



Hospice Wellington Annual Report | 2015-2016



HOSPICE WELLINGTON

www.hospicewellington.org

A MESSAGE FROM TODD FRALEIGH

I am honoured to present the 2015-2016 Hospice Wellington Annual Report. I feel very fortunate to be a part of this incredible team. Our Board, volunteers, staff and partners in the community, help make us what we are today; a vital part of this community's healthcare system.



Our ongoing collaboration with the Community Care Access Centre (CCAC), local hospitals and family health teams across our region is extraordinary. Together we are providing the compassionate hospice palliative care that every person deserves. I have worked in several communities over my career and I continue to be amazed by the caring and generous people of Guelph and Wellington County. When I learned that 67% of residents in Guelph volunteer, the highest rate in Canada, I began to see why Hospice Wellington is so successful.

For the upcoming year we plan to get back to our roots of community focused work. We have embarked on a planning cycle for a new operations plan – the first ever for Hospice Wellington. We are also commencing a 3 year community program development plan to meet the needs of the ever aging and growing population of our region. I invite everyone to learn more about our many services and to help us reach our Futures Campaign goal in 2016.

A handwritten signature in black ink, appearing to read 'Todd Fraleigh'.

Todd Fraleigh, Executive Director

THE CHAIR REPORT

Over the past 36 years Hospice Wellington has evolved from very small beginnings to filling an important role in the Guelph and Wellington County community. Over that period hospice palliative care has been recognized as an essential and highly desirable component of care both for people suffering from a life-limiting diagnosis and for their families. However, it is not fully funded by the province. It is thanks to the commitment and generosity of hundreds of volunteers and donors that Hospice Wellington is addressing this need. The Board of Directors recognizes this reality and is forever grateful to these hardworking members of our community.



This past year we reached an important goal through a successful fund-raising campaign, allowing us to retire our building loan and release significant funds for support programs. But we still have much to do and need our community's help. Government at all levels acknowledges access to hospice palliative care as a critical element of health care. We look forward with enthusiasm to 2016 and expanding our services to meet the needs of the community.

A handwritten signature in black ink, appearing to read 'Barbara Whyllie'.

Barbara Whyllie, Chair and President

OUR MISSION

In your home or ours, we offer excellent support and care to individuals and families through their end-of-life journey and grief. This is provided through:

- Programs that support a dignified transition from diagnosis to end of life;
- The hearts and skills of trained volunteers and staff.

OUR VISION

- A vital, dynamic and sustainable organization that models the best in end-of-life care and grief support.

OUR VALUES

- We believe in dignity, compassion, respect, accessibility and accountability.



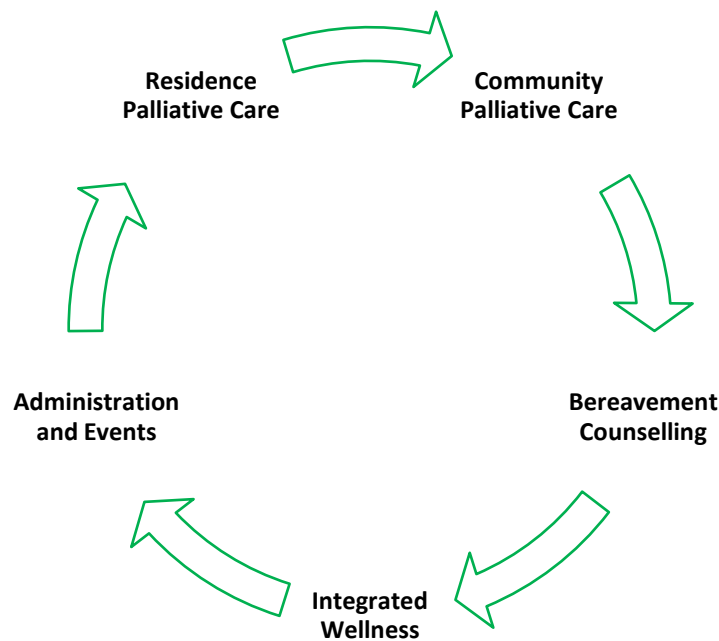
VOLUNTEERS OF HOSPICE

Volunteers are the driving force of Hospice Wellington. Our organization was founded by dedicated members of the Guelph community over 36 years ago. That same commitment continues today, helping others find strength when they need it the most.

In 2015 Hospice had close to 300 volunteers performing over 17,000 volunteer hours. This resulted in 3,321 client visits.

