

ANNUAL REPORT TO THE COMMUNITY



ST. JOSEPH'S
Hospice
OF LONDON

ST. JOSEPH'S HOSPICE OF LONDON

NO. 10 // 2022-2023

The *moments*
that count.



Welcome

We warmly welcome you to our 2022-23 Annual Report. In these pages, we hope you will learn more about our programs and services and increase your understanding of the ways St. Joseph's Hospice makes a difference in the lives of those living with a terminal illness, their caregivers, and those who are grieving.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Palliative care is about living as well as possible as we journey through aging and terminal or chronic illness. Most experience a trajectory of dying that requires not just medical support but physical, practical, psychological, social, and spiritual support. Too often, people end up in the hospital when they are dying. Not because they need hospital care, but because they need holistic care.

Our Hospice Residence provided care for 130 residents with an average length of stay of 29 days. Our Community & Supportive Care programs served 592 community clients through volunteer visiting, bereavement programs, and spiritual care services.

Each year in London, 150-200 patients are either discharged from hospital to Hospice or bypass hospital admission by going straight from home to Hospice, saving \$2.3M in health care costs and freeing up 3,650 bed days for other patients. Community care is less expensive and more desirable than hospital care at end-of-life.

At our Hospice Residence or in the comfort of their own homes, we provided exemplary palliative care and supportive services to 722 individuals over this past year. Hospice enhanced the quality and dignity of life for those living with a palliative illness, providing physical, emotional, and spiritual support. Hospice also provided comfort and compassion in death and bereavement to friends and family.

We at Hospice are grateful to be able to offer these services at no cost to our community, due to the generosity of our donors and support from the Ministry of Health and Long-Term Care. Our donors provided 1.57M in Fiscal Year 22-23.

At Hospice, we were challenged to maintain a full complement of staff. The health human resources crisis is one of the greatest challenges facing Canada's healthcare system today. Hospice is fortunate to have a team of compassionate, competent and conscientious professionals who are devoted to our mission. In addition, Hospice benefitted from more than 3,300 student hours through partnerships with educational institutions.

Volunteers continue to be an essential component of our palliative care team and the heart and soul of Hospice. Over the past year, Hospice was supported by more than 268 volunteers who provided 11,961 hours of service – the equivalent of 6 full-time employees. Volunteers contributed their unique talents, skills and knowledge to provide personalized attention to residents, clients, caregivers, and families. Over 100 volunteers gathered to pay tribute to Carla McDonald before she retired from St. Joseph's Hospice after 25 years of devoted service as Volunteer Services Coordinator.

We are grateful to our volunteers, Board of Directors, and Hospice staff for their commitment to our mission. And we especially appreciate our donors. Without their support, none of this would be possible. Thank you, thank you, thank you!

With gratitude for our wonderful community,



**Janet Groen,
Executive Director**

A handwritten signature in black ink that reads "Janet Groen". The signature is written in a cursive, flowing style.



Living our *mission*

Our Mission and Vision

St. Joseph's Hospice is a charitable organization that provides compassionate care and companionship to those with a life-limiting illness and their loved ones, recognizing and embracing their unique needs.

Our vision is to create a community that honours people as they journey to life's end. We aim to provide a haven where the palliative, the caregiver, and the bereaved experience compassion and hope.

We respect the values and beliefs, choices, experiences, and diversity of all individuals and their families.

We provide continuity and consistency of care that is accessible and responsive to a client's wishes, concerns, and priorities. We also act as an advocate for the client's needs.

We empower our staff and volunteers to be leaders in the provision of compassionate care, support, and companionship to our clients.

We provide volunteer training and opportunities for the public and healthcare professionals to raise awareness about Hospice Care.

Board of Directors

Thank you to our 2022-2023 Board of Directors for their vision, leadership, and guidance. Hospice wouldn't exist without their dedication to serving the palliative community.

- Paul Hogan
- Corrie Gicante
- Marcin Weryk
- David Nash
- Richard Corneil
- Shawn McConville
- John Hebden
- Lynne Cram
- Marc Lacoursière
- Maureen O'Halloran
- Vince MacDonald



Care when it *matters most*

Patient Care in Our Residence

Our hospice residence offers 24-hour state-of-the-art palliative care provided by specially trained medical care staff and volunteers. Our residence is an inviting and home-like space where families can visit freely without worrying about day-to-day care.

All of our programs and services are offered at no charge and are available irrespective of gender, sexual orientation, religion, race, ethnicity, or economic status.

