



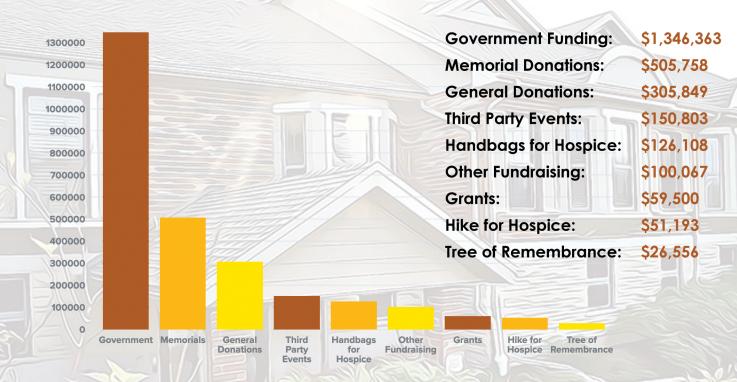
We had a busy year at Hospice Wellington, and I am proud to say we have reached our highest number of residents served since opening ten years ago. We were able to help 343 residents, and their families in our 10-bed residence. On our community level our staff have worked exceptionally hard to help 847 clients through their palliative and grief programs. Thanks to each and every one of you out in the community for supporting us. I would first of all thank our Board of Directors for their support, our volunteers that continually go above and beyond; a wonderful leadership team I work with every day. All the staff and doctors that always see this work as their true vocation and give from their heart every single day; saying thank you seems so inadequate, but it truly comes from my heart. As our fiscal year was coming to an end, we were hit by COVID-19, but we have learned once again to navigate these difficult waters. We must work together and support each other through these unknown times. I close wishing each of you continued health and remember, "Your Story Matters."





The Residence at Hospice Wellington is a very special place where tender moments happen that are not only a beautiful memory, but also impact lives in many ways. One such memory comes from a visit we had from a local ukulele music group. These kind folks gave their time freely to gently play for the Residents and families. One particular Resident requested a Celtic song reflecting his heritage and listened to this in his room with tears in his eyes. When the music ended he smiled and said 'you have made my day'. A truly precious moment came later in time when a lady from the music group was in touch to share how this experience impacted her so greatly that she was making a huge life change. She had applied to become a Personal Support Worker with a desire to focus on Palliative care. This desire came as a direct result of the compassionate experience and sense of humanity that she felt during her visit to Hospice Wellington.

2019-2020 Financial Information





DUR REFLECTION

Residence & Community

Between April 1, 2019 and March 31, 2020, 343 clients, and their families received caring, compassionate support in our Residence. 847 clients were supported through our extensive variety of Community programs and services.

Psychosocial & Spiritual Support

Grief groups for spouses & adults offered emotional support, companionship and understanding in a safe non-judgmental environment.

244 hours of compassionate & respectful support

85% experienced personal growth from the program

97% called it a supportive learning environment

"I just wanted to thank you for all of your kindness and quidance throughout the last few weeks. Your words and support captured our family's essence perfectly. I appreciate all that you and the team did for us."

"I am wanting to send my thanks to those volunteers from Hospice who came and sat with my mom while she was nearing her physical end. I appreciated the time and care they gave being with her when I had to be away from her side."

Volunteer & Community Support

Volunteers are part of a dedicated team that eases the journey for people experiencing end-of-life, grief and loss.

19.000 hours of service

184 people learned about Advance Care Planning

340 hours spent at bedsides in LTC homes

Integrated Wellness

924

massage treatments

1,588

Therapeutic Touch® sessions

2,320

therapy dog interactions

Art **Therapy**

702

face-to-face interactions

82%

of yearly hours invested in client services

1.000 +

hours of clientrelated work

Fund Development

4.819

generous donations

\$150,803 third party

events S117,000+

net raised from Handbags & **Hike for Hospice**

> \$59,500 in grants

Residence Kitchen

Community donations are crucial to provide residents and families with nourishment when they need it most.

Thank you to our loyal community for their donations over the year of items such as:

- dairy
- bread
- fruit
- · coffee
- gift cards
- meals
- baking ingredients

... and so much more