Volunteers who serve our clients directly must complete a 33 hour training course to meet the requirements of the Hospice Palliative Care Ontario (HPCO). Content is drawn from Canadian Hospice Palliative Care Association (CHPCA), HPCO and the Fundamentals of Palliative Care coursework. We recognize our clients are often at their lowest moment, vulnerable and in need of someone to trust. That's why we take great pride in the training we offer, including ongoing learning opportunities four times per year in additional workshops.

How do our volunteers help? They support everything we do for the community.



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"Each time I walk through the doors of the residence I'm struck with an overwhelming sense of gratitude, humility, and privilege. I'm honoured to be more than "just a volunteer" at Hospice Wellington. I'm a member of a team that provides support for families and friends during their time of separation from a loved one."

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RESIDENTIAL PROGRAM

Our 10 bed residence provides care for those who are at end of life. There is still life to live and hospice palliative care can improve the quality of that life for our clients and their families.

Hospice Wellington delivers caring nursing expertise and personal support 24 hours a day. We are extremely proud of our home-like setting and the supportive culture we have created to provide a tranquil and comfortable space for individuals to die with dignity surrounded by their family and friends.

Our philosophy to care for the whole person means committing to compassionate care. This commitment offers freedom of choice, relief from physical and emotional symptoms and support for our client's caregivers.



In 2015-16 our residential palliative care program served 276 individuals.

We saved 2518 bed days from hospital at a savings of \$1,477,000.



"Walking through those doors that first night I felt a tremendous feeling of calm and peacefulness. It was as though we had been delivered to the gates of Heaven. All the fear I had about my Mom's inevitable death and how her final days would be, had vanished."



COMMUNITY PROGRAMS

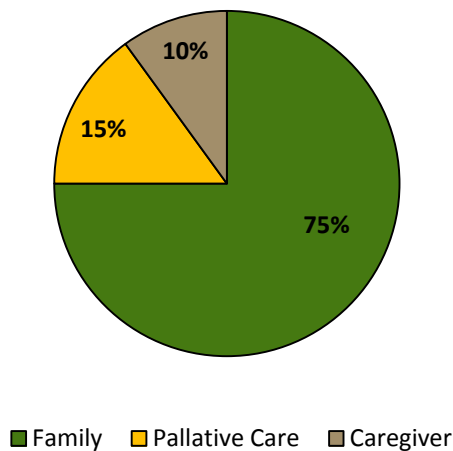
Hospice Wellington has served the Guelph/Wellington region since 1980, providing free services to those suffering from grief or facing a life-limited diagnosis. Over the past year our hospice palliative care in the community provided one to one volunteer support in the home, hospital or long term care facilities to 144 clients and 44 people received caregiver respite.

Our community services include:

- ~ Bereavement and Grief
- ~ Volunteer Visiting
- ~ Integrated Wellness
- ~ Art Therapy
- ~ Child and Youth Support

"We have given ourselves the permission to take the time and opportunity to actually heal. It's no longer my journey, it's OUR journey. My bowl is now beginning to fill with community, support, and connectedness. These programs are touching lives and making a difference by assisting people to tap into and gain an awareness of their emotional intelligence."

COMMUNITY SERVICES



Last year alone 492 families were supported through community programs outside of the residential program.



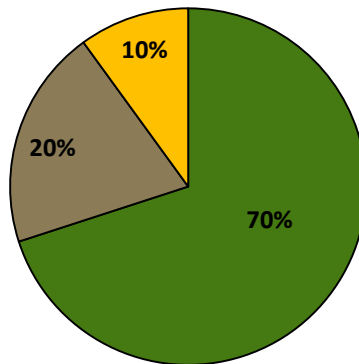
BEREAVEMENT SERVICES

The hospice team is there to help clients, loved ones and caregivers. A life-limiting diagnosis can be overwhelming and difficult to process. How do you share this with family and friends? We have the tools needed to help families communicate and one on one counselling to assist people in finding the strength and confidence needed to move forward.

Grief is as diverse and complicated as people are. Individual ability, reactions and timing can be unpredictable and take us all by surprise. Through either group support or one to one counselling, as an individual or as a family together, people can receive the help they need.

"After attending hospice we now see there is a life out there that we can live and be happy. We are finding joy in simple things we denied ourselves for so long. Therapy lifted the guilt we held and helped us find our way."

BEREAVEMENT SERVICES



■ Community Members ■ Family Members ■ Residents at Hospice

In 2015 Hospice Wellington aided 348 clients through one to one volunteer support and 161 clients through group support.



