tea and coffee.



In the Community

Reaching into the community, trained volunteers offer support services to clients and their loved ones such as our Volunteer Visiting Program and complementary therapies (massage, reiki, etc.) in the comfort of their home. Each of our clients help to determine the support they receive and each experience is as unique as the individual. Caregivers can also access complementary therapy services within the Wellness Centre and counselling hosted at St. Joseph's Hospice.

Grief & Bereavement Services

The death of a loved one can be an emotionally overwhelming experience. St. Joseph's Hospice offers a variety of Grief and Bereavement Services designed to connect, educate and support adults, teens and children through their grief journey. Supportive care services include professional counselling, spiritual care, support groups, wellness activities and complementary therapies. Supported in part by the generosity of our community, all programs are offered at no-cost to those dealing with the death of a loved one.



Mission Moments: Residential Care

"What are some of your favourite things?" asks Meighan Hunter, a registered nurse working at St. Joseph's Hospice since our residential services opened in 2014. Like Meighan, our nursing and care staff ask all residents this question upon admission. Why? "As soon as a new resident comes into our hospice home, we want to know how we can make their last days as comfortable, memorable and enjoyable as possible. **We try to make last wishes come true.**"

That's true for Glenna - a loving mother, wife, and friend to many who was diagnosed with adenoid cystic carcinoma in 1988. After living in eight countries and struggling through 15 surgeries overseas, Glenna's last wish is simple - to play bridge while enjoying a glass of white wine. Our Residential Director and Volunteer Services Coordinator got to work recruiting volunteers with bridge skills to make this wish come true. "I've been playing bridge for more than 30 years. In every country we lived I used bridge to connect and socialize with new people." shares Glenna. "I'm so thankful the ladies are able to play and share this time with me."



Volunteers and Glenna (second from the right)

New Medical Director - Dr. Natalie Hertzman

Natalie Hertzman graduated with a Doctor of Medicine from the University of Western Ontario in 2007. She brings eight years of Palliative Care experience to her role including her work at Parkwood Institute's Palliative Care Unit, and as a community Palliative Care Physician through her home visit work. "The work that we do at St. Joseph's Hospice is something that I believe in very much. Helping people die in a peaceful and natural way is what we strive for" says Natalie. **"I'm proud to lead a fantastic team of nurses and personal support staff as we provide quality care for terminally ill patients and their families in a home-like setting."**



Impact of Your Gift

"From the minute we arrived at St. Joseph's Hospice to the final moment when Dad passed away seven days later, our family is so grateful for the care my father and family received during our precious visits at Hospice" shared Janic as she addressed more than 400 philanthropic women at the fundraiser, Handbags for Hospice. Janic's testimonial during the Fund-A-Need portion of the event helped to raise more than \$26,440 in ten minutes directly supporting the purchase of PowerLift recliner chairs. "PowerLift recliners help eliminate the physical, mental and emotional struggles faced by residents in their final days. I personally know what a difference these chairs would have made if we had access to them. Thank you to everyone who helped make this dream a reality for future families."



Janic and her father, Elie

Mission Moments: In the Community

As our longest-running program, St. Joseph's Hospice Volunteer Visitors have been serving those living with a palliative illness and their caregivers since 1985. Accredited by Hospice Palliative Care Ontario (HPCO), the Volunteer Visiting Program matches trained volunteers with clients in the community to provide companionship as well as respite relief for their loved ones.

Community client, Elaine (*pictured right with her dog, Lucy*), knows the impact of the Volunteer Visiting Program first hand. After being diagnosed with terminal cancer, Elaine reached out to St. Joseph's Hospice for help.

"Dianne and I have been able to use our life experiences to form an incredible bond. This intimacy allows us to go beneath surface level conversation and engage in dialogue about end of life, spirituality, and dying. It's a unique relationship - I've learned a lot and have become a better person from it. We are incredibly lucky to have been matched with each other. The Client Services Coordinator, Janet Belchamber, did such an amazing job and I'm very grateful." St. Joseph's Hospice works with a variety of community partners in order to sustain programs such as

Volunteer Visiting. Elaine and her Volunteer Visitor, Dianne, have helped communicate the impact of such programs by sharing their experience with others.



"We hope that by sharing our experience we impact the lives of others and increase their knowledge of the vital services needed in our community" shares Dianne, dedicated volunteer of St. Joseph's Hospice for more than 20 years.



Impact of Community Partnerships

Partnering with King's University College, a study was conducted to examine the impact of Hospice support in the community. The data collected helped illustrate how volunteer support can improve the quality of life for individuals and their caregivers. **"She comes every week and it is exactly perfect and I cannot wait to see her. She makes my day no matter how bad or how good I feel"**, shares a client about her weekly Volunteer Visitor. Ongoing survey data will be collected until the end of 2017 and researchers look forward to sharing the results.

Mission Moments: Grief and Bereavement

St. Joseph's Hospice Grief and Bereavement Services offers support programs, education and counselling to those dealing with the death of a loved one. "Our hope is to give responsive care to each person as they move through their unique grieving process under the guidance of empathetic staff and trained volunteers" says Teresa Bryant, Registered Psychotherapist.