Care in our residence includes:

- Expert medical care provided by a team of nurses, physicians, and personal support workers
- Meals prepared by our on-site chef
- Access to counsellors and spiritual care providers
- Home-like amenities and comforts

Granting a loved one's last wish is part of Hospice's mission. One of our residents dying wishes was to see his horse one last time. Our team was able to arrange for his horse to visit the Hospice Home. This was truly a magical moment for all.

Care in our Home by the Numbers:

Patients served.....	130
Average length of stay.....	29 days
Occupancy rate.....	86%
Visits in the home and community.....	2,700
Volunteer hours provided.....	11,916

“Hospice is an incredibly special place. The care and devotion felt when you walk through the doors are one of a kind!”

- Resident's family member



Support for the *journey*

Community & Supportive Care

Community and Supportive Care at St. Joseph's Hospice addresses the physical, psycho-social, and spiritual needs of clients, caregivers, and their loved ones. We understand that grief is a natural and necessary accompaniment to loss and offer a variety of supportive care programs and services that support the emotional, spiritual, and social well-being of individuals and families along their palliative care journey.

Our services include:

- Complementary Therapies (Massage, Reiki, Healing Touch, Therapeutic Touch, Reflexology, and Reconnective Healing)
- Counselling
- Exploring Grief
- H.E.A.L.
- Memorial Services and Social Events
- Mindfulness Meditation
- Practicing Self-Compassion
- Spiritual Care
- Understanding Your Grief
- Volunteer Visiting Program
- Wellness Programs
- Caring Calls
- Connected Through Cooking
- Art Therapy
- Children's Resources

Community & Supportive Care by the Numbers:

Clients & Caregivers Served.....	776
Direct Service Visits.....	9,000
Individual Counselling Sessions..	1,382
Group Sessions Held.....	223
Group Session Attendance.....	563
Total Volunteer Hours Provided.....	11,960

“Be kind to yourself. This is a difficult journey. It can't be avoided, we must go through it.”

- Grateful client

Community & Supportive Care: Help When We Need It Most

The Community & Supportive Care Team uses a hybrid model of care with both in-person and virtual services. This will continue to be provided going forward to meet the needs of the clients we serve.

We re-introduced and are continuing to implement in-home complementary therapies for palliative clients as pandemic restrictions eased.

The team partnered with local colleges to provide student skills training opportunities such as massage therapy for palliative, grief & bereavement, and caregiver clients. This includes expanding the Wellness Centre's complementary therapy services.

We partnered with King's University College, the University of Windsor, and Yorkville University to provide Counselling and Social Work student practicum training.

Hospice is proud to partner with the Toronto Art Therapy Institute to provide student practicum opportunities and to provide grief art support groups to clients. We also initiated new grief support programs including Art therapy and Grief Zines, Restorative Yoga, and Gentil Yoga.

A Word From Staff

“ The staff here are so warm and friendly. They care about everyone around them like they're family. Some of us work closely with those who are grieving the loss of their loved one, helping navigate that grief. Seeing the amount of compassion all my co-workers have is outstanding even after sharing that grief with someone.

After I see the care, I know this atmosphere is like no other place I have worked in the past. Working here, I want to make a meaningful impact on those who come to us for help, or even those in my life outside of the office.

Working here in the short time I have been has helped me develop a greater understanding of what it means to be human.

– Sara Watson,
Administrative Assistant



Children's Care Centre and Program at Hospice

This past year, we developed an all-new Children's Care Centre and programs! St. Joseph's Hospice is proud to offer new services and skills.

Thank you to CIBC Atkinson McConville Financial Group for their generous support of our Children's Grief Art Therapy Program. Because of this donation, Amanda Brown, Program Coordinator, obtained the Children's Grief & Bereavement Certificate from Sick Kids Centre for Community Mental Health. This provides skills in developing and facilitating children's grief programs. We look forward to helping community kids in a new way.

The Community & Supportive Care department also developed an all-new child-friendly space that has been upgraded with supportive grief materials and interactive resources for kids.

Come and visit this new program area at Hospice...we would love to see you and give you a tour of our new Children's Centre.

The Gift of Generosity

The Story of Graham Jones, Volunteer and Donor

There are special people in this world who radiate kindness and compassion. People who go above and beyond to help others. Not because they have to, but because they want to. One of these people is Graham Jones, a volunteer and donor at St. Joseph's Hospice of London.