"To hear their stories, I find the courage to expose even more of myself... to stand metaphorically naked and be accepted as ME with all my fears and foibles."

"When we come together and share in this manner, deep connections are created that cannot be severed."

INTEGRATED WELLNESS

A life-limiting diagnosis comes with physical, emotional, social, mental and spiritual ramifications. It is important to take steps to care for the mind, body and spirit. There is still life to live and hospice improves the quality of that life for our clients and their families. Massage, Reiki, Therapeutic Touch, Meditation, Yoga and Art Therapy; support services designed to relieve symptoms, anticipatory grief and to help find peace.



"Hospice Wellington is the epitome of a welcoming, caring and nurturing environment. It is undeniably an emotionally safe place in which to express one's overwhelming grief and sadness. By creating art I have regained a sense of self, of accomplishment, of pride and identity. In other words, I have found passion and HOPE."



ART THERAPY

Art therapy helps clients develop alternative coping strategies through their grief journey, allowing them to celebrate and honour their relationship with their lost loved one. It does not rely on language or verbal skills making this an ideal therapy for children unable to share their grief and others who prefer thoughtful creative reflection over talking. Art is a tool for communication, self-examination and healing.

This program is available to anyone in the community who is facing a life-limiting diagnosis, taking care of a person with a life-limited illness or is dealing with the loss of a loved one.



"I feel equally privileged and grateful to have experienced such deep love, and to be the recipient of such amazing support from Art Therapy at Hospice Wellington. Now I am ready to give back by helping others."



232 clients received massage, Reiki, or therapeutic touch.



Art therapy supported 144 adults and 49 children, with 43 individuals using the Open Studio program.

COMMUNITY ENGAGEMENT

Hike for Hospice

This fun community event has run for 12 years. Family, friends, and co-workers meet at the Ignatius Jesuit Centre in June for an enjoyable day of activities, helping to raise funds for Hospice Wellington. People participate to celebrate a life - someone fighting a life-limiting disease, or a caregiver. Hike for Hospice demonstrates the profound community support our organization is fortunate to have.

Hike for Hospice had 40 volunteers and over 225 people attend this year. Together we raised \$51,000.



Tree of Remembrance

Each December this event is generously supported by our volunteers, by setting up Tree of Remembrance tables around the community. Hospice sells holiday ornaments to help the community remember those we have lost.

The Tree of Remembrance had 60 volunteers help raise \$15,000, celebrating lost loved ones during the holiday season.



Embracing Beauty

Every other year, Hospice Wellington partners with Valentini Hair Design & Esthetics to create a celebration of beauty, raising funds for Hospice. Valentini's provides a day of pampering for 35 people with hairstyling, make-up and a professional photo shoot. This past year the event evolved, and a Fashion show, scotch tasting and live auction was added.

Thanks to help from 60 volunteers, Embracing Beauty had 450 people attend and raised \$60,000.



THIRD-PARTY EVENTS

Hospice Wellington welcomes the participation of organizations around the region to help raise funds for our residence and community programs.

Below represents a sample of some of our third-party events:

- ~ Jo-Anne Bankmann Memorial Golf Tournament (Cambridge OPP Association)
- ~ Darryl Guthrie Memorial Golf
- ~ Fathers Remembered by Daughters Golf Tournament
- ~ Bisson Dentistry Clinic
- ~ Norma Owen Memorial Golf Tournament (Guelph Police Association)
- ~ Guelph Curling Club
- ~ Pies for Clients (Royal LePage)
- ~ Living Yoga and Health Concert
- ~ Dixon Home Hardware Ladies Night
- ~ Hospice Vocal
- ~ Art on the Seat
- ~ Board Yard Sale

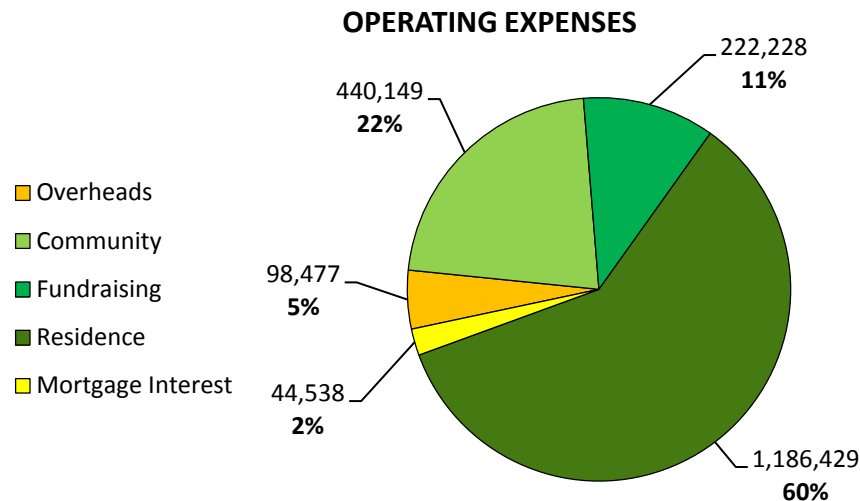
Over the past year the Guelph and Wellington County community raised over \$45,000.