Richard and his two daughters received counselling services after his wife, Tara, passed away at St. Joseph's Hospice in 2015. "When Tara and I met we were both starting over and were thrilled to find each other. We were very much in love. We each had young daughters from previous marriages but we happily took on the challenge of creating a 'blended' family under one roof. Sadly, not long after we met, Tara was diagnosed with breast cancer. Chemo. Radiation. Hours of surgery. Pain and doubt. I have never known anyone as brave and courageous in the face of such personal crisis."

"When it was over, we spent several years building our lives together – raising kids and chasing our careers. Then in October 2015, we learned the cancer was back. This time in her liver and throughout her bones. Tara lived for just six more months after that diagnosis. She had one last Christmas and one last birthday. I was incredibly fortunate to be able to care for her in our home until the day came that she was admitted to Hospice. She passed away peacefully at 47 years old. Although she was a resident of Hospice for less than 24 hours, the impact St. Joseph's Hospice made on our family went far beyond those few hours."

"The days after her passing were very difficult on myself and our two teenage daughters. I looked for bereavement services in the community for young adults – but couldn't find anything. Then I remembered how Teresa had helped me and I called St. Joseph's Hospice, where she met with the girls one-on-one. After meeting with Teresa, the girls' spirits seemed lifted and I could tell they had received the comfort of knowing that we would all find a way to move forward."



Richard and daughter, Julia (left) at the Four Elements fundraising event

Impact of Your Gift

Through his experience, Richard was inspired to raise awareness of the need for children's Grief and Bereavement Services. He bravely shared his story at the fundraising event, Four Elements: WATER, in February 2017 helping to raise more than \$29,235 during the Fund-A-Need portion of the event. The generous support from the attendees allowed St. Joseph's Hospice to purchase a Grief Cart (*featured left*) which includes a variety of resources and activities to help young people and their families through the loss of a loved one.



Volunteers Make the Difference

Congratulations Inge!

Each year, Hospice Palliative Care Ontario (HPCO), recognizes the commitment and dedication of volunteers in our community through the **June Callwood Award**. In 2016, St. Joseph's Hospice nominee, Inge, was one of the award recipients and we couldn't be more proud. **"Families are so grateful for the service they receive at such a difficult time and I'm happy to help in whatever way I can"** shares Inge who has volunteered with St. Joseph's Hospice since 2012.



The Importance of Wellbeing

Hospice offers a variety of complementary therapies in our Wellness Centre or in the comfort of the homes of individuals with a palliative illness. Therapies offered through Hospice include reiki, healing touch, reflexology, therapeutic touch, and massage. Each therapy is delivered by trained Hospice volunteers who are certified in their respective treatment(s). All of our complementary therapy services are offered at no cost to those we serve.



*Dani, Registered
Massage Therapist*



"Making people feel welcome and comfortable is what I love to do." shares Jen, a lead volunteer helping to train others in the new Concierge role at Hospice. As a Funeral Director for Memorial Funeral Home, a lead sponsor of the Hike for Hospice, Jen knows first hand the importance of customer service. "An individual and family are making a very important life transition when entering into Hospice care. It's our privilege as volunteers to make everyone feel special and offer to help in whatever way we can."



Drew, Reiki Master

"Volunteers are the fabric of St. Joseph's Hospice. We couldn't do what we do without their support."
Julie, Executive Director

323

*Volunteers dedicating
their time and skills*

109

*New volunteers
placed this year*

"There's no way that we could give people the level of service that we do without the dedication and commitment from our volunteers."
Allan, Nutrition Services Coordinator

3,259

*Hours given by
students through
educational partnerships*

2,934

*Volunteer hours
delivering community
services*

Generosity from the Community

Planned Giving: Quilt of Love



In the foyer of St. Joseph's Hospice hangs a quilt. It's a beautiful quilt with a special purpose. "To me the quilt also symbolizes the essence of St. Joseph's Hospice which I believe is 'Love'. The dedicated team of staff, Sisters and volunteers at Hospice provided the highest level of care, wrapped in a 'quilt of love', to the person I love the most – my Mom. Our family donation to Hospice including a Planned Gift is a small way of weaving ourselves into the dynamic 'quilt of love' that Hospice is" shares Angela McManus. "We are forever thankful to St. Joseph's Hospice for caring for my mother, Mary McManus, R.N."

Lerners LLP Sets the Bar

"I have witnessed firsthand the enormous difficulties that patients and their loved ones may face on the end-of-life journey" shares Yola Ventresca, Chair of Handbags for Hospice and Partner at Lerners LLP. "I learned from my experiences that because our health care system understandably is focused on prevention and cure, hospice palliative care doesn't always get the attention and the resources it deserves, and needs. That's what drew me to support the amazing work of St. Joseph's Hospice. It is a model residential palliative care facility, offering expert, compassionate care for its residents, and a range of support services for family and friends. There truly is no place like it in the city. In fact, there should be many more places like it - everywhere. This feeling is shared not only by me, but my partners and colleagues at Lerners LLP who have enthusiastically supported this very worthy organization. This support includes acting as the title sponsor at Handbags for Hospice for the past three years. We at Lerners LLP are proud of our connection to Hospice and to the incredible support it provides to the residents of this city."