It all started with the passing of a close friend who was a resident at St. Joseph's Hospice. At the time, Graham was looking for opportunities to give back to the community after retiring. Being a member of the men's culinary club called Les Marmitons, Graham wanted to put his passion for cooking toward helping people in need. If he could help residents feel a little better with delicious and comforting meals, there was no better fit than volunteering in the Hospice Kitchen.

What Graham loves most about St. Joseph's Hospice is the philosophy of compassionate care. This resonates with him because of personal experiences. It reminded him of the difficult time when he had lost his father, unable to provide him with the same level of comfort and support provided by Hospice. His mother, too, had endured a palliative journey without receiving the same level of care, attention, and peace that the residents at Hospice are able to experience. These journeys heightened Graham's appreciation for the value Hospice provides to families during one of life's most difficult times.

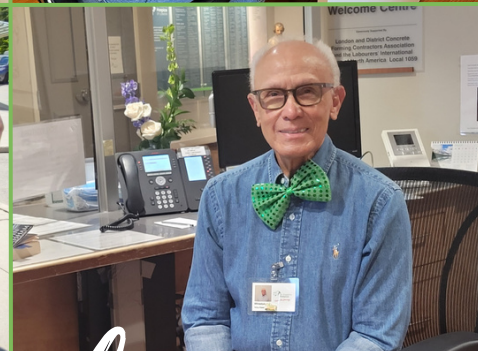
One of the most rewarding parts of volunteering in the kitchen is when Graham makes a meal for a resident, and their family approaches him to share their enjoyment of the meal. "For many of the residents, food is just something to satisfy their hunger pains, but everyone deserves to enjoy a delicious meal, no matter what it is," Graham shared. All of his food is made with love.

Graham reflects on a time about a resident who loved corn on the cob. The resident would have it for breakfast, lunch, and dinner, and it brought her so much joy. She loved it so much, that Hospice began to run low on corn inventory. Passing by a farm on the way home from volunteering, Graham noticed a bunch of corn for sale. He bought a dozen ears of corn, just for her, and gave it to the Hospice kitchen. She passed away the next Sunday morning. Graham knows that he was able to bring her a little bit of happiness in her final days.

Graham and his wife, Bonnie, are also valued donors to Hospice. They say that with Hospice, they get to see their donations being put to good use. They enjoy that their donation stays local and helps our very own London-Middlesex community. Bonnie, who also volunteers at multiple organizations, says, "We know that when we donate time and money to the Hospice, we are making at least a small difference in the lives of the residents and their families. That's what it's all about - giving back and making a difference."

It's inspiring to know selfless and caring people like Graham and Bonnie. This story is a reminder that sometimes, making a difference in someone's life can be simple.





Making a difference *together*

Volunteer Services

Without the support of our volunteers, Hospice simply wouldn't exist. Volunteers are a vibrant part of the tapestry that makes up St. Joseph's Hospice and impact every part of our organization.

Our volunteers passionately hold a variety of roles and responsibilities including:

- Administrative Support
- Board of Directors
- Committee Members
- Complementary Therapists
- Concierge
- Direct Support Worker
- Fundraising and Event Support
- Gardeners
- Housekeeping & Maintenance
- Kitchen Support
- Music
- Pet Therapy
- Reception
- Spiritual Care
- Supportive Care
- Volunteer Visitors

Volunteer Services by the Numbers:

Number of volunteers.....	209
Total hours provided.....	11,960
Hours in our residence.....	9,589
Hours in the community.....	2,927

“*The gift of giving; my time volunteering at Hospice, has been very special to me. Not only am I blessed, but I have a feeling of gratefulness when I care for others.*”

- Hospice Volunteer



Giving at *hospice*

Community Engagement & Development

The Community Engagement and Development Team's role is to raise \$1.4M each and every year so that Hospice can provide Palliative Care in our Community.

About 50% of our funding comes from the Ministry of Long-Term Care and the rest is raised through generous donors in our Community. Without this funding, there would be no Hospice.

A gift to Hospice covers the cost of patient care in our Residence, mental health and bereavement support, spiritual care, and support groups for anyone and everyone who needs us. A special thank you to all our donors who participated in our 50/50 lottery, donated online, attended an event, gave a grateful family gift, and thought of us as their charity of choice. We are grateful.

The need for hospice palliative care continues to grow year after year. Together we can improve the end-of-life experience for those living with life-limiting illnesses and provide compassionate grief and bereavement support for our loved ones.

Dying with dignity matters. We are Hospice.

