

# OUR STORY

Annual Report - April 1, 2020 - March 31, 2021

Hospice  
Wellington™  
YOUR STORY MATTERS

Well life has certainly been different over the past 15 months but as in any situation we come away with learning we never expected to have. When I review the year and look for the positives, I see a staff that continued to work on and be very diligent; staff that gives the best care to residents and families no matter what it takes. I also see staff that has spent hours to reorganize programs to still be able to help those that are grieving or need our support. Fundraising is turned upside down; we look back in the face of our community members to ask them to sustain us and we promise to do our best and be there for them when they need us. This is what community is all about, giving and receiving at times that are unknown and unfamiliar to all of us. Working together to be the best we can possibly be. For this I say thank you to our community for your kindness and support that was always evident. I say thank you to our volunteers who could not be present inside our building but found many unique ways to show us how much they care. A huge thanks to our Board of Directors that lead our path with guidance and direction.

This year, with thanks to a generous community grant, we were able to bring our residents and families the ability to enjoy Music Therapy offered by Catherine Manning, RMT. She has brought many special moments and opportunities to all of us at Hospice Wellington. My hope is to grow this fantastic program into our community for many to experience the power of music.

We have worked closely with our colleagues on the Ontario Health Team to do our best to improve the way that our community experiences health and wellness. There are many people hard at work to enhance what we have that works well and try to imagine how we can do things better to serve all the needs of our community. It is a huge task but one we are proud to participate in at Hospice Wellington to contribute what we can.

I look forward to the amazing opportunity we have to promote and assist our friends in Wellington with huge thanks to the estate of "Oskar & Klara Bookbinder." We have all been very touched and privileged to have this chance to make a difference. I look forward to reporting back next year to demonstrate what we have achieved.

As I close, I would like to thank all those that help me to do my very best every single day. This work is never done by one person but rather a full community of caring, dedicated individuals. I feel so fortunate to be a part of this community and I would remind you we are all in this together. "Your Story Matters"

Respectfully,

Pat Stuart



## 2020-2021 Financial Information

<b>Government Funding:</b>	<b>\$1,489,469</b>	<b>Other Revenue:</b>	<b>\$92,402</b>
<b>Covid-19 Assistance:</b>	<b>\$614,841</b>	<b>Interest Revenue:</b>	<b>\$83,105</b>
<b>Other Fundraising Activities:</b>	<b>\$208,131</b>	<b>Third Party Events:</b>	<b>\$75,228</b>
<b>Memorial &amp; General Donations:</b>	<b>\$149,499</b>	<b>Hike for Hospice:</b>	<b>\$35,630</b>
<b>Handbags for Hospice:</b>	<b>\$134,661</b>	<b>Tree of Remembrance:</b>	<b>\$18,749</b>
<b>Grants:</b>	<b>\$103,760</b>		



# Statement on Diversity, Anti-Racism and Anti-Oppression

Hospice palliative care is based on a belief in the intrinsic value of each individual and their right to quality of life and quality of care. Hospice Wellington acknowledges the discrimination faced by racialized minorities and Indigenous peoples; they have had their rights infringed and denied for generations. We also acknowledge the deep-rooted power differentials in Canadian society based on gender, sexual orientation, religion, age, ability, economic status, and other factors. These imbalances have resulted in both conscious and unconscious discriminatory practices and barriers in Canada.

Hospice Wellington is committed to understanding and addressing the causes and effects of racism and discrimination in our society, and in particular the health sector. We want to know how they may have affected our practices and relationships with our patients and their families, our employees and volunteers, and the communities and stakeholders we work with. We want every person or organization we deal with to find Hospice Wellington welcoming, inclusive, and accessible.

Both Hospice Palliative Care Ontario and the Guelph & Area Ontario Health Team have established working groups to research and understand the causes and impacts of racism and discrimination, and develop action plans to address them. Hospice Wellington will monitor their work and develop its own action plans, standards, and practices to promote and achieve our goals.

Racism, discrimination, exclusion, and intolerance have no place in Canadian society, and especially in health care. Hospice Wellington condemns them in all their forms. We respect and value all people and communities we serve and work with.

## Not Just Numbers

Although statistics allow for us to track how many people we have cared for, there are still people out there seeking and needing care, compassion and support.