Yola (middle) at Handbags for Hospice

Fundraising Event Highlights



More than 400 philanthropic women came together to raise \$150,000 at the 4th Annual Handbags for Hospice.

Four Elements: WATER is the third gala in the four-part series and raised \$133,695.



The 8th Annual Hike for Hospice doubled participation from previous years and raised \$57,303.

Your Gift in Action

“We ensure responsible stewardship of our donors and donor funds to fulfill our mission.”
 David Bunce, Treasurer of the Board of Directors

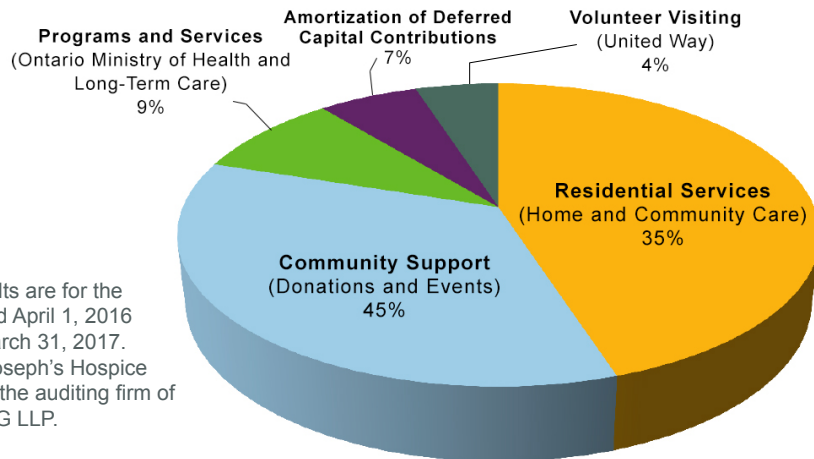
Revenue Sources

| | |
|--|---------------------|
| Community Support (Donations, Events)..... | \$ 1,356,010 |
| Residential Services (Home and Community Care)..... | 1,074,839 |
| Programs and Services (Ministry of Health)..... | 281,739 |
| Volunteer Visiting (United Way)..... | 132,000 |
| Amortization of Deferred Capital Contributions..... | 198,832 |
| TOTAL..... | \$ 3,043,420 |

Expenses

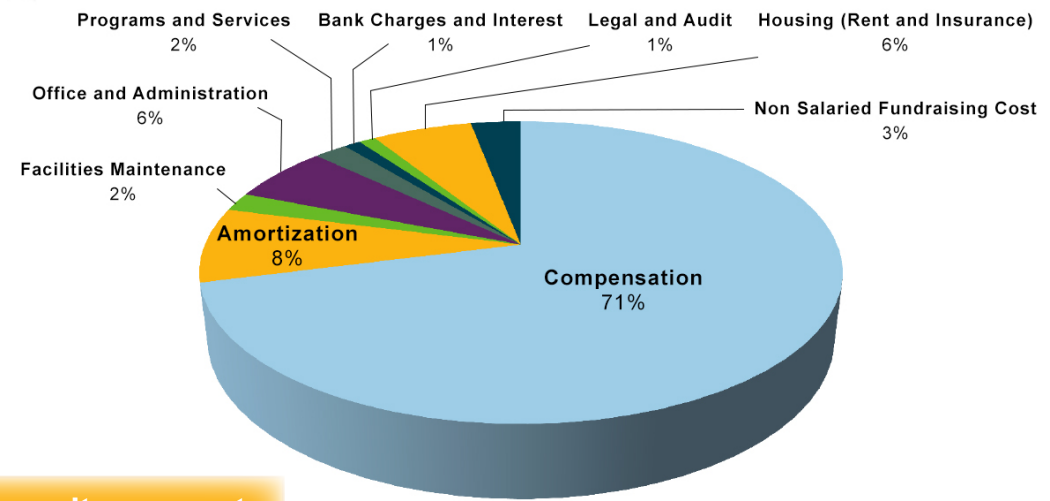
| | |
|-----------------------------------|---------------------|
| Compensation..... | \$ 1,899,206 |
| Housing (Rent and Insurance)..... | 168,536 |
| Office and Administration..... | 159,199 |
| Fundraising Costs..... | 90,397 |
| Programs and Services..... | 63,124 |
| Legal and Audit..... | 48,285 |
| Facilities Maintenance..... | 43,058 |
| Bank Charges and Interest..... | 4,080 |
| Amortization..... | 203,525 |
| TOTAL..... | \$ 2,679,410 |

Revenue Sources By Percentage



Results are for the period April 1, 2016 to March 31, 2017. St. Joseph's Hospice uses the auditing firm of KPMG LLP.

Expenses By Percentage



45% of our operating budget is derived from direct community support.

More than \$1.3 million each year.



Here for You

For more information, to donate or to join our mailing list please contact us or visit sjhospicelondon.com.

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