CE&D by the numbers:

Total raised.....	\$1.57M
Annual giving.....	\$355,829
Major gifts.....	\$705,431
Special events.....	\$331,643
Capital.....	\$177,000

“*The best part about donating towards St. Joseph's Hospice is knowing that my contribution matters. I see my gift put into action and I know that my local community benefits.*”

- Hospice Donor

Keeping Their Name *Alive*

Memorial Events and Legacy Giving



Hospice is a peaceful place for those on their end-of-life journey. We provide emotional, spiritual, and physical support to the residents and their families. But what happens after they pass?

Memorial Giving is a way to keep a loved one's name alive. Legacy giving such as estate gifts is one way to remember them by. Family members can also pay tribute in memory of someone they loved at Hospice. Finally, honouring a loved one's memory can be done by attending events such as Light Up the Night and HIKE for Hospice.

This helps family members on their grief journey as they come together with many people who are experiencing a similar type of loss. They connect with others who are grieving and can dedicate time to honouring their loved ones who have passed.

Last holiday season, our Light Up the Night event raised over \$44,000 for Hospice services. Our Hike for Hospice event raised over \$86,000. These events not only help Hospice by raising necessary funds, but they help the family members that have lost a loved one. This is what Hospice is all about.

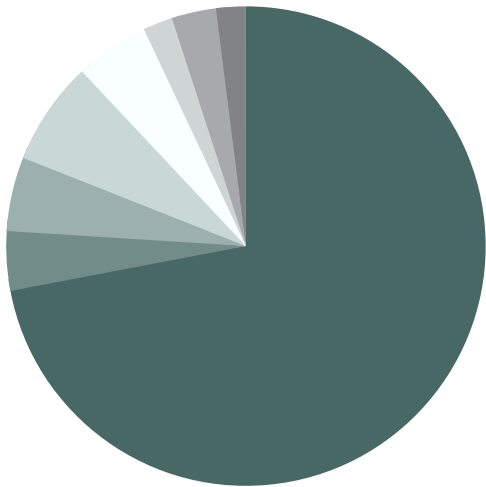
Leaving a Legacy means giving back to Hospice when you are no longer here. A gift in your will is a lasting gift that keeps on giving to families that need Hospice services for years to come...even after you are gone. Oftentimes, it means more to the family that is left behind to be able to say that your memory still lives at Hospice and impacts patients and their families who need us during a very difficult time. Thank you to all of our donors that have left an estate gift with us. Your name lives on through your gift.

The overwhelming love and support we feel through the caring donations made by our donors is what makes Hospice so special.

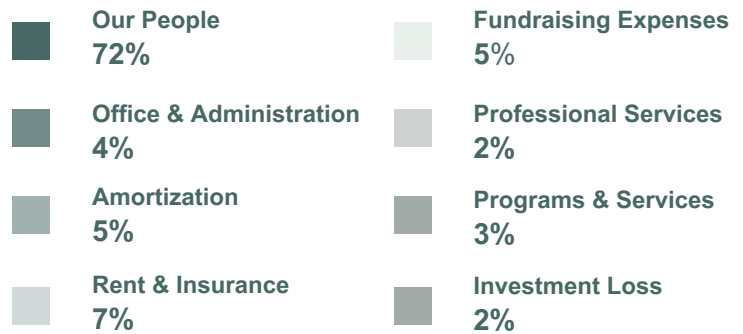




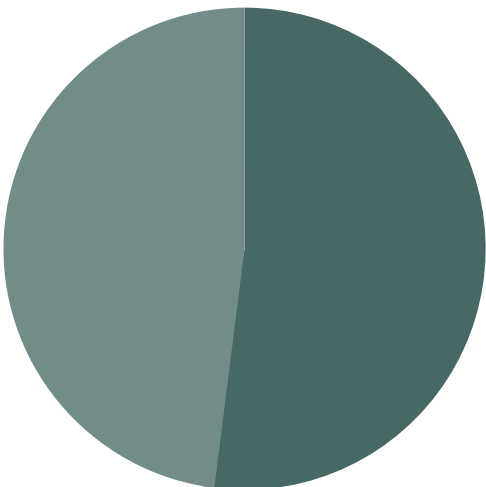
By the numbers



Your Gifts in Action



*Results are for the period April 1, 2022 to March 31, 2023.
St. Joseph's Hospice uses the auditing firm of KPMG LLP.*



Sources of Revenue



**Provincial statistics for Hospices show that for each patient served, more than five additional individuals. ie: loved ones, caregivers, relatives, etc. are touched by our care.*



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