OPERATIONS AND FINANCE

Hospice Wellington is a non-profit organization dedicated to serving the community and has a strong history of responsible fiscal management. Copies of our audited statements are available on our website at www.hospicewellington.org.

Research demonstrates that hospice palliative care is approximately 58% less expensive than hospital care, costing around \$460 per day compared to \$1,100 per day, making the services of Hospice Wellington vital to the community. With an annual operational budget of \$1.9M we know we are making a difference.



SOURCES OF FUNDING

Government: Hospice Wellington is only 55% funded by the Waterloo Wellington Community Care Access Centre (WWCCAC) and the Waterloo Wellington Local Health Integration Network (WWLHIN).

Donations: Campaign donations and community grants given by individual donors in support of our programs, services and fundraising events represent 44% of our funding.

Other: Finally 1% is received from interest and investment income.



Last year community members generously donated more than \$2,617,756 to the Futures Campaign.

HOSPICE WELLINGTON
(A Not-for-Profit Organization)
STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2016

			PROPERTY & CURRENT EQUIPMENT RESERVE		
	FUND	FUND	FUND	2016 TOTAL	2015 TOTAL
A S S E T S					
CURRENT					
Cash (note 2)	\$ 408,324	\$ 0	\$ 1,031,209	\$ 1,439,533	\$ 559,383
Short-term investments (note 3)	0	0	0	0	1,029,789
Accounts receivable	21,020	0	1,257	22,277	26,673
Prepaid expenses	34,413	0	0	34,413	46,370
	<u>463,757</u>	<u>0</u>	<u>1,032,466</u>	<u>1,496,223</u>	<u>1,662,215</u>
PROPERTY & EQUIPMENT (note 4)	<u>0</u>	<u>4,419,807</u>	<u>0</u>	<u>4,419,807</u>	<u>4,540,785</u>
	<u>\$ 463,757</u>	<u>\$ 4,419,807</u>	<u>\$ 1,032,466</u>	<u>\$ 5,916,030</u>	<u>\$ 6,203,000</u>

			PROPERTY & CURRENT EQUIPMENT RESERVE		
	FUND	FUND	FUND	2016 TOTAL	2015 TOTAL
L I A B I L I T I E S					
CURRENT					
Accounts payable and accrued liabilities	\$ 92,378	\$ 0	\$ 0	\$ 92,378	\$ 89,951
Interfund loan (note 3)	413,530	2,084,576	(2,498,106)	0	0
Current portion of loan payable (note 5)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>125,000</u>
	505,908	2,084,576	(2,498,106)	92,378	214,951
LONG TERM					
Loan payable (note 5)	0	0	0	0	1,814,583
Deferred revenue (note 7)	<u>112,952</u>	<u>0</u>	<u>3,347,607</u>	<u>3,460,559</u>	<u>3,634,998</u>
TOTAL LIABILITIES	618,860	2,084,576	849,501	3,552,937	5,664,532

N E T A S S E T S					
NET ASSETS					
Invested in property & equipment	0	2,335,231	0	2,335,231	659,988
Restricted	0	0	182,965	182,965	23,159
Unrestricted	<u>(155,103)</u>	<u>0</u>	<u>0</u>	<u>(155,103)</u>	<u>(144,679)</u>
	<u>(155,103)</u>	<u>2,335,231</u>	<u>182,965</u>	<u>2,363,093</u>	<u>538,468</u>
	<u>\$ 463,757</u>	<u>\$ 4,419,807</u>	<u>\$ 1,032,466</u>	<u>\$ 5,916,030</u>	<u>\$ 6,203,000</u>

FINANCIAL GOALS

Hospice Wellington is very thankful to its donors and supporters which allowed it to completely pay down the principal of its 2 million dollar mortgage. As the population of Guelph and Wellington county both grows and ages our financial goals continue to be focused on receiving enough financial support to provide hospice care for everyone who needs it in our communities whether they live in Guelph or in the more rural areas of Wellington county.