**Previous, current and future clients will never be just a number to us.**

# 246 CLIENTS

**Were supported within our Residence. In addition, numerous family members were also supported as much as possible during the challenging navigation through Covid-19.**

# 1,304 CLIENTS

**Were supported through our Community Level programs. Additional individuals were also supported throughout Guelph & Wellington County.**



# Volunteer Awards



THE WALTER & HANNA BOOS VOLUNTEER  
RECOGNITION AWARD 2020-2021

*Betty & Bob McKend*

JUNE CALLWOOD CIRCLE OF OUTSTANDING  
VOLUNTEERS 2020

*Fred Verboom*

## A Special Message to the Volunteers



"I cannot thank the Hospice Wellington volunteers enough for your very thoughtful cards. They made their way to every unit in the hospital and were read at morning huddles. You have brought a group of very fatigued healthcare workers a shot of happiness and made a very meaningful difference. Wishing all of you the best as we battle this beast of a pandemic."

- Dr. J. Caspers, Chief of Staff, GGH



"During the month of March, we invited volunteers to create "We Care Cards" which were sent to Hospice Wellington Community clients and also to residents and staff of the Long Term Care homes in Guelph and Wellington County to let them know we were thinking of them and hopefully brighten their day."

Dale Gellatly, Volunteer Engagement Coordinator

## In Your Words

"I love having the connection with everyone. Having a place that lists resources at your fingertips is invaluable. We are blessed to have wonderful leaders who are always willing to change things up based on the input of participants."

"The group leaders have created a very safe and warm place for one to share their feelings, and be comfortable grieving among others."

"I feel less fearful and anxious about my future. Being alone feels very sad, but I'm not alone and know where to ask for help if I need it."

"After being with my father in the day at Hospice, it felt okay to go home to sleep because ... it was as if I was leaving him with family."

"I felt so hopeless and when I walked into Hospice I felt a big hug embrace me and I knew I had a new family that would help me through this!"



# Music Therapy Program

Catherine, an accredited music therapist, uses a combination of live music (singing, guitar and piano) along with sensitive verbal interventions to best support patients and their families during this vulnerable time. Music therapy at end-of-life requires a keen awareness of a patient's physical and emotional status, which can fluctuate and shift significantly. The clinical bedside supports offered by Catherine are highly individualized and supportive of a patient's particular life history and clinical reality. Interaction with Catherine in the music therapy program can lead to legacy pieces for loved ones.

Goals of care may include providing opportunities for deep comfort and relaxation, for self-expression, for reminiscence and life-review. Music therapy is beneficial in supporting mental well being and can provide opportunities for gentle engagement physically and cognitively.

Music can offer a unique and aesthetically beautiful pathway to 'step through a person's life'; to offer a witness and companionship, using a non-threatening and familiar pathway, such as the songs of one's life.

Music brings with it an instinctive ease and myriad points of connection - thereby building a safe sense of community quickly. Catherine will use music to provide opportunities for individual and mutual support within the Hospice community. Music therapy compliments the wholistic approaches to palliative care at Hospice Wellington. It is an important part of the interconnected team of caring staff and volunteers.

## A Couple's Gift is Opening Doors for the Communities of Wellington County

In honour of their adopted community of Rockwood and their final days in the Hospice Wellington residence, Klara and Oskar Bookbinder's estate has made a remarkable gift to support the people of Guelph/Eramosa and Wellington County. The couple's executor, Peter Hannam shared, "this is a tribute to the friendly, 24-hour caring atmosphere that Hospice Wellington provided for the Bookbinders." This very special investment of \$250,000 will fund a three-year project to offer support services to these communities, recognizing that learning about and accessing services closer to home is so key for people living at home at end of life and for those dealing with grief.

The Family Health Teams, local agencies and elected local leaders have all been supportive in their encouragement of the program and guidance on how it might unfold to align with services already in place. Leading this program will be Julie Martin-Jansen, herself a rural gal. Julie will connect further with those same partners to confirm what current or special programs will best support each respective community.

Executive Director Pat Stuart commented, "home means so much to each of us. Klara and Oskar Bookbinder have made it possible for people in the towns and rural communities of Wellington County to access services closer to their own homes".