

ANNUAL REPORT 2023 OUR STORY



A message from our Executive Director, Pat Stuart



An annual report is naturally full of numbers – the number of people served both inside and outside the residence, the number of dollars raised, the number of volunteers hours contributed, etc. Those are certainly important measurements to report back that YOUR investments are truly translating into effective services. I also know that what people treasure is the care and respect that they and their loved one are shown ... in the residence, in local programs and in the County.

These past few years have reinforced to all of us what really “counts”. In 2022, our Board of Directors engaged in a Strategic Planning process to ensure that Hospice Wellington continues to grow its ability to serve you, your family, and your neighbours; and that our priorities reflect the diversity of our community. After extensive stakeholder engagement, three strategic priorities for 2023-2025 became evident: Community Engagement; Serving Wellington County; and Investing in Quality Care.

This report highlights that these priorities have always been a part of our work at Hospice Wellington. I am proud to show that this work is about much more than just the numbers for us.

Our Board of Directors 2022 - 2023

David Rich, Director and Chair

Greg Sayer, Director and Vice-Chair

Joan Eaglesham, Director and Secretary

Monique Porlier, Director, Treasurer and Chair, Finance and Audit Committee

Jane McKinnon-Wilson, Director and Chair, Quality and Risk Committee

Rebecca Roy, Director, Executive

Denyse Guy, Director and Chair, Governance Committee

Patricia Rivett, Director and Chair, Nominating Committee

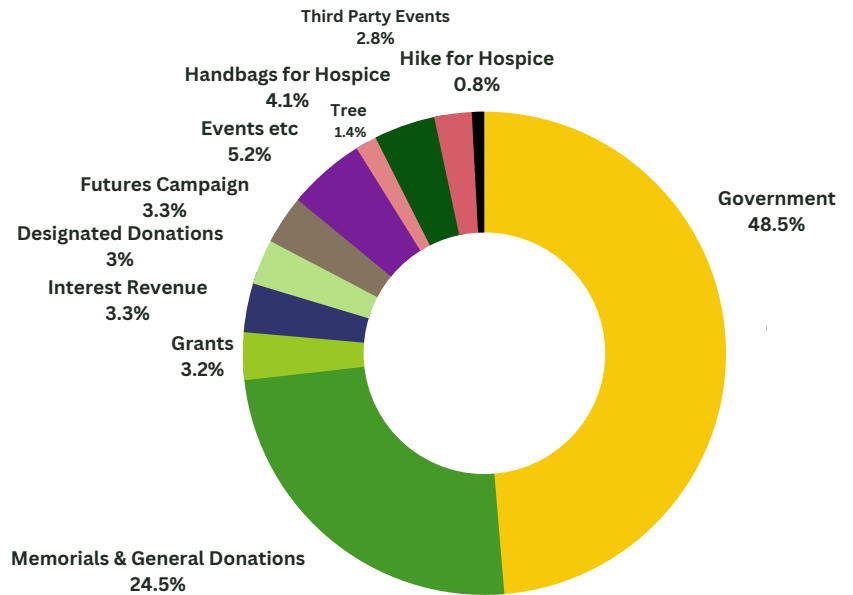
Peter Hohenadel, Director

Stacey Stahlmann, Director

Rebecca Stuart, Director

2022-2023 FINANCIAL INFORMATION

Government	\$1,696,164
Memorials & General Donations	\$854,849
Grants	\$110,837
Interest Revenue	\$113,883
Designated Donations	\$105,242
Futures Campaign	\$113,812
Events etc.	\$180,328
Tree of Remembrance	\$49,807
Handbags for Hospice	\$143,082
Hike for Hospice	\$29,068
Third Party Events	\$97,183
Total	<u>\$3,494,255</u>



NOT JUST NUMBERS

Although statistics allow us to track how many people we have served and cared for, the people we compassionately support will never be just numbers to us.



Total Residential Clients

295



Total Community Clients

1261



Total Volunteer Hours

7149

Total Community Program Hours

2508

CELEBRATING VOLUNTEERS

CONGRATULATIONS!
June Callwood Award



Stan Bunston

JUNE CALLWOOD AWARD

This year the recipient of the award from Hospice Wellington is Stan Bunston. Stan has been a volunteer for over 10 years with over 500 hours of service. Stan has demonstrated selfless services in the following areas of hospice support; one-to-one bereavement support, community palliative support, caregiver support, co-facilitation of grief groups, vigil volunteering and training, workshop facilitation and participation in memorials.

Stan exemplifies generosity of spirit.

CONGRATULATIONS!
Walter and Hanna Boos Award



Arlene Weller

WALTER AND HANNA BOOS AWARD

This year, Arlene Weller was the recipient of this award. With over 1500 hours dedicated to serving as a Hospice Wellington Volunteer since 2014, Arlene has worked in the residence kitchen and on the reception desk. She is always willing to do extra shifts when needed. Arlene organizes the volunteer schedule for the kitchen and assists with events.

BUILDING ON FOUNDATIONS EQUITY, DIVERSITY, INCLUSION AND JUSTICE (EDI-J)

*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 communities and Indigenous peoples; they have had their rights infringed upon and denied for generations.

In 2021, the Hospice Wellington Board of Directors established an Equity, Diversity, Inclusion and Justice (EDI-J) Working Group, including community members and staff to develop and approve a framework for the work of the Board in EDI-J. This framework is using an EDI-J lens to identify opportunities for the Board to embed EDI-J initiatives into its governance activities, and include an action plan to help ensure tangible and reasonable progress in achieving initial steps toward EDI-J goals.

We have established an EDI-J Operational Working Group comprised of volunteers and staff focused on putting the visionary EDI-J work of the Board into daily action for staff and volunteers. The group aims to represent each functional team of Hospice - Volunteers, Care Team, Community Programs, Fund Development/Marketing Team, and Administration because each has an important perspective. Recognizing that the possibilities and needs are endless, the group has three initial priorities:

1. Recognition of Important Dates and Events
2. Staff and Volunteer Training and Education
3. Community Outreach and Partnerships

Both the Board and Operational Working Groups will align together to ensure progress across the organization.

*Excerpt from Hospice Wellington Statement on Diversity, Anti-Racism and Anti-Oppression, 2022

2023-2025 STRATEGIC PLAN

On September 28, 2022, the Board of Directors approved a new 2023-2025 Strategic Plan. This plan was developed based on input from an extensive engagement process and discussions at an all-day planning meeting held in May 2022 with the Board and staff leadership, facilitated by Good Roots Consulting. We are excited to continue to build on the strategies, actions, and performance measures of our three strategic priorities:

2023–2025 Strategic Priorities



**Community
Engagement**



**Serving
Wellington
County**



**Investing
in Quality
Care**

Our Mission

To provide and promote hospice palliative care for individuals and their families.

IN THE WORDS OF OUR COMMUNITY

"I can say things to the group that I can't say to my family. I can express myself honestly."

"I look forward to coming every week. This is like family to me."

"The volunteers are wonderful. I can't believe they are here to care for me every week."

"It's helpful to be around other people who are going through something similar. They understand what I'm talking about and how I'm feeling."

"You have shed new light on my emotions and for this I am so grateful to you. I feel like an onion peeling back the layers."



 **Guelph
Wellington**
Ontario Health Team

Ontario 

CHARITABLE #12345 5024 RR0001