FUTURES CAMPAIGN UPDATE

The Futures Campaign began in January 2015 with a goal of fundraising \$2.5 million from our valued community. Funds raised are allowing us to free up budget used for servicing our debt of \$2.1 million. The campaign will also provide support for capital improvements to maintain our facility and commitment to quality of care. The quiet phase of our program began with securing 60% of the goal before going public. We are pleased to announce that the first phase of the campaign exceeded our goal, securing over \$3 million in pledged donations from members of our generous community.



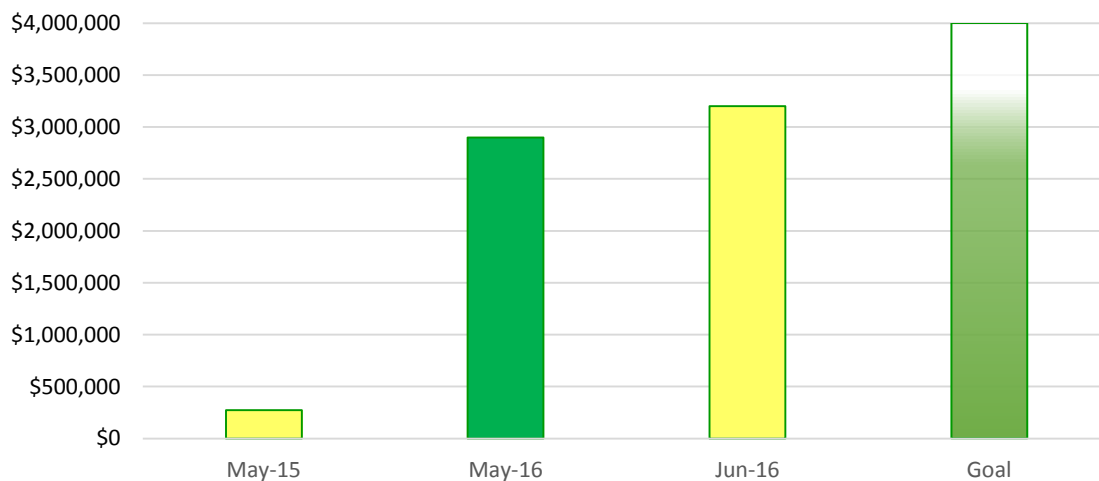
This success has given us pause to re-evaluate our goals. Knowing that our organization relies on fundraising to cover nearly half of our annual operating budget we realize a truly sustainable future needs a stable source of income.

With this in mind we have increased our goal to \$4 million to include the establishment of a \$1 million dollar endowment fund. To do this we are reaching out to the public and engaging the entire community to help us raise the remaining \$800,000 needed to secure our future. By eliminating our debt, investing in our facility and creating an endowment fund, Hospice Wellington will be able to focus on sustaining compassionate care in our community.



Darryl Vaz
Board Director, Futures Campaign Committee Chair

FUTURES CAMPAIGN PROGRESS



WE NEED YOUR HELP

There are many ways that you can support us. If you would like to learn more about how to get involved with Hospice Wellington, please visit www.hospicewellington.org or call us at 519-836-3921 to:

- ~ Become a volunteer
- ~ Join a committee
- ~ Raise funds
- ~ Advocate for hospice care
- ~ Sponsor an event
- ~ Donate to our organization



DONATE TODAY

There are a number of ways you can make a special contribution to the work of Hospice Wellington, including monthly donations, memorial gifts, special celebrations, planned gifts, will bequests and estate plans, or endowments. Please call Beverly Trist-Stewart, Director, Fund Development 519-836-3921 at ext. 229, to discuss these options further.

Thank you for your support of Hospice Wellington's programs and services. Hospice Wellington is a registered Canadian charity (Charitable Registration #12345 5024 RR0001).

Donations can be made online, in-person, by mail or over the phone:

Online: Donations can be made through CanadaHelps.ca.

In person: Please drop by the community level office at 795 Scottsdale Drive, Guelph.

By mail: Please print and complete the [Donation Form](#) and mail it to Hospice Wellington, 795 Scottsdale Drive, Guelph, Ontario, N1G 3R8.

By phone: Please call our office at 519-836-3921 and ask for Beverly Trist-Stewart, Director, Fund Development at ext. 229.



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